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Series of the Certificate \_\_\_\_\_\_\_\_\_\_\_\_ No \_\_\_\_\_\_\_\_\_\_\_\_\_

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| **1. Title of the Certificate(1)** |
| ☐ Diploms par profesionālo vidējo izglītību☐ Profesionālās kvalifikācijas apliecībaProfesionālā kvalifikācija: **Tūrisma pakalpojumu konsultants** |
| (1) in the original language |

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| **2. Translated title of the Certificate(2)** |
| ☐ Diploma of vocational secondary education☐ Certificate of professional qualificationProfessional qualification: **Tourism Services Consultant** |
| (2) If applicable. This translation has no legal status. |

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| **3. Profile of competences** |
| A tourism services consultant compiles the customer demand, consults customers, prepares an offer, carries out reservations and sales of tourism services.Has acquired competences for performance of the following professional duties and tasks:3.1. Organisation of work environment and work place:* to observe the requirements of laws and regulations of tourism industry;
* to plan own work and rational use of all related resources;
* to cooperate with colleagues and partners/suppliers in the planning and performance of works at the level of various structural units;
* to follow the current industry processes and offers;
* to process information on offers, obtained from tourism services databases.

3.2. Consulting of customers on offers of tourism services:* to identify needs, desires and capabilities;
* to acquaint the customer with the pricelist of tourism services and the payment procedures;
* to provide to customers information on the offer of tourism services;
* to consult the customer on tourism services on-site and remotely;
* to agree on the tourism service/destination;
* to cooperate with the customer, following the principles of professional ethics and general ethics;
* to use information and communication technology for preparation of various professional documents.

 3.3. Preparation of variants of tourism service offers: * to contact the providers of direct tourism services;
* to use at least two foreign languages, including the professional terminology in the official language and foreign languages;
* to identify the most suitable tourism services for the customer;
* to prepare variants of the tourism service offer for the customer;
* to offer to the customer the prepared tourism services and additional services;
* to agree with the customer on the selected service.

3.4. Sales of tourism services:* to acquaint the customer with the agreement and its conditions;
* to conclude an agreement on tourism service;
* to draft an invoice for ensuring of tourism service;
* to make cash and non-cash operations;
* to prepare and issue travel documentation to the customer.

3.5. Reservation of tourism services and ensuring of aftersales service: * to make a reservation of tourism service in professional reservation systems;
* to use online systems of the direct service provider;
* to contact the tourism service provider;
* to prepare reports for the direct management and the customer;
* to provide support to the customer during the trip;
* to ensure future cooperation with the customer.

3.6. Observing of the basic principles of professional activity: * to communicate in the official language;
* to observe the requirements of the labour law, labour protection and environmental protection;
* to observe the fire safety, civil protection and electrical safety regulations;
* to organise the work place in accordance with the requirements of occupational safety;
* to assess own working capabilities and health condition at the workplace and during performance of job duties;
* in case of accident, act in accordance with the situation and provide first medical aid to the injured persons;
* to engage in the development of the company's operation;
* to improve the knowledge required for professional activity.

Additional competences:* <<To be completed by the education institution>>;
* ...;
* ...;
* ...
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| **4. Employment opportunities in line with the professional qualification(3)** |
| To work for tourism services provision companies. |
| (3) If possible |

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| **5. Description of the Certificate** |
| **Name and status of the body issuing the Certificate** | **National authority providing recognition of the Certificate** |
| *<<Full name, address, telephone number, website address; e-mail address of the issuing body.* *Legal status of the issuing body>>* | Ministry of Education and Science of the Republic of Latvia, website: *www.izm.gov.lv* |
| **Level of the Certificate****(national or international)** | Grading scale/Grade attesting fulfilment of the requirements |
| State-recognised document, corresponding to the fourth level of the Latvian Qualifications Framework (LQF level 4) and the fourth level of the European Qualifications Framework (EQF level 4). | A mark of at least "average - 5" in the professional qualification examination (using a 10-point scale). |
| **Access to the next level of education** | **International treaties or agreements** |
| Diploma of vocational secondary education enables further education at LQF level 5/ EQF level 5 or LQF level 6/ EQF level 6. | *<<If applicable.* *To be completed by the education institution in case international treaties or agreements provide for the issue of additional certificates. If not applicable, delete comment>>* |
| **Legal basis** |
| Vocational Education Law (Section 6) |

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| **6. Means of obtaining the Certificate** |
| ☐ Formal education:☐ Full-time☐ Full-time (work-based training)☐ Part-time | ☐ Education acquired outside the formal education system |
| **Total duration of training\*\*\*** (hours/years) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **A: Description of the vocational training received** | B: Percentage of total (100%) programme  | C: Duration (hours/weeks) |
| Part of the education programme completed in the education institution | *<<Indicate the amount (%) of the education programme completed on the premises of the education institution>>* | *<<Indicate the amount (in hours or training weeks) of the education programme completed on the premises of the education institution>>* |
| Part of the education programme completed in workplace internship, including work-based training | *<<Indicate the amount (%) of the education programme completed outside the premises of the education institution,**i.e. practical training in enterprises, workplace internships, work-based training>>* | *<<Indicate the amount (in hours or training weeks) of the education programme completed outside the premises of the education institution,**i.e. practical training in enterprises, workplace internships, work-based training>>* |
| \*\*\* Applicable to formal education.**Further information available at:**[*www.izm.gov.lv*](http://www.izm.gov.lv)[*https://visc.gov.lv/profizglitiba/stand\_saraksts\_mk\_not\_626.shtml*](https://visc.gov.lv/profizglitiba/stand_saraksts_mk_not_626.shtml)**National Information Centre:**National Europass Centre in Latvia, [*http://www.europass.lv/*](http://www.europass.lv/) |