



## 1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: Zelfstandig medewerker travel & hospitality**  
**Kwalificatiedossier: Travel, Leisure & Hospitality**

In the original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Certificate Senior Secondary Vocational Education**  
**Qualification: Skilled worker travel & hospitality**  
**Qualification file: Travel, leisure & hospitality**

This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Acts as contact person for customers/guests

- 1.1 Receives customers/guests
- 1.2 Informs and advises customers/guests
- 1.3 Sells and/or rents products and/or services
- 1.4 Identifies and handles complaints
- 1.5 Maintains internal and external contacts
- 1.6 Attracts customers/guests and acquires orders

Core task 2: Carries out administrative and financial processes

- 2.1 Compiles information material
- 2.2 Updates financial administration and processes transactions
- 2.3 Updates the administration
- 2.4 Makes proposals for after-sales or adjustment of services

Core task 3: Realises commercial offers

- 3.1 Promotes products and services
- 3.2 Draws up a suitable offer on related services and products
- 3.3 Makes a price calculation for the offers

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

The Skilled worker travel & hospitality is employed in companies specialising in recreation, tourism and leisure activities. He is employed in a variety of contexts including:

- The reception of an (international) hotel or recreation company.
- Companies specialising in providing tourist information and sales.
- Companies in the travel industry. He may be employed in the sector holiday travel/business travel/tour operating or within the sales channels travel agency, contact centre or Internet.
- Companies in the leisure recreation industry. He may be employed at campsites and bungalow parks, group accommodation facilities and mixed businesses in the leisure sector. Within these companies he may undertake front office activities or activity organisation.
- Companies specialising in day excursions. He may be employed in indoor and outdoor centres/sport-related companies and leisure parks.

**\* Explanatory note**

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://www.europass.cedefop.europa.eu/>

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#### 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

The Skilled worker travel & hospitality mainly works in the front office environment of (international hotels, the front office of a recreation-based company, companies providing tourist information or companies in the travel sector.

#### 5. OFFICIAL BASIS OF THE CERTIFICATE

<p><b>Name and status of the body awarding the certificate</b> The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Ministry of Education, Culture and Science</p>																				
<p><b>Level of the certificate (national or international)</b> Qualification level 3 of the Dutch VET qualification structure Characteristics: implementation of more than just the own block of tasks. The professional is able to account for his or her actions towards colleagues, and monitors and supervises the work of others. The range of tasks also includes drafting work preparation procedures. NLQF-niveau 3 - EQF level 3 - ISCED 3C</p>	<p><b>Grading scale / Pass requirements</b></p> <table border="0"> <tr><td>10</td><td>excellent</td></tr> <tr><td>9</td><td>very good</td></tr> <tr><td>8</td><td>good</td></tr> <tr><td>7</td><td>very satisfactory</td></tr> <tr><td>6</td><td>pass</td></tr> <tr><td>5</td><td>fail</td></tr> <tr><td>4</td><td>unsatisfactory</td></tr> <tr><td>3</td><td>very unsatisfactory</td></tr> <tr><td>2</td><td>poor</td></tr> <tr><td>1</td><td>very poor</td></tr> </table>	10	excellent	9	very good	8	good	7	very satisfactory	6	pass	5	fail	4	unsatisfactory	3	very unsatisfactory	2	poor	1	very poor
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<p><b>Access to next level of education/professions</b> The Skilled worker travel &amp; hospitality can grow within the labour market to an executive front office function in commercial services in the travel sector, the hotel industry or the recreation sector. He can specialise in a specific task in the travel industry (business travel, online, holiday travel or tour operating) or the hotel industry. Within the travel industry, the Skilled worker travel &amp; hospitality can transfer to various departments including purchasing, sales, marketing &amp; communication, advertising, customer service, human resources, training, product development/content, quality, facility management, events or group travel. Within the hotel and recreation industry, the Skilled worker travel &amp; hospitality can transfer to the profession front office manager. He can also develop as manager of a hotel/restaurant/leisure company or as an owner operator of a hospitality/recreation company.</p>	<p><b>International agreements</b> Skilled worker travel &amp; hospitality is not a regulated profession in the Netherlands. However, the education and training for this profession on qualification level 3 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.</p>																				
<p><b>Legal basis</b> Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25649 The education and training for this qualification is offered as of 01-08-2020.</p>																					

#### 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl).

In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week.

In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.

<p><b>Average duration of the education/ training leading to the certificate</b></p>	<p><b>3 years (4800 study hours) (depending on previous education)</b></p>
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**Entry requirements**

#### 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.

#### 7. ADDITIONAL INFORMATION

Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information included in part 3 and 4 is derived directly from the qualification file determined by the Minister of Education, Culture and Science. The complete qualification file can be found at [kwalificaties.s-bb.nl](http://kwalificaties.s-bb.nl), only in Dutch.

Optional subjects are linked to the qualification. The optional subjects have a total size of 15% of the course duration. The optional subjects completed by the student are listed on the certificate.

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): [www.s-bb.nl](http://www.s-bb.nl). The NRP is the information centre for vocational qualifications in the Netherlands. SBB has been appointed in this capacity by the Ministry of Education, Culture and Science.