



## 1. TITLE OF THE CERTIFICATE (NL)

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

In the original language

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

**Certificate Senior Secondary Vocational Education**  
**Qualification: Manager 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

Core task 2: Carries out administrative and financial processes

- 2.1 Maintains inventory
- 2.2 Collects and processes information
- 2.3 Updates financial administration and processes transactions
- 2.4 Updates the administration
- 2.5 Makes proposals for after-sales or adjustment of services

Core task 3: Realises commercial offers

- 3.1 Attracts customers/guests and acquires orders
- 3.2 Promotes products and services
- 3.3 Draws up suitable offers
- 3.4 Makes a price calculation for the offers

Core task 4: Supervises and carries out management tasks

- 4.1 Develops an operational plan
- 4.2 Plans and distributes the work
- 4.3 Budgets finances
- 4.4 Monitors finances
- 4.5 Supervises and directs staff
- 4.6 Conducts formal internal discussions

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

The Manager 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 such as VVV (tourist information centres) and

**\* 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/>

© European Communities 2002

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

ANWB (car owners club) shops.

- 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.

The Manager 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 4 of the Dutch VET qualification structure Characteristics: non-job related skills such as tactical and strategic capacities. The professional bears his or her own responsibility, which is not only related to practical implementation in terms of monitoring and supervision, but also a more formal, organisational responsibility. The range of tasks also includes drafting new procedures. NLQF-niveau 4 - EQF level 4 - ISCED 3A</p>	<p><b>Grading scale / Pass requirements</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 10%;">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
10	excellent																				
9	very good																				
8	good																				
7	very satisfactory																				
6	pass																				
5	fail																				
4	unsatisfactory																				
3	very unsatisfactory																				
2	poor																				
1	very poor																				
<p><b>Access to next level of education/professions</b> The Manager travel &amp; hospitality can advance into a coordinating and/or managing position within the travel industry, hotel industry or a front office task within the recreation industry or VVV/ANWB. He can also advance to become a specialist in one of these contexts. Within the travel industry, the Manager 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 industry and the recreation sector, the Manager travel &amp; hospitality can advance to the position of (deputy) branch manager or director of a large or medium-sized (international) hotel/recreation company. He can also develop to a position of yield or revenue manager at a hotel/recreation company. Within the VVV/ANWB sector, the Manager travel &amp; hospitality can advance to the position of manager VVV or ANWB store.</p>	<p><b>International agreements</b> Manager travel &amp; hospitality is not a regulated profession in the Netherlands. However, the education and training for this profession on qualification level 4 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): 25352 The education and training for this qualification is offered as of 01-08-2015.</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).

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

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.

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

### Entry requirements

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.