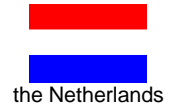


CERTIFICATE SUPPLEMENT (*)



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

The most important duties of a Manager travel & hospitality are:

Core task 1: Acting 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 deals with complaints
- 1.5 Maintains internal and external contacts

Core task 2: Carrying out administrative and financial processes

- 2.1 Maintains stocks
- 2.2 Collects and processes information
- 2.3 Updates financial administration and processes transactions
- 2.4 Updates administration
- 2.5 Issues proposals for after sales or alterations to services

Core task 3: Offering a range of commercial services

- 3.1 Attracts customers/guests and acquires orders
- 3.2 Promotes products and services
- 3.3 Draws up appropriate offers
- 3.4 Produces price calculation accompanying offers

Core task 4: Managing and implementing management tasks

- 4.1 Prepares an operational plan
- 4.2 Plans and shares out tasks
- 4.3 Draws up financial budget
- 4.4 Manages financial budget

* 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 - Version 2010

3. PROFILE OF SKILLS AND COMPETENCES

- 4.5 Supervises and directs staff
- 4.6 Holds 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 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>Name and status of the body awarding the certificate 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>Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education, Culture and Science</p>																				
<p>Level of the certificate (national or international) 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 level 4 - EQF level 4 - ISCED 3A</p>	<p>Grading scale / Pass requirements</p> <table style="width: 100%; border: none;"> <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>Access to next level of education/professions The Manager travel & 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 & hospitality can transfer to various departments including purchasing, sales, marketing & 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 & hospitality can advance to the position of (deputy) branch manager or director of a</p>	<p>International agreements The profession of Manager travel & hospitality is not regulated 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>																				

5. OFFICIAL BASIS OF THE CERTIFICATE

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 & hospitality can advance to the position of manager VVV or ANWB store.

Legal basis

Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25352
The education and training for this qualification is offered as of August 1, 2015.

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.

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

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 <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. 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.