

1. TITLE OF THE CERTIFICATE (DE) ⁽¹⁾
Lehrabschlussprüfungszeugnis Reisebüroassistent/Reisebüroassistentin
⁽¹⁾ in original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN) ⁽²⁾
Certificate of Apprenticeship 'Travel Agency Assistant' (f/m)
⁽²⁾ This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES
<p>Specialist areas of competence:</p> <p>Travel agency/travel sales/travel event services The travel agency assistant advises and assists customers on the workplace's travel offers and corresponding additional services, e.g. travel insurance. He/she determines the customer's needs and prepares individual offers tailored to the customer. The travel agency assistant makes travel bookings and handles payment transactions with the customer. He/she deals with complaints and claims competently.</p> <p>Offer preparation/package tours The travel agency assistant carries out comprehensive work to prepare offers on the basis of his/her knowledge in the organisation of package tours. This includes the development of proposals for target group-oriented offers, taking into account different destinations and routes as well as means of transport, places of interest and other tourism offers. He/she also participates in the calculation and implementation of new offers. He/she cooperates with sales partners here.</p> <p>Marketing and e-commerce The travel agency assistant has knowledge of marketing and e-commerce and participates in the design of operational communication media (e.g. catalogues, brochures) based on this knowledge: For example, he/she creates short texts or edits text modules and undertakes formatting and design work. In addition, he/she works on the workplace's external image.</p> <p>Office management The travel agency assistant fulfils a variety of tasks within the scope of operational communication. This includes, in particular, letter or e-mail correspondence, where he/she takes care of the text design in accordance with internal specifications (e.g. corporate design). He/she undertakes schedule management and organises discussions, meetings and business trips. The travel agency assistant also handles the incoming and outgoing mail. He/she uses the equipment of his/her work area competently.</p> <p>Procurement The travel agency assistant has knowledge of procurement, works on tasks in this area based on this knowledge and communicates with people inside and outside the workplace. In this way he/she determines the demand for goods or services, compares offers from different suppliers, makes a reasoned pre-selection and participates in the ordering of goods or services. The travel agency assistant accepts goods in his/her area of responsibility and stores them in a professional manner. He/she checks invoices and takes appropriate measures in case of defective deliveries and services.</p> <p>Operational accounting The travel agency assistant carries out work in operational accounting. In bookkeeping, this includes organisation of supporting documents and the checking of supporting documents. He/she is also involved in operational payment transactions. In addition, the travel agency assistant carries out tasks within the scope of data preparation (working with statistics and key figures).</p> <p>Interdisciplinary areas of competence:</p> <p>Working in an operational and professional environment The travel agency assistant has basic knowledge of the operational range of services and of business, economic and ecological connections in order to organise and carry out his/her activities efficiently and sustainably. He/she acts self-competently, socially and methodically within the operational structure and process organisation and works on the tasks assigned to him/her in a solution-oriented manner appropriate to the situation based on his/her understanding of</p>

intrapreneurship. In addition, he/she communicates in a manner appropriate to the target group, also in English to suit the job, and acts in a customer-oriented manner.

Quality oriented, safe and sustainable work

The travel agency assistant applies the principles of operational quality management and is involved in the further development of operational standards. The travel agency assistant reflects on his/her own approach and uses the knowledge gained from this in his/her area of responsibility. He/she observes the legal and operational regulations for his/her personal safety and health at work and acts appropriately in the event of accidents and injuries. Within the scope of his/her area of responsibility, he/she considers significant ecological effects of his/her activity and therefore acts in a sustainable and resource-saving manner.

Digital work

The travel agency assistant selects and efficiently uses the most suitable digital equipment, operational software and digital forms of communication for his/her tasks within the framework of the legal and operational requirements. He/she digitally obtains the internal and external information necessary for the processing of tasks. The travel agency assistant acts purposefully and responsibly based on his/her digital competence. This includes in particular the sensitive and secure handling of data in compliance with legal and operational requirements (e.g. General Data Protection Regulation).

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽³⁾

Range of occupations:

Employment including at travel agencies, with tour operators and in tourist offices

⁽³⁾ if applicable

(*) Explanatory note

This document has been developed with a view to providing additional information on individual certificates; it has no legal effect in its own right. These explanatory notes refer to the Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass).

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

5. OFFICIAL BASIS OF THE CERTIFICATE	
Name and status of the body awarding the certificate Lehrlingsstelle der Wirtschaftskammer (Apprenticeship Office of the Economic Chamber; for the address, see certificate)	Name and status of the national/regional authority providing accreditation/recognition of the certificate Bundesministerium für Arbeit und Wirtschaft (Federal Ministry of Labour and Economy)
Level of the certificate (national or international) NQF/EQF 4 ISCED 35	Grading scale / Pass requirements Overall performance: Pass with Distinction Good Pass Pass Fail
Access to next level of education/training Access to the <i>Berufsreifeprüfung</i> (i.e. certificate providing university access for skilled workers) or a vocational college for people under employment. Access to relevant courses at a <i>Fachhochschule</i> (i.e. university level study programme of at least three years' duration with vocational-technical orientation); additional examinations must be taken if the educational objective of the respective course requires it.	International agreements Between Germany, Hungary, South Tyrol and Austria, international agreements on the mutual automatic recognition of apprenticeship-leave examinations and other vocational qualifications have been concluded. Information on equivalent apprenticeship occupations can be obtained from the Federal Ministry of Labour and Economy.
Legal basis 1. Training regulation for travel agency assistant BGBl. II (Federal Law Gazette) No. 67/2020 (company-based training), examination regulation of the commercial-administrative apprenticeship occupations BGBl. II (Federal Law Gazette) No. II 203/2021 2. Curriculum framework (education at the vocational school for apprentices) 3. The present apprenticeship trade replaces the apprenticeship trade for travel agency assistant (training regulation BGBl. II [Federal Law Gazette] No. 13/2004), which expired as of 30.04.2020.	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE
1. Training in the framework of the given training regulation for travel agency assistant and of the curriculum of the vocational school for apprentices. Admission to the final apprenticeship examination upon completion of the apprenticeship period specified for the apprenticeship trade concerned. The final apprenticeship examination aims to establish whether the apprentice has acquired the skills and competences required for the respective apprenticeship trade and is able to carry out the activities particular to the learned trade herself/himself in an appropriate manner. 2. Admission to the final apprenticeship examination in accordance with Article 23 (5) of the <i>Berufsausbildungsgesetz</i> (Vocational Training Act). An applicant for an examination is entitled to sit the final apprenticeship examination without completing a formal apprenticeship training if she/he has reached 18 years of age and is able to prove acquisition of the required skills and competences by means of a relevant practical or an on-the-job training activity of appropriate length, by attending relevant courses etc.
Additional information: Entry requirements: successful completion of 9 years of compulsory schooling Duration of training: 3 years Enterprise-based training: Enterprise-based training comprises $\frac{4}{5}$ of the entire duration of the training and focuses on the provision of job-specific skills and competences according to Article 2 of the training regulation, BGBl. II (Federal Law Gazette) No. 67/2020, enabling the apprentice to exercise qualified activities as defined by the profile of skills and competences specified above. Education at vocational school: School-based education comprises $\frac{1}{5}$ of the entire duration of the training. The vocational school for apprentices has the tasks of imparting to apprentices the basic theoretical knowledge, of supplementing their enterprise-based training and of widening their general education in the framework of subject-oriented part-time instruction. More information (including a description of the national qualification system) is available at: www.zeugnisinfo.at and www.edusystem.at National Europass Center: europass@oead.at Ebendorferstraße 7, A-1010 Wien; Tel. + 43 1 53408-684