

1. TITLE OF THE CERTIFICATE (DE)⁽¹⁾**Lehrabschlussprüfungszeugnis Reisebüroassistent/in**⁽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**

- ability to offer, sell or mediate, organise, reserve and settle the travel agency's and service providers' travel services and ancillary services
- provision of advice to customers, also in a foreign language, about different destinations, modes of transport and their tariffs, travel insurance, country-specific requirements and conditions
- ability to undertake customer and sales pitches and conclude agreements, taking legal provisions into account
- acceptance and handling of complaints
- ability to carry out commercial correspondence, also in English
- issuance of tickets and travel documents (vouchers) and related confirmations and invoices, filling in of forms and performance of tasks related to payment transactions (including conversion of foreign currencies)
- cooperation in the planning and implementation of advertising measures and the preparation of travel catalogues and brochures
- performance of administrative tasks using the company's information and communication systems
- cooperation in the company's accounting and cost accounting
- compilation, maintenance and evaluation of statistics, files and indexes
- appropriate written and oral command of language and specialist terminology as well as use of job-related foreign language

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE⁽³⁾**Range of occupations:**

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

Pursuit of regulated professions on a self-employed basis:

Qualifications pursuant to the 1994 *Gewerbeordnung* (Crafts, Trade and Industry Act): The crafts and trades regulated on the basis of the Crafts, Trade and Industry Act are subject to the provisions contained in the ordinances on the certificates of competence regarding the furnishing of certificates of competence for the self-employed exercising of a craft or trade. Final apprenticeship examinations that have been completed successfully shall replace, in particular, those parts of the master craftsperson examination which refer to subject-specific skills and knowledge related to the various crafts and trades.

⁽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 Council Resolution no. 2241/2004/EG of the European parliament and the Council of 15 December 2004 on a single Community framework for the transparency of qualifications and competences (Europass).

Any section of these notes which the issuing authorities consider irrelevant may remain blank.

More information on transparency 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 Digitalisierung und Wirtschaftsstandort (Federal Ministry of Digital and Economic Affairs)
Level of the certificate (national or international) EQF/NQF 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 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 International agreements on the mutual recognition of apprenticeship trades have been concluded between Germany, Hungary, the South Tyrol and Austria. More information on this topic may be obtained at the Austrian Federal Ministry of Digital and Economic Affairs.
Legal basis 1. Training Regulation BGBl. II (Federal Law Gazette) No. 13/04 as amended by BGBl. II (Federal Law Gazette) No. 177/05 and Examination Regulation BGBl. II (Federal Law Gazette) No. 245/04 as amended by BGBl. II (Federal Law Gazette) No. 144/11 for Travel Agency Assistants (enterprise-based training) 2. Curriculum framework (education at the vocational school for apprentices)	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE
<ol style="list-style-type: none"> 1. Training in the framework of the given Training Regulation for Travel Agency Assistants 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 3 of the Training Regulation, BGBl. II (Federal Law Gazette) No. 13/04 as amended by BGBl. II (Federal Law Gazette) No. 177/05, 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: http://www.edusystem.at National Europass Center: europass@oead.at Ebendorferstraße 7, A-1010 Wien; Tel. + 43 1 53408-684 or 685