

## 1. TITLE OF THE CERTIFICATE (DE)<sup>(1)</sup>

**Diplomprüfungszeugnis des Kollegs für Tourismus**

<sup>(1)</sup> in original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)<sup>(2)</sup>

**Diploma Certificate of the College for Tourism**

<sup>(2)</sup> This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCES

- § Vocational-specific communication in the instruction language and in at least one foreign language;
- § Independent formally and linguistically correct layout and practical production of papers;
- § Applying basic knowledge in the area of information technology, practice-oriented use of standard software (text processing, table calculation, data bases and presentation programs)
- § Planning, performing and post-processing presentations;
- § Knowledge in the area of tourism geography; estimating the results of globalization and regionalization for economy, society and culture; sustainability in tourism;
- § Creating marketing tourism offers, applying marketing strategies; sales techniques and customer management; creation, calculation and sale of travel offers;
- § Knowledge in the area of art and culture including culture-touristic product creation;
- § Knowledge concerning investment, financing, company founding and managing, employee management, quality management;
- § Recognizing company and business relationships, problem-solving competence, crisis management;
- § Taking notice of business accounting tasks including cost accounting in companies in the tourism and leisure industry, personnel accounting, annual accounts of one-man businesses and incorporations; controlling;
- § Knowing the means of legal recourse significant for private and working life;
- § Implementing knowledge in the area of nutrition and food technology; planning and preparing foods with reference to nutritional knowledge as well as with consideration of ergonomic, hygienic, environmental and economic needs; quality control;
- § Preparing and performing buffets, banquets and catering;
- § Knowledge of types, ingredients and production as well as the nutrition-physiological meaning of beverages; bar stock;
- § Planning, organizing and economically rational implementation of service procedures in gourmet restaurants including guest hospitality and care as well as complaint management;
- § Alternative obligatory areas:
  - "Junior Sommelier Austria:" extended knowledge in the area of viticulture and cellar technique, wine production, sensory evaluation of wines, harmonizing food and drink; creating wine lists; storage; wine and beverage service;
  - "Cheese Expert Austria:" extended knowledge in the area of cheese-making and production, maturity types, storage, quality characteristics, sensory evaluation of cheese, slicing techniques, cheese presentation, working with the cheese cart; creating offers;
  - "Junior Bar Keeper Austria:" extended knowledge in the area of the bar; bar types, bar stock, bar devices and utensils; expert preparation of mixed drinks (including garnishes); the work of bar personnel; sensory evaluation; creating bar menus, bar calculation;
- § Appropriate customer orientation, well-groomed appearance, an appreciation and consideration of diversity in one's manners as well as different cultures and values;
- § Planning, performing, documentation and evaluation of projects using customary project management tools, event management in touristic events.

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE<sup>(3)</sup>

### Professional fields:

Employee or entrepreneur in different branches of the tourism and leisure industries and in administration at a middle and upper business and administrative level, e.g. hotel and restaurant trade commercial assistant, restaurant specialist, cook, travel agency assistant, office assistant (see also GZ BMWFJ-33.800/0005-I/4/2012, 28.2.2013), product developer in the area of tourism, nutritionist. Furthermore basic education for foreign language correspondent, editorial secretary, personnel clerk.

### Pursuit of regulated professions on a self-employed basis (see also: [www.gewerbeordnung.at](http://www.gewerbeordnung.at)):

With practical experience: e.g. Hotel and restaurant industry, travel agency.

Because of the liberalization of the Trade Law access to almost all master and qualifying certificate examinations is given in completion of the general requirements of the trading license. Manager examination is not applicable.

<sup>(3)</sup> 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](http://www.europass.at)

**5. OFFICIAL BASIS OF THE CERTIFICATE**

<p><b>Name and status of the body awarding the certificate</b></p> <p>Educational institution recognized by the State of Austria, for address see certificate</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p>Federal Ministry for Education</p>
<p><b>Level of the certificate (national or international)</b></p> <p>ISCED 55</p>	<p><b>Grading scale / Pass requirements</b></p> <p>1 = excellent (excellent performance)                  2 = good (good performance throughout)                  3 = satisfactory (balanced performance)                  4 = sufficient (performance meeting minimum pass levels)                  5 = not sufficient (performance not meeting minimum pass levels)</p> <p>In addition, the overall performance at the final exam (diploma exam) is rated as follows:                  Pass with distinction, Good pass, Pass, Fail</p>
<p><b>Access to next level of education/training</b></p> <p>By fulfillment of the admission requirements for the college, the admission is generally given to all university studies, academies, pedagogical universities and to universities of applied sciences. When beginning a respective study course at a university of applied science the duration of studies can be reduced.</p>	<p><b>International agreements</b></p> <p>The training level of a training programme completed with this certificate satisfies the requirements set out in Article 11, point (c) of Directive 2005/36/EC on the recognition of professional qualifications, as last amended by Directive 2013/55/EU.</p>
<p><b>Legal basis</b></p> <p>National curriculum GZ BMUKK-17.024/0010-II/4/2014;                  Examination specification Kollegs und Sonderformen für Berufstätige an BMHS (regulation concerning the final exams in vocational colleges), BGBl. (Federal Law Gazette) II No. 36/2017, current version.</p>	

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

<p>1. Education within the framework of the prescribed curriculum at a college for tourism;                  2. The external procedures according to External Certification as defined in BGBl. (Federal Law Gazette) No. 362/1979, current version.</p>
<p><b>Additional information</b></p> <p><b>Entry requirements:</b> Final certificate, university admissions equivalency test, vocational matriculation examination;</p> <p><b>Duration of education:</b> 4 semesters;</p> <p><b>Duration of compulsory work placement:</b> work placement 3 months in all during holidays;</p> <p><b>Education goals:</b> Intensive four-semester vocational education in technical theoretical, technical practical, tourism-economic and business subjects. Imparting knowledge and skills that qualify the degree holders to exercise directly in the higher professional area of the tourism-economy and -administration. Important goals are professional and social competence, personality development, ability to be vocationally mobile and flexible, criticism, self responsibility, social engagement, creativity, team work, readiness to permanent further education.</p> <p><b>Subjects include:</b> See syllabus in the diploma certificate;</p> <p><b>More information</b> (including a description of the national qualification system) is available at:  <a href="http://www.zeugnisinfo.at">www.zeugnisinfo.at</a> and <a href="http://www.edusystem.at">www.edusystem.at</a></p> <p><b>National Europass Center:</b> <a href="mailto:europass@oead.at">europass@oead.at</a>                  Ebendorferstraße 7, A-1010 Wien; Tel. + 43 1 53408-684</p>