

## 1. TITLE OF THE CERTIFICATE (ES)

Certificado de Profesionalidad de nivel 2 en  
HOTT0112 ATENCIÓN A PASAJEROS EN TRANSPORTE FERROVIARIO

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

Professional Certificate Level 2 in  
HOTT0112 ASSISTANCE TO RAIL TRANSPORT PASSENGERS  
(This translation has no legal status)

## 3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to provide reception and service for rail transport passengers, using English if necessary, according to the specification of the company offering the service and following the guidelines of a supervisor, providing assistance in case of emergency and applying the regulations and current legislation on safety and occupational risk prevention. This general competence is divided into the following **skills units (UC)**:

- Carry out operations related to the embarkation and disembarkation of rail transport passengers (UC2195\_2).
- Provide passengers with services related to their means of transport (UC2196\_2).
- Oversee and assist passengers in railway emergencies (UC2005\_2).
- Offer first aid in passenger transport (UC2003\_2).
- Communicate in English with an independent level, in tourist activities (UC1057\_2).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Operations related to embarkation and disembarkation of rail passengers (MF2195\_2).
- Assistance to passengers using means of transport (MF2005\_2).
- Supervision and assistance to passengers in railway emergencies (MF2196\_2).
- First aid in passenger transport (MF2003\_2).
- Professional English for tourism (MF1057\_2).
- Practical training at the workplace in Assistance to rail transport passengers (MP0504)

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Embark rail passengers and collaborate in the pre-embarkation procedures, complying with legal and safety requirements.
- Assist passengers on board trains.
- Disembark rail passengers.
- Take part in the company's working processes, following the regulations and instructions established at the workplace.

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

The holder of this certificate may work in the hotel and catering and tourism sector, specifically in activities providing assistance and service to rail transport passengers.

The most pertinent occupations and positions are:

- Train steward or attendant.
- On-board service attendants.

<b>5. OFFICIAL BASIS OF THE CERTIFICATE</b>
<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p>The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.</p>
<p><b>Level of the certificate</b></p> <p>The Professional Certificate Level 2 of the National Repertoire of Professional Certificates corresponds to level 3 of the International Standard Classification of Education (ISCED-P 2011).</p> <p>The European Qualification Framework (EQF) level:</p>
<p><b>Grading scale/Pass requirements</b></p> <p>The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.</p> <p>The grading system is as follows:</p> <ul style="list-style-type: none"><li>- FAIL: 0 to 4.9</li><li>- PASS-SATISFACTORY: 5 to 6.9</li><li>- PASS-GOOD: 7 to 8.9</li><li>- PASS-EXCELLENT: 9 to 10</li></ul>
<p><b>Access to next level of education/training</b></p> <p>This Professional Certificate Level 2 gives access to Professional Certificate Level 3 within the same professional area and family.</p> <p>For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.</p>
<p><b>Legal basis</b></p> <p>Royal Decree 619/2013 of 2 August, establishing two professional certificates in the professional family Hospitality and Tourism, which are included in the National Repertoire of Professional Certificates, and updating the professional certificates established as Appendices I, II, III, IV, V, VI, VII, VIII, IX and X of Royal Decree 1376/2008 of 1 August, as Appendices I and II of Royal Decree 1256/2009 of 24 July, amended by Royal Decree 685/2011 of 13 May, and as Appendices II, III and V of Royal Decree 685/2011 of 13 May. (Appendix II, Code: HOTT0112)</p>

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	89	310
Practical training at the workplace	11	40
<b>Total duration of training leading to the certificate</b>		<b>350</b>

### Entry/access requirements:

- Compulsory Secondary Education Diploma (Lower secondary education); or
- Professional Certificate Level 1 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

**Additional information:** Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: [www.sepe.es](http://www.sepe.es)

National Europass Centre: [www.oapee.es](http://www.oapee.es)

(\*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no 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://europass.cedefop.eu.int>

## Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

