

1. TITLE OF THE CERTIFICATE (ES)

**Certificado de Profesionalidad de nivel 3 en
HOTG0108 CREACIÓN Y GESTIÓN DE VIAJES COMBINADOS Y EVENTOS**

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Professional Certificate Level 3 in
HOTG0108 PACKAGE HOLIDAYS AND EVENTS ARRANGEMENT AND MANAGEMENT
(This translation has no legal status)**

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to create and operate package holidays, similar products and events, using English where necessary and managing the corresponding department or unit of the travel agency or equivalent body. This general competence is divided into the following **skills units** (UC):

- Prepare and operate package holidays, excursions and transfers (UC1055_3).
- Manage events (UC1056_3).
- Manage tourist information and distribution units (UC0268_3).
- Communicate in English with an independent user level in tourist activities (UC1057_2).

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

- Preparation and management of package holidays (MF1055_3).
- Management of events (MF1056_3).
- Management of tourist information and distribution units (MF0268_3).
- Professional English for tourism (MF1057_2).
- Practical training at the workplace in Package holidays and events arrangement and management (MP0018)

(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:

- Make note of the commercial, operational and contractual relations of travel agents and tour operators with the different providers of tourist services.
- Collaborate on the processes of preparing, programming and operating package holidays and similar products, identifying and applying procedures, techniques and technological resources.
- Work during the sales and booking processes for package holidays, excursions and transfers, and apply the established procedures, using the manual or computer support commonly used in the sector.
- Collaborate on defining the offers of events that are included by different market segments and their specific needs, taking into account competitive advantages and identifying the most appropriate sales methods.
- Collaborate on the planning, budgeting and organisation of an event, identifying the activities and tasks that are involved for the managing organisation.
- Collaborate on the process of programming and defining plans that are appropriate for the information or distribution units of tourist products and services.
- Collaborate on the budget management and control for travel agencies, event management companies and other tourist distributors and tourist information organisations; identify costs and collaborate on the preparation of financial budgets.
- Observe the application of techniques for integrating and managing staff used in travel agencies, event management companies and tourist information and distribution units.
- Collaborate on applying quality control on certain services and products in the hotel and catering and tourism area and on evaluating the results obtained.
- Communicate verbally with one or more people in standard English, expressing and interpreting fluidly messages of medium complexity in a variety of formal and informal situations that are intrinsic to tourist services.
- Take part in the company's working processes, following the rules and instructions established at the workplace.

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

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The holder of this certificate may work in the tourist sector, mainly in the any type of travel agency, tour operators, , tourist promotion offices and bodies, and professional events and conference organisers. The holder may also work in establishments such as hotels, conference centres and event organisers. The most pertinent occupations and positions are:

- Travel agency promoter.
- Travel agency sales specialist.
- Booking department employee or manager in a travel agency.
- Travel agency product specialist.
- Package holiday programmer in travel agencies.
- Travel agency transfer specialist.
- Quality coordinator in travel agencies or professional conference organisers or of events and fairs.
- Specialist or promoter in conference offices and in conference organisers.
- Conference centre specialist or promoter.
- Employee at a fair or event organiser.
- Events department manager in hospitality sector.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the national/regional authority providing accreditation/recognition of the certificate

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.

Level of the certificate

The Professional Certificate Level 3 of the National Repertoire of Professional Certificates corresponds to level 4 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

Grading scale/Pass requirements

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.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

Access to next level of education/training

This Professional Certificate Level 3 gives access to Professional Certificate Level 3 within the same professional area and family.

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.

Legal basis

Royal Decree Royal Decree 1376/2008 of 1 August, establishing ten professional certificates in the professional family Hospitality and Tourism, which are included in the National Repertoire of Professional Certificates. (Appendix X, Code: HOTG0108) Amended by 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.

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	76	510
Practical training at the workplace	24	160
Total duration of training leading to the certificate		670

Entry/access requirements:

- *Bachiller* Diploma (upper secondary education); or
- Professional Certificate Level 2 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

National Europass Centre: 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

