

1. TITLE OF THE CERTIFICATE (ES)

**Certificado de Profesionalidad de nivel 3 en
HOTG0208 VENTA DE PRODUCTOS Y SERVICIOS TURÍSTICOS**

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Professional Certificate Level 3 in
HOTG0208 COMMERCIALIZATION OF TOURIST PRODUCTS AND SERVICES
(This translation has no legal status)**

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to commercialize tourist products and services together with the economic and administrative procedures associated and managing the corresponding department in a travel agency or equivalent organisation. This general competence is divided into the following **skills units** (UC):

- Sell tourist services and trips (UC0266_3).
- Develop the economic and administrative procedures of a travel agency (UC0267_2).
- 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):

- Promotion and sale of tourist services (MF0266_3).
- Economic and administrative procedures in travel agencies (MF0267_2).
- Management of tourist information and distribution units (MF0268_3).
- Professional English for tourism (MF1057_2).
- Practical training at the workplace in Commercialization of tourist products and services (MP0019)

(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:

- Collaborate on the processes of information, advice and sale of tourist products and services, gauging their importance for achieving business objectives.
- Collaborate on promotional actions applicable in tourist distribution organisations and assist in the application of sales and negotiation promotion techniques, estimating their importance for the achievement of the business objectives.
- Apply communication and customer service skills commonly used to satisfy customer expectations and generate future sales.
- Collaborate on the application of administrative management systems and procedures and the record of accounting operations that are adapted to different types of travel agencies and other tourist distribution organisations.
- Collaborate on the management and control of customer accounts, as well as the procedures and operations derived from internal and external economic relations, taking into account their relative importance.
- Collaborate on cash management operations and control of accounts in banks and savings banks, making the necessary checks with the precision and correctness required.
- Collaborate on budget management and control in travel agencies, identifying costs, observing the economic budgets and defining the appropriate action plans for achieving the business objectives.
- Observe the application of staff integration and management techniques used in travel agencies.
- Collaborate on quality controls for certain services and products in travel agencies 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, particularly in the sub-sector of tourist distribution, including travel agencies and other operators in the tourist and travel market. The most pertinent occupations and positions are:

- Travel agency sales specialist.
- Booking department employee.
- Booking department manager.
- Desk manager at outbound travel agency.
- Travel agency promotion specialist.
- Outbound travel agency promotion manager.
- Travel agency product specialist.
- Outbound travel agency department manager.
- Travel agency specialist.
- Outbound travel agency quality controller.

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 VIII, Code: HOTG0208)

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	82	550
Practical training at the workplace	18	120
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

