
Menedžer/menedžerka turistične agencije

Selected qualifications

Name of qualification	Menedžer/menedžerka turistične agencije
Translated title (no legal status)	Travel agency manager
Type of qualification	Nacionalna poklicna kvalifikacija, SOK raven 6
Category of qualification	Poklicna kvalifikacija

Admission requirements

- at least upper secondary education or upper secondary vocational education, and
- 5 years of work experience in the field of tourism (which the candidate proves with an employment contract, another employment contract and the employer's reference letter
- Knowledge of foreign languages:
 - English - knowledge at a level comparable to B1 (as evidenced by the candidate with a final certificate of secondary general education for the subject of English or with a general or vocational matura in English at least B1, with another valid certificate for level at least B1, with a certificate of successful completion of at least B1 primary education where instruction is provided in English, issued in Slovenia or abroad)
 - foreign language - optional, knowledge at a level comparable to B1 (which the candidate proves with a final certificate of secondary general education for the selected foreign language or passed general or vocational matura in the selected language at level B1 or another publicly certified certificate for level at least B1 or with a certificate of successfully completed at least primary education, where classes are conducted in the selected language or for a selected subject, issued in Slovenia or abroad)

ISCED field

Field
Transport, varnost, gostinstvo in turizem, osebne storitve

ISCED subfield

subfield potovanja, turizem, prosti čas

Qualification level

SQF 6
EQF 5

Learning outcomes

The candidate is able to:

- plan, prepare and control their own work
- rational use of energy, material and time
- ensure occupational safety and comply with environmental principles
- ensure the quality and performance of work in the work environment in accordance with standards
- communicate with co-workers, clients and customers
- communicate in English and at least one foreign language in everyday work situations
- develop entrepreneurial qualities, skills and behavior
- use modern information and communication technology
- plan and organize the work of employees to ensure optimal implementation of the work process in the travel agency
- monitor the work process in the travel agency and monitor the performance of work
- direct the work and plan the staffing needs in the travel agency
- control the quality and efficiency of work in a travel agency
- manage and take care of the smooth execution of the booking function

- organize and monitor the sale of different types of tickets
- perform financial, sales and commercial operations

Accessors

Verification and assessment are carried out by committees for the verification and validation of national vocational qualifications, appointed by the National Examination Centre (NEC). Committee members must be licensed by the National Examination Centre. Licences may be found [here](#).

Assessment and completion

VALIDATION

During the guidance process the candidate prepares a portfolio, which is evaluated by a committee. If the candidate has submitted authentic, valid and relevant proof of knowledge, skills and competences from the operational standard, the committee may:

- validate the contents of the occupational standard in full,
- validate the contents of the occupational standard in part and define the knowledge, skills and competence to be verified,
- refuse to validate any of the contents of the occupational standard because the candidate has not provided proof of any of the knowledge, skills and competences under the occupational standard, in which case it will verify the occupational standard in full.

ASSESSMENT METHOD

ractical assessment with oral defense.

In the practical presentation of the service, the candidate proves the mastery of the required occupational competences according to the requirements of the occupational standard and taking into account the prescribed documentation. In addition to the practical presentation of the service, there is also an oral defense of the service provided, which includes a test of knowledge in accordance with the occupational standard Travel agency manager.

Condition for obtaining certificate

Candidates demonstrate attainment of the knowledge, skills and competences defined in the catalogue of standards of vocational knowledge and skills.

Awarding body

Providers of procedures for identifying and validating NVQs are entered in a register of providers maintained in the collection of the national information centre for vocational qualifications. These are: vocational schools, businesses, B2B training centres, adult education centres and chambers of commerce.

URL

<https://www.nrpslo.org/podrobnosti/npk/06547261>
