



### Education

#### *Tourism-assistant, here: The institutes' education and examination regulations*

1. EIHSTQ organizes and arranges dual business training and education including examinations for tested tourism-assistants belonging to these regulations, which allows the participants to show the development of their capacity to act as a tourism-assistant.
2. The tourism-assistant works in the business fields of travel management, local tourist and leisure economy, is active in a variety of business divisions and organizing parts (including travel agencies and tour-operators, and tourist-organizations) as well in planning, organizing, realizing, and the necessary post-processing of events. He is responsible to create concepts, for coordination and marketing of own and external destinations and events, recognizing the audience, economical, ecological, and legal basics.
3. The education imparts over a period of 18 months skills and knowledge for business and service activities in the economic system of tourism including different know-how to work in this job:
  - The enterprise that requires training (position/legal form/structure, occupational training, employment and social security law, security/health safety, environment protection, quality assurance)
  - Achievement and business process (company organization, acquisition, attendance)
  - Information, communication, and cooperation (information- and communication-systems, labour organization, teamwork and cooperation, customer orientated cooperation)
  - Commercial regulations (operational accountancy, expenses, activity confirmation, controlling, finance economy)
  - Human Resources
  - Business benefits (destinations, regions, service and consultation quality, complaint management)
  - Planning and organization of events (project-management, event-concepts, frame conditions, financing and budget)
  - Procedure of events (pre-phase, installation, start, process, end of event)
  - Post-processing of presentation (control of success, documentation, financial clearing)
  - Marketing and sale (markets/target groups, sale, sponsoring, media and public relations)
  - Sustainability and environmental aspects in tourism
  - Legal frame conditions incl. contract law
  - Use of foreign languages
4. The practical part within the company will be added by schooling; this part is obligatory for the whole education time and is coordinated with the company you are working for. The school matter of instruction includes a basic part and a special knowledge part; the lessons bases on middle school examinations and describes only minimum needs.
5. Scheme about the learning fields in school:

No.	compendium	1. term	2. term	3. term
1	Sole responsibility of education and exploring and illustration of firm	20		
2	Analyzing frame conditions of local and national tourism and leisure industry	30		
3	Customer orientated advise about local tourist and leisure offers and products	60		
4	Capture and evaluate business processes	40		
5	Order, administrate, and offer benefits and services		40	
6	Offering, and organizing tour-operator travels, individual and business tours		70	
7	Analyzing markets and developing marketing strategies		40	
8	Development and marketing of tourist and leisure offers			50
9	Organizing, realizing, and post-processing of events			40



No.	compendium	1. term	2. term	3. term
10	Regulate business processes success-orientated			30
11	Human Resources, preparation annual balance-sheet			30
<b>Sum (total 450 hours)</b>		<b>150</b>	<b>150</b>	<b>150</b>

6. The examination will find out, whether the essential competences will be available to act independent and responsible in different fields of the tourism and leisure economy with comprehensive and integrated duties of planning, regulation and control by using economics and human resources instruments. Economical, legal, ethical, and social contexts are to be recognized. The examination has the intention to prove the required qualification to realize competent the following duties:
- Examination subject products and offers of tourism and leisure economy (development of offers and products, organization of business processes, distribution and marketing) written, 150 minutes
  - Examination subject business regulations and control (development of company numbers and their use, concepts and publications) written, 150 minutes
  - Examination subject economical and social studies (related to practice), written, 90 minutes
7. The examination contains all in number 6. called subjects. It consists of three written parts (90 to 150 minutes), and of a verbal part, which includes a presentation and an expert discussion (each about 15 minutes, 20 minutes to prepare). The participation of the verbal part of the examination is only possible, if the result of the written part of the examination was judged at least with "adequate".
8. The examination is passed, if all tests according to number 6. and 7. were judged at least with „adequate“. A certificate (EIHSTQ-certificate) will document the examination. A failed examination may be repeated. With the application of repeating the examination the participant will be released from those courses his or hers achievements were judged at least with "adequate", and he or her applied for the repetition of the examination within 6 months, calculated from the day the last examination failed. The participant may also apply to repeat those courses which were passed successfully; in all those cases the result of the last successful examination will be valid at least.
9. To take part in the here mentioned dual business training and education and to participate in the examinations you have to pay a certain fee. The respective attendance fee will be fixed and published separately.
10. Please notice the general terms and conditions of our „European Institute for Health, Sports, Tourism, and Quality Management“ (German and English version).

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