

1. Title of the certificate <sup>(1)</sup>
Konaklama ve Seyahat Hizmetleri Alanı Operasyon Dalı
<sup>(1)</sup> In the original language

2. Translated title of the certificate <sup>(1)</sup>
Accommodation and Travel Services Field Operation Branch
<sup>(1)</sup> If applicable. This translation has no legal status.

3. Profile of skills and competences
The holder of this certificate; <ul style="list-style-type: none"><li>• Conducts guest relations.</li><li>• Makes organization at housekeeping.</li><li>• Conducts front office services.</li><li>• Conducts travel agency services.</li><li>• Uses occupational foreign language at travel services.</li><li>• Uses occupational foreign language.</li><li>• Performs filing and archiving.</li><li>• Promotes Anatolian culture.</li><li>• Promotes Anatolian civilizations.</li><li>• Promotes Turkey.</li><li>• Provides guide services.</li><li>• Makes ticketing.</li><li>• Makes preparation before work.</li><li>• Prepares tour program.</li><li>• Uses operation package softwares on computer.</li></ul>

4. Range of occupations accessible to the holder of the certificate <sup>(1)</sup>
Can work as Operation Personnel, Travel Agency Product Planning and Operation Responsible, at tourism agencies and travel agencies in business of tourism sector.
<sup>(1)</sup> If applicable

<b><sup>(*)</sup> Explanatory note</b>
This document is designed to provide additional information about the specified certificate and does not have any 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.
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### 5. Official basis of the certificate

<b>Name and status of the body awarding the certificate</b> Related secondary education institutions realising formal vocational and technical education which is subordinated to Ministry of National Education	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Ministry of National Education												
<b>Level of the certificate (national or international)</b> Level 4 occupation according to EQF. Level 4 occupation according to TQF. It complies with ISCED 3. ISCED-F CODE: 1015	<b>Grading scale / Pass requirements</b> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">Score</th> <th style="text-align: left; border-bottom: 1px solid black;">Grade</th> </tr> </thead> <tbody> <tr> <td>85.00-100</td> <td>Excellent</td> </tr> <tr> <td>70.00-84.99</td> <td>Good</td> </tr> <tr> <td>60.00-69.99</td> <td>Average</td> </tr> <tr> <td>50.00-59.99</td> <td>Passing</td> </tr> <tr> <td>0-49,99</td> <td>Fails</td> </tr> </tbody> </table>	Score	Grade	85.00-100	Excellent	70.00-84.99	Good	60.00-69.99	Average	50.00-59.99	Passing	0-49,99	Fails
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<b>Access to next level of education/training</b> The holder of this diploma can switch to higher education programs in line with the related legislation.	<b>International agreements</b>												
<b>Legal basis</b> National Education Basic Law No. 1739 Vocational Education Law No. 3308 Regulation on Ministry of National Education Secondary Education Institutions													

### 6. Officially recognised ways of acquiring the certificate

1. Having completed the vocational and technical Anatolian High School, Anatolian vocational or Anatolian technical program providing four-year education 2. Successfully having completed the education program related to his/her field on vocational open education high school						
Vocational education takes 3 years after the 9th grade of formal education and the percentage and duration of theoretical and practical education within the program are indicated below. Vocational education is provided both theoretically and practically.						
Description of vocational education and training received	Percentage of total programme (%)			Duration (hours/weeks/months/years)		
	Anatolian Vocational Program	Anatolian Technical Program	Vocational Training Center	Anatolian Vocational Program	Anatolian Technical Program	Vocational Training Center
School-/training centre-based	80	93	-	86	108	-
Workplace-based	20	7	-	22	8	-
<b>Total duration of the education/ training leading to the certificate</b>				108	116	-
<b>Entry requirements</b> 1. For formal vocational education, having completed the lower secondary school and not exceeding the age limit according to related legislation 2. For vocational open education highschool, having completed the lower secondary school 3. Achieving year-end success average in line with the related legislation after the 9th grade which is common for Anatolian technical program 4. Passing the exam for secondary education institutions for entering vocational and technical Anatolian High School, Anatolian vocational or Anatolian technical program						
<b>Additional information</b> This EUROPASS Certificate Supplement is prepared for graduates of 2018-2020.						
<b>More information (including a description of the national qualifications system) available at:</b> <a href="http://www.myk.gov.tr">www.myk.gov.tr</a> <a href="http://www.tyc.gov.tr">www.tyc.gov.tr</a>						

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**National Reference Point**

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