

**PROFESSIONAL QUALIFICATION (BK 0046)****BE****EL****ES****IT****LT****SK****TR*****Travel Leader (f/m)*****1. Overall****1.1 Title**

Travel leader (f/m)

**1.2 definition**

'Leading a group of tourists during their travel while providing them with information on geographical, historical, cultural and socio-economic aspects of the area visited, using the language of the traveller. Making the traveller acquainted with the area in a responsible, adequate and pleasant way.'

**1.3 Level****1.4 Year of recognition**

	✓			✓		✓
5	5	3	5	5		5
2013			2001	2007		2010

**2. COMPETENCES****2.1 List of competences****BASIC ACTIVITIES**Preparation of the task

§Advises and informs the contractor/customer about the organisation of the guided tour/accompaniment performance (Id 21014)

- Supplies up-to-date information, by telephone, by means of e-mail or on the spot.

- Provides an information package and sufficient explanation of said package.

✓	✓	✓	✓			
✓	✓	✓	✓			
✓	✓	✓	✓	✓		
				✓		
				✓		

§Collects information on the duration, the number of visitors/travellers, the nature of the group and the characteristics of the guided tour/accompaniment performance (Id 17161)

- Asks for information to be supplied by the contractor/customer

✓		✓	✓	✓		✓
				✓		

§ Composes the itinerary organisationally and in matters of content (Id 24973)

✓		✓	✓	✓		
---	--	---	---	---	--	--

**PROFESSIONAL QUALIFICATION (BK 0046)****BE****EL****ES****IT****LT****SK****TR*****Travel Leader (f/m)***

- Selects information in function of the goal of the guided tour/accompaniment performance and the characteristics of the target group
- Chooses media that will increase the impact of the story told - Establishes a realistic itinerary
- Chooses the most suitable working method and didactic material to stimulate interactivity
- Places the information in a wider framework
- Structures the information in a clear and coherent story

✓

✓

✓

✓

✓

Administration

✓

✓

✓

✓

✓

✓

§ Performs the administrative formalities during the accompaniment of a group (affirmation of stays, payment of expenditure,...) (Id 18497)

✓

✓

✓

- Collects personal data of visitors /travellers in accordance with privacy legislation.
- Files data of visitors/travellers, planning, expenditures,...
- Uses office software

§ Organises, if necessary, the administrative course of the guided tour/accompaniment performance (authorisation applications, reservations,...) (Id 16363)

✓

✓

✓

✓

✓

✓

- Knows discount possibilities or special prices
- Makes recommendations in function of the guests' wishes
- Performs bookings, invoicing and follows up (group) reservations
- Modifies reservations if necessary
- Uses reservation software

✓

✓

✓

✓

When faced with problems during the guided tour/accompaniment performance

✓

✓

✓

✓

✓

✓

§ Looks for solutions in unforeseen circumstances (Id 34271)

✓

✓

✓

✓

✓

✓

- Remains controlled when faced with problems
- Acts as a representative of the group
- Presents solutions diplomatically
- Informs, if necessary, the responsible or authorities in charge.

✓

✓

✓

✓

**PROFESSIONAL QUALIFICATION (BK 0046)**

BE

EL

ES

IT

LT

SK

TR

***Travel Leader (f/m)***

- Assists people in difficulties

✓

Building of own expertise

✓

✓

✓

✓

✓

§ Continuously develops own expertise (Id 24973/9954)

✓

✓

✓

✓

✓

- Builds a network of informative sources, services and organisations.
- Knows information sources and is able to find and consult them.
- Regularly takes further training courses and deepens knowledge.
- Keeps professional knowledge and skills up to date.
- Stays informed of developments in the field.
- Applies newly-acquired knowledge and insights in daily functioning.
- Reflects on own performance.

§ Assesses the guided tour/accompaniment performance, stipulates adaptations, new projects,... (Id 9954)

✓

✓

✓

✓

✓

- Asks travellers/visitors for feedback concerning performance
- Informs the travellers/visitors, if necessary, of the existing complaints procedures
- Evaluates the guided tour/accompaniment performance with the contractor/customer.

**SPECIFIC ACTIVITIES**

✓

✓

✓

✓

✓

Leading a group

✓

✓

✓

✓

✓

- *Supplying content*

✓

✓

✓

✓

✓

§ Presents geographical, historical, natural and cultural characteristics of the itinerary to the contractor/customer and adapts traveller information (Id 16691)

✓

✓

✓

✓

✓

- Supplies relevant and up-to-date tourist-recreational documentation
- Adapts the information and documentation provided to travellers' identity.

**PROFESSIONAL QUALIFICATION (BK 0046)**

BE

EL

ES

IT

LT

SK

TR

***Travel Leader (f/m)***

§ Leads the travellers during the entire duration of travel in an interactive, personalized and professional manner (added by market actors) (co 00348)

✓

✓

✓

✓

✓

- Builds a lasting experience for and with the traveller
- Supplies content
- Starts a dialogue with the travellers
- Applies the most suitable working method and correctly uses didactic material to stimulate interactivity
- Adapts message and language to target audience
- Provides concrete and relevant answers to questions

§ Shows respect for local communities and implements the directives on sustainability (added by market actors) (co 00349)

✓

✓

✓

✓

✓

✓

- Takes into account the cultural identity of the visited area.
- Explains and bridges cultural differences between travellers and local population.
- Encourages and brings about the intercultural dialogue between local population and travellers.
- Amplifies travellers' awareness of sustainability.
- Monitors the economic and ecological impact of travel.

*- Supply practical information /perform practical organization during the accompaniment performance*

✓

✓

✓

✓

✓

§Is an advisor in setting up excursions/travels within the available time span and is flexible in managing planning (added by market actors) (co 00350)

✓

✓

✓

✓

✓

- Is able to organize well
- Is flexible and is able to deal with modifications in planning

§Informs the travelers concerning the practical aspects of the travel (added by market actors) (co 00351)

✓

✓

✓

✓

✓

✓

- Provides information on the offer and admission prices, opening hours,...

**PROFESSIONAL QUALIFICATION (BK 0046)**

BE

EL

ES

IT

LT

SK

TR

***Travel Leader (f/m)***

- Provides the travelers with the necessary directives, tips and warnings during non-accompanied activities.
- Welcomes the travelers at the beginning of the activity and concludes the activity in an appropriate manner.
- Supplies practical information
- Always preserves a neutral and balanced attitude .
- Makes clear agreements concerning the travelling prescriptions.
- Sticks to the postulated timing and planning.
- Assists travelers when faced with practical problems or questions
- Provides concrete and relevant answers to questions
- Uses intercultural skills

§ Accompanies the group during the entire travel and is permanently at the disposal of the travelers (added by market actors) (co 00352)

- Observes procedural course of the travel
- Always keeps an eye on the security and the hygienic circumstances of the group
- Monitors group dynamics
- Evaluates all transport options
  
- Draws up a work planning and decides in a systematic manner what steps to take in the implementation of a task
- Has the physical condition to meet travel requirements
- Correctly informs the travelers of physical requirements for travel

***2.2 Description competences/activities based on descriptor elements***

***2.2.1 Knowledge***

Generic

- Basic knowledge of commercial techniques
- Basic knowledge of legislation
- General knowledge general and knowledge of political history
- Knowledge of arts and cultures
- Knowledge of nature and landscape reading

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓

✓



## PROFESSIONAL QUALIFICATION (BK 0046)

BE

EL

ES

IT

LT

SK

TR

### *Travel Leader (f/m)*

- Able to develop a network of informative sources, services and organisations.
- Able to keep up-to-date concerning source material and to find and consult it.
- Able to take further training and deepen knowledge.
- Able to structure information into a clear and coherent tale.
- Able to maintain professional knowledge and skills.
- Able to keep up-to-date with developments in the professional area.
- Able to apply newly-acquired knowledge and insights in daily functioning.
  
- Able to reflect on own acting.
- Able to make recommendations according to the wishes of the guests.
  
- Able to act as a representative of the group.
- Able to select information in accordance with the goal of the accompaniment performance/guided tour and the characteristics of the target group.
- Able to choose the appropriate media to add strength to the story.
- Able to establish of a realistic itinerary.
- Able to choose the most suitable working method and didactic material in order to stimulate interactivity.
- Able to structure information into a wider framework.
- Able to supply up-to-date information telephonically, by means of e-mail or on the spot.
- Able to provide an information package and sufficient explanation concerning said package.
- Able to obtain information from contractor/customer.
- Able to use office software (word processing, spread sheet,...)
- Able to collect personal data of travellers/visitors in accordance with privacy legislation.
- Able to keep up-to-date with travellers/visitors, plans, expenditures,...
  
- Able to inform oneself of discount possibilities or special prices.
- Able to book, invoice and follow up on (group) reservations.
- Able to ask for feedback from travellers/visitors concerning the performance.
- Able to, if necessary, inform travellers/visitors of the existing complaints procedures.
- Able to use reservation software
- Able to provide relevant and up-to-date tourist-recreational documentation.

# PROFESSIONAL QUALIFICATION (BK 0046)

BE

EL

ES

IT

LT

SK

TR

## *Travel Leader (f/m)*

- Able to adapt information and documentation to travellers/visitors' identity.
- Able to welcome travellers to the activity and to conclude the activity in an appropriate manner.
- Able to supply practical information.
- Able to supply substantive information.
- Able to get into a dialogue with the travellers/visitors.
- Able to always preserve a neutral and balanced attitude.
- Able to apply the most suitable working method and correct use of didactic material to stimulate interactivity.
- Able to amplify travellers' awareness of sustainability.
- Able to set a clear set of rules for the travel/guided tour.
- Able to stick to the postulated timing and planning.
- Able to provide concrete and relevant answers to questions.
- Able to adapt message and language use to target audience.
- Able to use intercultural skills.

### Specific

- Able to build a lasting experience for and with the traveller
- Able to provide information on offer, admission prices, opening hours,...
- Able to provide travellers with the necessary directives, tips and warnings during non-accompanied activities.
- Able to organize well.
- Able to take into account the cultural identity of the visited area.
- Able to explain and bridge cultural differences between travellers and local population.
- Able to encourage and bring about the intercultural dialogue between local population and travellers.
- Able to amplify travellers' awareness of sustainability.
- Able to monitor the economic and ecological impact of travel.
- Able to observe procedural course of the travel.
- Able to always keep an eye on the security and the hygienic circumstances of the group
- Able to monitor group dynamics
- Able to evaluate all transport options
- Able to make up a plan of work and decide in a systematic manner which steps to take in the implementation of a task.

✓

✓

✓

✓



**PROFESSIONAL QUALIFICATION (BK 0046)****BE****EL****ES****IT****LT****SK****TR*****Travel Leader (f/m)***

- Able to correctly inform the travelers of physical requirements for travel
- Able to apply intercultural skills in a foreign context.

**Problem solving skills**Generic

- Able to assist when faced with practical problems or questions.
- Able to modify reservations if necessary
- Able to remain calm and negotiate in case of problems.
- Able to, if necessary, inform the responsible or the authorities.
- Able to assist people in difficulties
- Able to present solutions in a diplomatic way.

Specific

- Able to handle modifications in planning in a flexible way.

**Motoric skills**Generic

- Able to have the necessary physical condition to meet travel requirements.

***2.2.3 Context*****Surroundings context**

- The travel leader has the entire travel time to carry out his/her task. He has ample time to act upon group dynamics and to put his story into a bigger framework.

✓	✓	✓	✓	✓		✓
✓	✓	✓	✓	✓		✓
✓	✓	✓	✓	✓		
✓	✓	✓	✓	✓		
✓	✓		✓			
✓	✓					
						✓

**PROFESSIONAL QUALIFICATION (BK 0046)****BE****EL****ES****IT****LT****SK****TR*****Travel Leader (f/m)***

- The travel leader interacts with several types of people (youth, the elderly, disabled people, hoteliers, customs officers,...)
- The job is executed within flexible working hours, during weekends, holiday periods. Frequently the travel leader will have to work for a longer continuous duration.
- Since the set itinerary must be realised, the travel leader will be faced with time pressure. He/she must take this into account here and be flexible.
- While travelling around and visiting outdoor sites, the travel leader will have to take in account weather conditions. He must be flexible.
- The profession can imply travelling and a long absence from home.
- The activities can take place beyond national borders/continental borders.
- The activities may require a good physical condition (excursions, sport activities,...).
- The activities vary according to the target group (sport-loving, cultural, school going youth)
- The contractor of a travel leader is a tour operator.

✓

✓

✓

✓

✓

✓

✓

**Operational context**

- The travel leader must be available day and night for the travellers.
- During the travel critical situations can occur (e.g. accidents of group members). A permanent care for the well-being and the security of the travellers is required.
- The travel leader must permanently follow further training and keep up-to-date with all topics concerning travel and travel destinations.
- The travel leader must be able to handle money and changing exchange rates, taking into account the wishes of the travellers.
- Able to deal with difficult customers and their complaints or specific traveller expectations/questions.
- Able to take into account changing trends in society and travel behaviour.
- Communicative towards travellers.

✓

✓

✓

✓

***2.2.4. Autonomy***

✓

✓

✓

✓

**PROFESSIONAL QUALIFICATION (BK 0046)**

BE

EL

ES

IT

LT

SK

TR

***Travel Leader (f/m)***

Is independent in:

- Planning the travel
- Creating the itinerary
- Taking decisions for the security and the well-being of the group
- Managing itinerary
- Checking the destinations and sites to visit
- Checking reservations
- Adjusting itinerary in case of unfavourable weather conditions, modified expectations of the customer.
- Giving instructions during travel

Is bound to:

- The instructions/ appointments of the travel organisation
- The wishes and expectations of the customer
- The destinations stipulated by the customer.
- The budget stipulated by the customer.
- The national and foreign (exchange) rates and taxes.
- The accessibility of the sites
- The physical composition of the group
- Belgian, European and foreign legislation concerning service in the travel sector.
- The facilities available.

Appeals to:

- Local suppliers of administrative services and reservations of the sites to visit.
- Transport companies.
- Local authorities (customs authorities, police force,...)

*2.2.5 Responsibility*

✓

✓

✓

✓

✓

✓

**PROFESSIONAL QUALIFICATION (BK 0046)**

BE

EL

ES

IT

LT

SK

TR

***Travel Leader (f/m)***

- The traveller, their well-being and security.
- Observance of rules concerning the transport means used.
- Adjusting the itinerary
- Activities listed in travel information and documentation
- Managing documents:
  - Hotel vouchers
  - Customs authorities documents
  - Travel documents
  - Airplane tickets
- A good cooperation with other partners.
- Managing budget and expenditures.
- Welcoming and informing travellers.
- A correct complaint treatment.
- Good group dynamics.

***2.3 Required certificates***

A certificate of care worker is required (Royal Decree of 15/12/2010 concerning first aid supplied to employees who become victim of an accident or who become unwell.)

✓

✓

x

x

✓

✓

✓