

Qualification requirements

Vocational Qualification in Tourism Industry

Tourism Service Agent



TAMPERE VOCATIONAL COLLEGE



FINNISH NATIONAL
AGENCY FOR EDUCATION

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1. Competences acquired after completion

Holders of a Vocational Qualification in Tourism Industry know how to

- work in customer service tasks in sales, accommodation, or organisation of tourism activities in the tourism sector
- plan, productise, market and sell tourism products and activities
- present and sell products and services
- guide and instruct customers in buying different tourism services and using local tourism services
- serve Finnish and foreign customers with a customer-oriented approach
- draw on good interaction skills, language proficiency and knowledge of cultures
- work responsibly and following innovative practices
- work profitably and productively as well as with a sales-minded and customer service oriented approach and quality awareness.

In this Vocational Qualification, the students can specialise in such areas as provision of accommodation services, travel service sales, or organisation of tourism activities by selecting the relevant optional vocational units.

Work tasks that can be executed

Tourism Service Agents who have completed the Vocational Qualification in Tourism Industry work in hotels or other establishments providing accommodation, national, regional or local tourism sales and advisory organisations, travel or tourism offices, sales services, tourist resorts, sales and information points, central reservation agencies, transport companies or companies organising tourist activities.

Name of the qualification requirement: Vocational qualification in tourism industry

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Educations: Vocational qualification in tourism industry (381106)

Qualification titles: Tourism service agent (10113)

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Translations:

Customer Service in the Tourism Industry, 40 cp

by Anne Tyynelä and Hanna-Riikka Sjöberg, tourism teacher, Tredu

Cleaning services for hotel and accommodation facilities, 20 cp

Working as a top expert, 15 cp

Working with climate responsibility, 15 cp

Working in an international work environment, 15 cp

Workplace instructor training, 5 cp

Planning a business, 15 cp

Working in an enterprise, 15 cp

from the eRequirements

Other units translated by official translator – name of the company ?

Stylization

by Hanna-Riikka Sjöberg, tourism teacher, Tredu

VOCATIONAL UNITS 145 cp
Compulsory unit 40 cp
Customer Service in the Tourism Industry, 40 cp
Optional units 75 cp
Cleaning services for hotel and accommodation facilities, 20 cp
Customer service at a hotel, 30 cp
Working in wellbeing tourism, 25 cp
Meeting services, 15 cp
Accommodation services, 15 cp
Working in a tourist resort, 15 cp
Marketing communications in tourism services, 20 cp
Productisation of tourism services, 30 cp
Sales and brokering of tourism services, 30 cp
Working in event tourism, 15 cp
Organising tourism activities, 30 cp
Guide services, 25 cp
Customer service and sales at a restaurant, 25 cp
Planning and producing virtual guidance, 20 cp
Working as a top expert, 15 cp
Working with climate responsibility, 15 cp
Working in an international work environment, 15 cp
Workplace instructor training, 5 cp
Planning a business, 15 cp
Working in an enterprise, 15 cp

2. Units

2.1 Customer Service in the Tourism Industry, 40 cp

Code 107273

Vocational competence requirements

Preparation for customer service in a tourism enterprise or organization

Student

- arrives at work dressed in accordance with the instructions of the tourism enterprise or organization and takes care of his/her appearance
- comply with the agreed working hours
- comply with the rules of the workplace
- complete preparations for their tasks following instructions
- is familiar with the development of the tourism industry from the past to the present and the key actors involved
- is familiar with the tourist regions of Finland and their main attractions
- is familiar with Finnish and local cultural aspects within their operating area
- is familiar with the main local tourism and accommodation products and services, so as to be able to present the services provided by the different companies to customers
- operates in a responsible and innovative manner, following the instructions of the tourism company or organization.

Use of information and communication technologies

Student

- uses the most common information and terminology sources of in the tourism industry, searches for information from different sources and uses it in customer service and work tasks
- uses IT equipment, applications and software commonly used in the sector
- responds to messages from customers through various channels, using general language
- prepares work-related documents, e.g. newsletters, offers and confirmations, using professional terminology in accordance with the procedures of the tourism company or organization
- is familiar with the most common social media channels in the tourism industry
- is familiar with the marketing and sales channels used by the tourism company or organization.

Identifying customer needs and sales work

Student

- serves customers through face-to-face and electronic channels
- serves customers using industry-specific terminology in Finnish, Swedish or Saami and at least one foreign language
- acts in accordance with good manners
- identifies customer needs and wishes by asking questions, recommending and selling appropriate services
- utilizes knowledge of the specific characteristics of different cultures when engaging in customer service
- acts in accordance to the business concept of the tourism enterprise or organization and follows the service model
- maintains confidentiality in relation to customers, the work community and the tourism enterprise or organization
- ensures customer safety and personal safety at work
- has first aid skills equivalent to the level of EA1.

Cooperation with tourism enterprises and organizations

Student

- is familiar with the key partners of the tourism enterprise or organization and their services
- collaborates with partners as a team member according to the guidelines of the tourism enterprise or organization.

Completion of service situations

Student

- ensures the accuracy of deposit payments made by customers and charge for other services used
- ensures customer satisfaction
- actively asks and receives feedback and processes it according to guidelines
- completes the required actions following a customer service situations
- takes the following shift into consideration and pass on the required information.

Methods of demonstrating competence

The student demonstrates their competence in practical tasks by working in a tourism enterprise or organization, which may be a tourist office or a travel agent, tourism activity organization, event tourism, an accommodation establishment, a camping site, an agritourism enterprise or an organization operating in a tourism region.

The student engages in customer service, identifies customer needs, recommends and sells services, and utilizes information and communication technology.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
Good 3	• carry out a work process independently • work cooperatively and show initiative in interactive situations • cope with ordinary problem-solving situations • draw diversely on the knowledge required in their set of tasks • assess their performance realistically
Good 4	• plan and carry out a work process independently • work cooperatively and constructively in interactive situations • manage problem-solving situations, drawing on diverse methods • apply the knowledge required in their set of tasks diversely and with justifications • assess their performance realistically and recognise their strengths and development areas
Excellent 5	• plan and carry out a work process independently, taking other actors into consideration • work cooperatively and constructively, also in challenging interactive situations • apply the knowledge required in their set of tasks to problem-solving situations diversely and critically • make justified development proposals related to their set of tasks and operating environment • assess their performance realistically and suggest justified solutions for developing their competence • understand the importance of their work as part of a larger process

2.2 Cleaning services for hotel and accommodation facilities, 20 cp

Code 106843

Vocational competence requirements

Planning the cleaning services for hotel and accommodation facilities at a customer site

Student

- familiarise themselves with the matters set out in the service agreement and customer site functions
- plan their work according to the service agreement, taking into account the activities at the customer site, room reservations and customer comfort
- when planning their work, address the cleanliness and hygiene requirements of different facilities, furniture and equipment
- find out about surface materials and types of dirt found at the customer site
- select the methods used for cleaning and textile care and select the cleaning agents, equipment and machines.

Carrying out the cleaning services for hotel and accommodation facilities at a customer site

Student

- carry out cleaning in a hotel or accommodation facility in an appropriate order, taking into account the service description and work instruction
- provide the agreed quality
- pay attention to the site's customer needs and safety in their work
- stock up the hotel cleaning trolley with supplies, linen, tools and cleaning agents for their work
- carry out maintenance cleaning using appropriate cleaning methods, tools, substances and machines, considering the nature of the dirt, the surface material and the objective of the work
- make beds for customers who are checking out or staying on according to the instructions of the customer site
- take care of changing the towels according to instructions
- if necessary, care for the customer's clothing as agreed
- make sure that other accessories and objects in the hotel room are available in sufficient quantities and laid out as required by the customer site
- if necessary, familiarise themselves with the instructions related to stocking the minibar
- check and restock the minibar as necessary
- check the end result of room cleaning
- maintain the linen and housekeeping stores on each floor, taking into account the reservations for the hotel rooms
- clean, maintain and put back in their places the hotel cleaning trolley, tools and machines they have used
- keep the service area tidy and the supplies topped up

- handle waste according to the waste disposal instructions
- finish their work within the agreed time
- assess the quality of the service they have provided in relation to the customer's needs.

Acting in customer service situations and as a work community member

Student

- serve the customer in accordance with the service agreement and the agreed quality
- follow the work community's rules and practices
- comply with instructions and operating principles related to customer service
- increase appreciation for the sector through their conduct
- through their work, enhance the continuation of customer relationships
- observe the principles of customer safety and the secrecy obligation in their work
- work with customers who represent different cultures and linguistic backgrounds and with other work community members
- as necessary, draw up texts related to their work in Finnish or Swedish
- use various communication methods in external and internal service tasks and situations
- use the information technology needed in their work and report on their work as required by the situation
- act responsibly, in an entrepreneurial manner and following the principles of sustainable development in their work
- work in the multiprofessional work community or as a member of the team
- agree on communication concerning work and the services with the members of the work community
- receive feedback and, if necessary, modify their activities and work according to it.

Compliance with occupational safety

Student

- comply with the employee's obligation concerning occupational safety and with the employer's and the customer's safety instructions
- choose the personal protective equipment and the protective clothing and equipment suitable for the work
- take care of the personal protective equipment after having used it
- identify the hazards related to their work and report them according to instructions
- carry out their work safely, taking into account the other users of the premises
- use tools and machines safely and ergonomically
- use tools, machines and working methods that lighten the work
- use the correct moving technique when moving loads
- maintain their work ability and functional capacity at work
- identify the package labelling and safety data sheets of the substances used in their work
- comply with the use and safety instructions of substances

- act in situations requiring emergency first aid
- act if a fire occurs.

Methods of demonstrating competence

Students demonstrate their vocational skills in a competence demonstration by carrying out tasks related to cleaning services for hotels and accommodation facilities at a customer site. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
Good 3	• carry out a work process independently • work cooperatively and show initiative in interactive situations • cope with ordinary problem-solving situations • draw diversely on the knowledge required in their set of tasks • assess their performance realistically
Good 4	• plan and carry out a work process independently • work cooperatively and constructively in interactive situations • manage problem-solving situations, drawing on diverse methods • apply the knowledge required in their set of tasks diversely and with justifications • assess their performance realistically and recognise their strengths and development areas
Excellent 5	• plan and carry out a work process independently, taking other actors into consideration • work cooperatively and constructively, also in challenging interactive situations • apply the knowledge required in their set of tasks to problem-solving situations diversely and critically • make justified development proposals related to their set of tasks and operating environment • assess their performance realistically and suggest justified solutions for developing their competence • understand the importance of their work as part of a larger process

2.3 Customer service at a hotel, 30 cp

Code 107266

Vocational competence requirements

Preparing for hotel customer service

Student

- Arrives to work dressed according to the hotel's instructions and takes care of their appearance
- Adheres to the agreed working hours
- Follows the rules of the workplace
- Anticipates and schedules the tasks of their shift
- Follows the reservation and room situation of their shift
- Collaborates with the various departments of the hotel
- Prepares hotel rooms for customers as necessary
- Takes a responsible and innovative approach to their work, following the guidelines of the hotel
- Follows the hotel's emergency plan, safety regulations, and instructions.

Using the hotel system and the most common booking channels

Student

- Uses the hotel system
- Uses the most common hotel booking and customer feedback channels and knows how they work
- Books and confirms room reservations and acts in accordance with the booking and cancellation conditions
- Assists customers in online check-in and check-out as necessary
- Is familiar with the hotel's loyalty programme and acts in accordance with it
- Knows the key performance indicators for the hotel business
- Understands how their actions can affect the key performance indicators and profitability
- Understands the pricing principles for products and services.

Working in hotel customer service

Student

- Works in hotel customer service
- Serves customers using industry-specific vocabulary in Finnish, Swedish, or Sámi, and at least one foreign language
- Receives customers, checking customer reservations and recording customer arrivals or assisting customers at check-in

- Works in accordance with the hotel's service concept, recognising the quality requirements of the job
- Explains, recommends, sells, and books hotel services and understands the importance of additional sales
- Is familiar with the main tourist services in the locality to the extent that they can introduce and recommend them to customers
- Is polite and friendly
- Draws on their knowledge of different cultures in providing customer service
- Assists their colleagues at other workstations
- Informs other employees and departments of changes
- Maintains confidentiality in relation to customers, the workplace, and the company
- Has the level of first aid skills corresponding to the EA1 basic first aid course
- Is aware of the factors affecting work, personal data management, cybersecurity, and customer safety and maintains a variety of safety measures in the work environment.

Serving at hotel check-in

Student

- Checks out and bills customers, or assists customers in checking out
- Uses the hotel system and registers sales
- Uses the payment system and handles the means of payment available
- Ensures customer satisfaction by asking for and receiving feedback about services or products
- Receives any complaints and deals with them with the customer in accordance with the hotel's service concept
- Welcomes customers back.

Ending a shift

Student

- Performs shift change tasks at the hotel reception
- Performs shift accounting and reporting tasks as required in accordance with the hotel's procedures
- Prepares tasks for the next shift and passes on the necessary information.

Methods of demonstrating professional competence

The student demonstrates their competence in practical customer service tasks by working as a member of a work community in customer service tasks in a hotel.

The student is responsible for the hotel's customer service on the arrival and departure of guests and during their stay. They make reservations, receive and bill customers using the hotel system or help customers with checking in or checking out. The student advises guests on how to use the services in the hotel and the locality.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
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2.4 Working in wellbeing tourism, 25 cp

Code 107271

Vocational competence requirements

Preparation for working in wellbeing tourism

Student

- Arrives for their shift dressed according to instructions
- Adheres to the agreed working hours
- Follows the rules of the workplace
- Is familiar with the company's and region's key wellbeing services and products
- Has an understanding of the Finnish sauna culture and lifestyle
- Understands the importance of tranquility and nature for wellbeing
- Plans and prepares for providing a wellbeing service
- Is knowledgeable about the wellbeing effects of the main foods and drinks
- Takes a responsible and innovative approach to their work and understands the importance of this
- Ensures customer and work safety and works ergonomically
- Maintains confidentiality regarding customers, the workplace, and the tourism company.

Working in wellness tourism

Student

- Assists customers in the use of wellbeing services
- Explains and presents the wellbeing benefits of various elements to customers
- Provides a service based on wellbeing
- Uses various products or elements to promote wellbeing
- Encourages customer participation in using the service
- Helps customers to experience and sense wellbeing effects in a multisensory way
- Ensures the wellbeing and safety of customers
- Respects customer privacy and acts discreetly
- Is available when necessary
- Takes care of the presentation and introduction of products to be served if needed
- Is polite and friendly
- Ensures the payment for the service or charges for it.

Completing service situations

Student

- Instructs customers on after-service activities
- Collects and processes feedback according to the instructions
- Ensures customer satisfaction
- Cleans and maintains equipment and facilities.

The student demonstrates their professional competence in a practical work situation by working in a company providing wellness services, a spa, a programme service company or a company providing sauna services.

The student guides customers in using wellness services and provides a wellness-based service for customers.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
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2.5 Meeting services, 15 cp

Code 107276

Vocational competence requirements

Preparing for meeting services tasks

Student

- Arrives to work dressed for the job and takes care of their appearance
- Adheres to the agreed working hours
- Follows the rules of the workplace
- Is familiar with the service concept of meeting services and the meeting packages offered
- Plans and schedules their work in accordance with instructions and the orders for the services
- Is familiar with and acts in accordance with the emergency plan
- Takes a responsible and innovative approach to their work, following the guidelines of the company
- Arranges and equips the meeting rooms and tests the meeting equipment
- Takes account of safety and ergonomics in their work.

Working in meeting services

Student

- Ensures that the meeting room and equipment are in order
- Is polite and friendly
- Serves customers using industry-specific vocabulary in Finnish, Swedish, or Sámi and at least one foreign language
- Assists the meeting organiser in organising a combination of face-to-face and remote meetings (hybrid meetings)
- Works according to meeting schedules and anticipates work tasks
- Receives meeting customers and ensures that the meeting organiser has the order information
- Informs the departments concerned about any problems and changes
- Advises on the use of meeting equipment and services
- Advises meeting guests on safety issues
- Handles catering for meetings in accordance with meeting schedules and ensures that special dietary requirements are met
- Complies with hygiene legislation and the self-supervision plan
- Is familiar with the products that can be sold in addition to what is offered, and acts accordingly to increase sales
- Keeps the customer areas and meeting areas neat and tidy during the meetings
- Ensures customer satisfaction from the event leader during meetings and makes any necessary changes

- Records the services ordered on an invoice and is familiar with the invoicing process
- Maintains confidentiality in relation to customers, the workplace, and the meeting company.

Ending a shift

Student

- Cleans and arranges the customer areas and meeting rooms after meetings
- Rearranges the furniture in the meeting rooms to the required table arrangement after the events
- Takes the next shift into account and informs them about customer and sales situations as necessary
- Cleans the machines and equipment and removes the used dishes and tableware.

Methods of demonstrating professional competence

The student demonstrates their competence in a sample of practical meeting service tasks by working in accommodation, catering, meetings or conferences in a company or establishment in the catering, meetings or conference sector in collaboration with other employees.

They maintain the meeting and working areas, ensure that the meeting equipment is in working order, set and serve meeting food and drinks as ordered and keeps the premises clean.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

The student must take the official hygiene passport test of the Finnish Food Authority.

The hygiene competence assessment cannot be adapted. The competence requirement for hygiene competence cannot be deviated from.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
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Excellent 5	• plan and carry out a work process independently, taking other actors into consideration • work cooperatively and constructively, also in challenging interactive situations • apply the knowledge required in their set of tasks to problem-solving situations diversely and critically • make justified development proposals related to their set of tasks and operating environment • assess their performance realistically and suggest justified solutions for developing their competence • understand the importance of their work as part of a larger process

2.6 Accommodation services, 15 cp

Code 107267

Vocational competence requirements

Preparing for the arrival of customers

Student

- Arrives for the shift dressed according to the instructions of the accommodation establishment
- Adheres to the agreed working hours
- Follows the rules of the workplace
- Maintains and repairs accommodation and other customer facilities according to the reservations
- Selects and uses appropriate and suitable cleaning methods, materials, and equipment
- Maintains a clean and pleasant working environment and sorts waste
- Takes a responsible and innovative approach to their work and understands the importance of this
- Ensures their own safety at work and works ergonomically.

Booking and arrival arrangements and accommodating guests

Student

- Is familiar with the accommodation establishment's booking practices and booking channels
- Makes and confirms reservations
- Serves customers using industry-specific vocabulary in Finnish, Swedish, or Sámi and at least one foreign language
- Greets, welcomes, and attends to customers in accordance with the accommodation company's policy
- Serves customers in different situations and prepares the necessary arrangements for customers arriving outside normal opening hours
- Inquires about the needs and wishes of customers and identifies and presents the services of the accommodation and the environment in accordance with their wishes
- Is polite and friendly
- Ensures the safety of customers and work premises and complies with the emergency plan
- Is familiar with the products and services of the accommodation and its partners and makes additional sales
- Maintains confidentiality towards customers, the workplace, and accommodation
- Has the level of first aid skills corresponding to the EA1 basic first aid course.

Preparing, serving or packing breakfast for customers

Student

- Knows the ingredients and equipment used in the preparation of breakfast and uses them appropriately
- Knows the special dietary requirements related to breakfast products
- Serves breakfast in the breakfast room, packs breakfast for customers, or takes care of the delivery of breakfast to customers
- Complies with hygiene legislation and the self-supervision plan
- Takes care of the cleaning of the breakfast room as well as dishwashing and kitchen cleaning.

Checking out customers

Student

- Uses the payment system and handles the payment instruments available
- Collects payment for additional services used by customers
- Secures payment for accommodation and gives receipts in accordance with the service concept of the accommodation establishment
- Ensures customer satisfaction by asking and receiving feedback from customers about services or products
- Receives feedback and any complaints and deals with the matter with the customer in accordance with the service concept of the accommodation establishment
- Welcomes customers back.

Methods of demonstrating professional competence

The student demonstrates their competence in practical customer service tasks by working in an accommodation service provider (other than a hotel), camping site, holiday and cottage village, rural tourism company, a hostel or a bed and breakfast establishment.

The student is responsible for customer service in the accommodation company, in relation to the booking, arrival, accommodation and departure of clients. The student takes care of serving breakfast to customers.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

The student must take the official hygiene passport test of the Finnish Food Authority.

The hygiene competence assessment cannot be adapted. The competence requirement for hygiene competence cannot be deviated from.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
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2.7 Working in a tourist resort, 15 cp

Code 107265

Vocational competence requirements

Preparing for customer service and work duties

Student

- Dresses according to the rules of the tourist resort and the requirements of the task
- Adheres to the agreed working hours
- Follows the guidelines of the workplace
- Is familiar with the tourist resort's products and services to the extent that they can present them to customers
- Checks the conditions of their workstation and the necessary equipment
- Prepares for and familiarises themselves with work and customer situations in advance
- Understands and complies with the quality requirements related to their work
- Maintains the cleanliness and safety of the workstation
- Is familiar with the safety plan relevant to their job description
- Takes a responsible and innovative approach to their work and understands the significance of this.

Advising, guiding, selling and providing customer service in a tourist resort

Student

- Receives customers at the different workstations of the tourist resort according to their instructions
- Works in advising, guiding, selling, and customer service tasks in the tourist resort
- Serves customers using industry-specific vocabulary in Finnish, Swedish, or Sámi and at least one foreign language
- Is polite and friendly
- Follows the service model of the tourist information centre
- Adapts their work according to the situation and the customer group as necessary
- Finds out the needs and wishes of the customers when working at the various workstations of the tourist resort
- Recommends and sells suitable services or hires out equipment to customers
- Gives advice, guides, and serves customers, and assists in the selection, fitting, and use of equipment for activities
- Ensures customer safety and compliance with these requirements
- Works in a safe and ergonomic manner
- Has the level of first aid skills corresponding to the EA1 basic first aid course
- Maintains confidentiality in relation to customers, the workplace, and the company.

Ending a shift

Student

- Takes the next shift into account and passes on the necessary information in accordance with company policy
- Prepares the workplace and maintains equipment for the next shift.

Methods of demonstrating professional competence

The student demonstrates their competence in practical work by working as a tourist resort adviser, and providing guidance, sales and customer service.

Works in the different workstations of the tourist resort, identifying the needs of customers and recommending the appropriate services for them.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
Good 3	• carry out a work process independently • work cooperatively and show initiative in interactive situations • cope with ordinary problem-solving situations • draw diversely on the knowledge required in their set of tasks • assess their performance realistically
Good 4	• plan and carry out a work process independently • work cooperatively and constructively in interactive situations • manage problem-solving situations, drawing on diverse methods • apply the knowledge required in their set of tasks diversely and with justifications • assess their performance realistically and recognise their strengths and development areas
Excellent 5	• plan and carry out a work process independently, taking other actors into consideration • work cooperatively and constructively, also in challenging interactive situations • apply the knowledge required in their set of tasks to problem-solving situations diversely and critically • make justified development proposals related to their set of tasks and operating environment • assess their performance realistically and suggest justified solutions for developing their competence • understand the importance of their work as part of a larger process

2.8 Marketing communications in tourism services, 20 cp

Code (107272)

Vocational competence requirements

Planning marketing communication measures

Student

- Is familiar with and applies information about the different customer groups of a company or organization
- Is familiar with the marketing objectives of a tourism company or organization
- Identifies the competitors of a tourism company or organization
- Is familiar with the marketing communication channels of the company or organization
- Plans marketing communication measures
- Uses customer information in planning marketing measures
- Adheres to working hours and the rules and guidelines of the workplace.

Implementing marketing communication measures

Student

- Produces marketing material
- Communicates according to the policy of the tourism company or organization
- Selects the appropriate channel for the situation and customer groups
- Participates in marketing communication
- Understands and complies with the main marketing regulations
- Acts responsibly in marketing communications.

Monitoring of marketing communication measures

Student

- Monitors the success of marketing communication measures
- Knows how to use the methods of a tourism company or organization to measure the success of marketing communications
- Monitors and evaluates the success of marketing communication measures and the achievement of objectives
- Proposes corrective measures.

Methods of demonstrating competence

The student demonstrates their competence in practical work by carrying out marketing communication of tourism services in a tourism company or organisation, a travel or tourism agency, a programme service company, an accommodation company, a restaurant in a tourist area, a campsite, a farm tourism company, a tourist information office or a transport company.

As a member of the team, the student plans marketing communications measures, participates in putting them into action and monitors their success.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
Good 3	• carry out a work process independently • work cooperatively and show initiative in interactive situations • cope with ordinary problem-solving situations • draw diversely on the knowledge required in their set of tasks • assess their performance realistically
Good 4	• plan and carry out a work process independently • work cooperatively and constructively in interactive situations • manage problem-solving situations, drawing on diverse methods • apply the knowledge required in their set of tasks diversely and with justifications • assess their performance realistically and recognise their strengths and development areas
Excellent 5	• plan and carry out a work process independently, taking other actors into consideration • work cooperatively and constructively, also in challenging interactive situations • apply the knowledge required in their set of tasks to problem-solving situations diversely and critically • make justified development proposals related to their set of tasks and operating environment • assess their performance realistically and suggest justified solutions for developing their competence • understand the importance of their work as part of a larger process

2.9 Productisation of tourism services, 30 cp

Code (107268)

Vocational competence requirements

Preparation for productisation

Student

- Is familiar with the concepts of productisation, the company's starting situation, needs, and objectives
- Uses customer knowledge and productisation methods
- Applies customer knowledge and understanding of customer groups in productisation
- Utilizes tourism information sources and knowledge of tourism seasons in productisation.

Planning and productising tourism services

Student

- Plans and designs tourism services for different customer groups
- Productises and tests the chosen tourism service
- Is familiar with the quality and safety requirements of the company and acts accordingly
- Takes a responsible and innovative approach to their work, following the guidelines of the tourism company
- Participates in the risk assessment and safety plan of the tourism service
- Plans experiential and value-adding elements of the tourism service
- Uses the services of the company, service providers, and operators in productisation in accordance with company policy
- Complies with legislation and information obligations relating to the tourism services sold
- Participates in the internal and external branding of the tourist service.

Pricing of tourism services

Student

- Uses information about the factors affecting profitability and price formation
- Takes into account the VAT rates used in the industry
- Considers the company's payment methods and payment terms
- Presents and justifies the price determined.

Producing sales and marketing material

Student

- Produces sales and marketing material for a productised tourism service
- Presents and justifies the channels suitable for marketing a productised tourism service.

Methods of demonstrating competence

The student demonstrates their competence in practical work in a tourism or programme service company as a member of a work team.

The student productises a saleable tourist service designed for a specific target group, including e.g. a nature or cultural tour, a nature excursion, a cultural event or a wellness service.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
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Excellent 5	• plan and carry out a work process independently, taking other actors into consideration • work cooperatively and constructively, also in challenging interactive situations • apply the knowledge required in their set of tasks to problem-solving situations diversely and critically • make justified development proposals related to their set of tasks and operating environment • assess their performance realistically and suggest justified solutions for developing their competence • understand the importance of their work as part of a larger process

2.10 Sales and brokering of tourism services, 30 cp

Code (107274)

Vocational competence requirements

Preparation for sales and advisory activities

Student

- Dresses according to the instructions of the tourism company or other organisation and in the manner required by the task
- Adheres to the agreed working hours
- Is polite and friendly
- Prepares their workplace and the necessary machines and equipment for sales and advisory activities
- Checks the cleanliness of customer premises
- Follows the rules of the workplace and the regulations and guidelines for the sector
- Familiarises themselves with the products and services on sale and their sale
- Understands and acts in accordance with the quality requirements of their work
- Takes a responsible and innovative approach to their work.

Sales and information production

Student

- Is familiar with the social media channels and electronic information and communication channels of a tourism company or organisation
- Uses social media and electronic information and communication channels according to the way the tourism company or organisation operates
- Collects the necessary information from different sources for advice and productisation.

Sales and advisory functions

Student

- Presents, recommends, and advises on planning, choosing, and purchasing tourism services, and handles sales and reservations
- Meets the customer and uses information retrieval methods and information systems to find out about destination, service, or product options and their availability
- Identifies customer needs and offers the services of a tourism company or other organisation
- Serves customers using industry-specific vocabulary in Finnish, Swedish or Sámi, and at least one other language

- Utilizes various information sources or documents when presenting tourism services and prices to customers
- Uses the most common reservation systems and electronic booking channels in the industry
- Receives orders for the sale and booking of common tourism services and products
- Complies with legislation and information obligations related to the tourism services being sold
- Understands the differences and requirements between individual and group travel
- Follows key travel and travel documentation guidelines, as well as passport and visa regulations
- Informs customers about booking, cancellation, and payment terms
- Applies knowledge of pricing principles for products and services
- Calculates the cost of a product or service and selects the correct price
- Uses knowledge of key business ratios
- Works economically and understands the impact of their actions on profitability
- Manages the sales process by preparing written offers and confirmations, and negotiating with customers
- Uses equipment required to produce documents and records
- Maintains confidentiality in relation to customers, the workplace, and the tourism company or organisation.

Working in tourism networks

Student

- Is familiar with the partners of the tourism company or organisation, as well as other tourism service providers in the region
- Collaborates with partners in sales and customer service.

Completing travel service situations

Student

- Agrees on payment methods and further actions
- Provides or sends the necessary documents to the customer and arranges for the delivery of documents at a later time
- Ensures customer satisfaction
- Contributes to maintaining the continuity of the customer relationship
- Cleans their workplace according to the instructions of the tourism company or organisation
- Acts in accordance with personal data and information security legislation.

Methods of demonstrating competence

The student demonstrates their competence in practical sales and customer service tasks by working in a company or organisation providing travel services, a tour operator's office, an incoming agency, a travel or tourism agency, a hotel or chain sales service or a sales office of a transport company.

The student presents, recommends, advises and sells sales services, using a wide range of information tools and booking systems and complying with legislation and information obligations.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
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Excellent 5	• plan and carry out a work process independently, taking other actors into consideration • work cooperatively and constructively, also in challenging interactive situations • apply the knowledge required in their set of tasks to problem-solving situations diversely and critically • make justified development proposals related to their set of tasks and operating environment • assess their performance realistically and suggest justified solutions for developing their competence • understand the importance of their work as part of a larger process

2.11 Working in event tourism, 15 cp

Code (107270)

Vocational competence requirements

Preparing for an event

Student

- Participates in the orientation of the event
- Prepares for the event and their own tasks and objectives
- Identifies the responsible parties and actors in different phases of the event
- Understands the overall event and its aspects, such as traffic and transport arrangements, registration, accreditation, rescue and safety plan, media participation, and information.

Participating in the implementation of the event according to their role

Student

- Works in the tasks defined by the nature and content of the event
- Adheres to the agreed working hours
- Dresses according to the rules of the event organiser and the requirements of the task
- Familiarises themselves with the quality requirements related to their work
- Serves customers using industry-specific terminology in Finnish, Swedish or Sámi, and at least one foreign language
- Takes a responsible and innovative approach to their work
- Ensures customer and work safety according to the rescue plan and works ergonomically
- Is polite and friendly
- Uses the equipment, materials, and work methods required by the tasks
- Collaborates with different stakeholders of the event
- Takes care of post-event tasks according to the assignment
- Maintains confidentiality with regard to customers, the workplace, and the event organiser
- Holds a level of first aid skills corresponding to the EA1 basic first aid course.

Evaluate the success of the event according to their role

Student

- Evaluates the success of the event in relation to the objectives of their role
- Suggests areas for improvement in the activities they have been involved in
- Assesses the importance of event tourism for the region.

Methods of demonstrating professional competence

The student demonstrates their competence in practical work by working in event tourism in their role as a member of a team.

The student is involved in the orientation and holding of an event organised by an event or tourism company or organisation, in the defined tasks during the event.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
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2.12 Organising tourism activities, 30 cp

Code 107275

Vocational competence requirements

Preparing for the provision of programme services

Student

- Dresses according to the instructions of the programme service company and the requirements of the task
- Adheres to the agreed working hours
- Follows the instructions of the workplace
- Familiarises themselves in advance and prepares for work and customer situations
- Contributes to maintaining the cleanliness and safety of the working environment
- Maintains the planned schedule and organisation of work tasks
- Carries out preparatory work for organising tourism activities
- Is familiar with the safety plan
- Is aware of the quality requirements of their work and acts in accordance with them
- Takes a responsible and innovative approach to their work.

Providing programme services

Student

- Receives customers in accordance with the programme service company's code of practice
- Is polite and friendly
- Serves customers using industry-specific terminology in Finnish, Swedish or Sámi, and at least one foreign language
- Adapts their approach according to the situation and the customer group
- Utilises the appropriate equipment required for the situation
- Advises and guides customers on activities and equipment, ensuring safety and adherence to the safety plan
- Holds first aid skills corresponding to the EA1 basic first aid course
- Follows the business concept of the tourism company economically and cost-consciously
- Is familiar with main tourist services in the region to the extent that they can present and recommend them to customers
- Takes cultural aspects into account in customer service
- Maintains confidentiality regarding customers, the workplace, and the tourism company.

Completing programme services

Student

- Ensures customer satisfaction by soliciting and receiving feedback
- Handles feedback and complaints according to the programme service company's instructions
- Welcomes customers back
- Maintains and cleans devices and other equipment used
- Cleans work environments.

Methods of demonstrating competence

The student demonstrates their competence in practical work by providing programme services as a member of a team in a programme service company.

The student advises and guides groups of different sizes of customers to different types of programme services (nature, culture, experience, sport or other tourism programme services).

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
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2.13 Guide services, 25 cp

Code 107269

Vocational competence requirements

Planning tour contents and schedules

Student

- Obtains information about the subject of the guiding using various information-gathering methods
- Develops a plan, schedule, and route for the tour
- Studies the history, current status, and future prospects of the sites to be guided, along with other relevant information for customers
- Arrives for the shift dressed appropriately for the task
- Adheres to the agreed working hours
- Follows workplace rules
- Takes a responsible and innovative approach to their work.

Preparing for a guided tour

Student

- Dresses appropriately for the situation and weather, anticipating changing circumstances
- Reserves necessary resources and specifies the schedule
- Creates a contingency plan for unexpected situations
- Gathers available information about the customers
- Researches the site, area, exhibition, event, or other subjects to be explained to customers
- Assesses risks and develops a safety plan
- Considers occupational safety and ergonomics
- Holds first aid skills corresponding to the EA1 basic first aid course.

Providing guidance

Student

- Receives customers in a welcoming manner
- Ensures customer safety
- Serves customers using industry-specific terminology in Finnish, Swedish, or Sámi, and at least one foreign language
- Manages customer interactions throughout the tour
- Adapts to group dynamics and anticipates customer interests and information needs related to the tour subject
- Communicates clearly and provides precise instructions to customers, such as route and meeting points
- Uses their voice effectively and employs a microphone when necessary
- Is polite and friendly
- Utilizes the information acquired for the guiding situation
- Maintains confidentiality regarding customers, the workplace, and the tourism company or organisation.

Finishing a guided tour

Student

- Concludes and ends the tour effectively
- Ensures customer satisfaction
- Solicits feedback on the tour and uses it to improve future activities.

Methods of demonstrating competence

The student demonstrates their competence in practical guidance tasks by providing guidance to two different groups, of which one group must consist of at least eight people.

A guided tour can be a walking tour, transfer, nature, destination, culture or event tour.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
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2.14 Customer service and sales at a restaurant, 25 cp

Code 107250

Vocational competence requirements

Preparing for work

Student

- Arrives on time and is ready for work at the beginning of the shift
- Takes care of personal hygiene and appearance
- Plans and schedules shift tasks
- Considers the number of incoming customers and any reservations
- Prepares equipment for the serving line or buffet table and for presenting food and drinks
- Sets out food and drink for the serving line or buffet table, or prepares to serve food and drinks to tables
- Ensures the cleanliness of the restaurant entrance, signage, and menus
- Understands product pricing
- Knows the procedures for emergency first aid.

Working in customer service and selling food and beverages

Student

- Pays attention to safety and ergonomics in serving
- Maintains general safety in the working environment and reports hazards and risks
- Acknowledges and serves customers according to the business concept, considering different customer groups
- Works according to opening hours and schedules of pre-orders and reservations
- Is familiar with food and beverage products and special diets, and can reliably advise customers on suitable products
- Serves customers using industry-specific terminology in Finnish, Swedish, or Sámi, and at least one foreign language
- Presents, sells, and serves food and drink products
- Sets up the serving line or buffet table or serves food to tables
- Tidies and organizes customer areas throughout the shift
- Ensures the quality and quantity of products sold or served
- Applies appropriate serving temperatures and methods for drinks
- Uses the payment system, registers sales, invoices customers, and handles payment methods
- Completes their assigned tasks and assists others as needed
- Recognizes their role within the workplace and collaborates with employees
- Adheres to sustainable and responsible working practices
- Is familiar with and utilizes the restaurant's social media channels

- Complies with hygiene legislation and the self-supervision plan
- Follows labour legislation, restaurant guidelines, and quality requirements.

Working as a dispenser

Student

- Dispenses and sells alcohol in accordance with regulations and instructions
- Follows the Alcohol Act
- Understands self-monitoring requirements as per the act.

Ensuring customer satisfaction and service experience

Student

- Receives and handles customer feedback on services and products according to restaurant instructions
- Takes care of customers throughout the service process
- Acknowledges customers' departures and thanks them
- Maintains confidentiality regarding customers and the restaurant.

Ending a shift

Student

- Cleans and organizes customer and work areas, considering reservations and the next shift's needs
- Performs shift change tasks
- Manages used dishes and related tasks alongside other duties
- Sorts waste according to instructions
- Participates in the restaurant's sales accounting
- Informs the next shift about the customer and sales situation.

Methods of demonstrating competence

The student demonstrates their competence in practical work by working in customer service and dispensing tasks in the food service or catering sector in collaboration with other employees.

The student maintains customer and work premises, sells and serves the products and services of the establishment or company, registers sales and invoices customers, and dispenses alcohol.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

The student must take the official hygiene passport test of the Finnish Food Authority.

The hygiene competence assessment cannot be adapted. The competence requirement for hygiene competence cannot be deviated from.

The assessment of alcohol dispensing competences cannot be adapted. No derogation from the professional competence requirements for alcohol dispensing competences is allowed.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
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2.15 Planning and producing virtual guidance, 20 cp

Code 107277

Vocational competence requirements

Planning a virtual tour

Student

- Plans virtual guidance tailored to a specific customer group
- Gathers information about the subject or object using appropriate research methods
- Creates an implementation plan, including route planning, marketing, presentation channel, and feedback collection
- Studies the history and current context of the location or subject to be discussed, such as exhibitions or events
- Plans and scripts the content, including the description, narrative, soundscape, and duration of the tour
- Utilizes suitable working methods and tests scheduling and equipment
- Prices the tour and selects the appropriate sales method and channel
- Takes a responsible and innovative approach to their work
- Obtains necessary filming permits
- Ensures security when using digital devices, services, and applications
- Complies with regulations related to data security, data protection, and confidentiality.

Filming and recording of instructional material

Student

- Provides and specifies the required equipment and duration for filming
- Films instructional material according to the plan and records it for use
- Processes and edits the recorded material
- Selects the appropriate presentation channel
- Considers occupational safety and ergonomics
- Prepares a contingency plan for unexpected situations.

Virtual guiding

Student

- Sends instructions to customers on how to join the virtual guidance session
- Ensures that the connection is stable and functioning properly
- Engages in real-time interaction and communicates clearly
- Uses their voice effectively for the situation
- Maintains customer interest throughout the virtual guidance
- Anticipates and addresses customer interests and information needs about the site, exhibition, event, or other subject
- Remains polite and friendly
- Responds to customer questions effectively
- Applies acquired knowledge during the guiding session
- Maintains confidentiality regarding customers, the workplace, and the tourism company or organization.

Concluding a virtual tour situation

Student

- Ends the guidance session and promotes future guidance opportunities, if applicable
- Ensures customer satisfaction
- Requests feedback on the guidance and uses it to improve their activities.

Methods of demonstrating competence

The student demonstrates their competence in practical work by planning and implementing a virtual tutorial, in which interaction and narration are in real time. The virtual training is commissioned by a company or organisation in the tourism sector.

To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

In addition, the student will complete the licenses and qualifications required by working life and necessary to demonstrate the competences required by the competence requirements.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
Good 3	• carry out a work process independently • work cooperatively and show initiative in interactive situations • cope with ordinary problem-solving situations • draw diversely on the knowledge required in their set of tasks • assess their performance realistically
Good 4	• plan and carry out a work process independently • work cooperatively and constructively in interactive situations • manage problem-solving situations, drawing on diverse methods • apply the knowledge required in their set of tasks diversely and with justifications • assess their performance realistically and recognise their strengths and development areas
Excellent 5	• plan and carry out a work process independently, taking other actors into consideration • work cooperatively and constructively, also in challenging interactive situations • apply the knowledge required in their set of tasks to problem-solving situations diversely and critically • make justified development proposals related to their set of tasks and operating environment • assess their performance realistically and suggest justified solutions for developing their competence • understand the importance of their work as part of a larger process

2.16 Working as a top expert, 15 cp

Code 106730

Vocational competence requirements

Competence development

Student

- assesses their competence and recognises their strengths and development areas
- draws up a development plan for themselves to support their growth into a top expert in the vocational field
- develops their competence and working methods based on the feedback they receive
- works in changing situations
- works perseveringly, developing their work
- works as part of the team and shares their expertise with others.

Working in tasks requiring top expertise in the vocational field

Student

- selects working methods, tools and materials and uses them in changing situations
- tries new working methods in their work
- obtains and applies new information required in the set of tasks
- works cost-effectively and promoting the company's performance
- promotes the use of new work practices and working methods in the work community
- strengthens and creates new customer relationships
- to comply with work safety regulations and instructions in their job
- anticipates risks and reports hazards related to the set of tasks
- ensures customer safety
- works ergonomically and takes care of their work ability
- keeps their working environment tidy and in order.

Paying attention to quality requirements

Student

- sets their goals and plans their work with realistic schedules
- works in compliance with the company's or the organisation's quality criteria
- detects quality deviations and finds solutions to them
- works in line with the company's or organisation's and sustainable development principles.

Working in networks of the vocational field

Student

- communicates with customers and in the work community in Finnish or Swedish and in one foreign language
- knows the key national and international networks in the sector
- uses their networks in their work.

Methods of demonstrating competence

The student demonstrates their competence by working in demanding tasks in their vocational field. The skills may also be demonstrated in national and international competitions or when preparing for such competitions. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

Deviating from the vocational skills requirements or adapting the assessment of competence are not possible in this qualification unit.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
Good 3	• carry out a work process independently • work cooperatively and show initiative in interactive situations • cope with ordinary problem-solving situations • draw diversely on the knowledge required in their set of tasks • assess their performance realistically
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2.17 Working with climate responsibility, 15 cp

Code 106735

Vocational competence requirements

Examining the background of climate change

Student

- understand climate change as a phenomenon and the impact of human actions on it as well as the need to find solutions
- identifies special features of the Finnish operating environment with regard to climate change mitigation and adaptation
- identifies the key factors contributing to climate change in their field
- identifies opportunities to contribute to climate change mitigation and adaptation in their work task.

Presenting the impacts of climate change and solutions to it

Student

- determines the climate impacts of their work or their work community's activities, product or service
- considers practical solutions for climate change mitigation or adaptation in their sector
- assesses and compares the feasibility and cost-efficiency of the climate solutions they have considered
- proposes justified solutions that can be implemented to develop their work or their work community's operation, product or service to reduce their climate impacts.

Enhancing work with climate responsibility

Student

- communicates information on the climate solutions they have proposed in their work community
- participates in activities that increase climate awareness and develops climate-related matters in the work community
- through their actions, encourages others to climate responsibility.

Methods of demonstrating competence

The student demonstrates their competence in practical work tasks by working with climate responsibility in their vocational field. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
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2.18 Working in an international work environment, 15 cp

Code 106734

Vocational competence requirements

Preparing to work in an international work environment

Student

- looks for information and familiarises themselves with the international work environment and their future work task
- familiarises themselves with the culture and society of countries related to the work task
- takes care of the arrangements and documents required in the international work task
- determines and agrees on the objectives and content of the work tasks
- takes into account the requirements, needs and schedule related to the work environment and the work task.

Interaction in an international work environment

Student

- works in cooperation with an international work community and international customers
- uses the key vocabulary of their sector in a foreign language
- shares their competence in an international work environment
- uses different communication channels responsibly
- works with people from different cultural backgrounds
- observes the working culture.

Working in an international environment

Student

- complies with the agreed working hours and operating practices
- acts flexibly in different situations
- complies with the regulations and instructions related to the work tasks
- pays attention to the risks related to health and safety
- works responsibly and ethically
- acts in a manner that promotes equality and equity.

Using international competence and sharing it

Student

- assesses the importance of competence acquired in an international work task for their career
- uses their international competence in their work
- assesses the impacts of the working methods and operating cultures in countries related to the work task on the smooth running of the work and its outcome
- shares their international competence with the work community

Methods of demonstrating competence

The student demonstrates their competence in practical work tasks by working in an international work environment or in project abroad or in Finland. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
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2.19 Workplace instructor training, 5 cp

Code 106731

Vocational competence requirements

Acting as a contact person

Student

- familiarises themselves with the qualification requirements of their field and recognises the link between the work tasks and them
- familiarises themselves with the division of work between the education provider and the workplace in the provision of vocational education and training
- examines the possibilities to organise training and competence demonstrations at the workplace
- communicates information on organising vocational education and training at the workplace together with the education provider
- interacts with different students and employees.

Preparing for guidance situations

Student

- familiarises themselves with the student's personal competence development plan
- participates in planning competence acquisition at the workplace
- participates in the orientation to occupational safety, workplace instructions and practices for supervised students
- plans student guidance and its schedule
- follows different guidance situations
- takes advantage of digital devices appropriately
- assesses their guidance skills and defines their development needs.

Giving feedback on the development of competence

Student

- compares the acquired competence to the objectives that have been set
- gives constructive feedback on the development of competence
- pays attention to students needing special support and students representing different languages and cultures when giving feedback.

Methods of demonstrating competence

The student demonstrates their competence by acting as a contact person at a workplace and preparing for situations in which guidance and feedback is given. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
Satisfactory 2	• carry out a set of tasks with initiative and following instructions • work cooperatively and interactively • rarely need additional instructions • use the knowledge needed in their set of tasks appropriately • modify their actions based on the feedback they receive and their personal observations
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2.20 Planning a business, 15 cp

Code 106732

Vocational competence requirements

Finding and generating ideas for business opportunities

Student

- explores the companies and customers operating in their chosen vocational field
- based on that, assesses business opportunities
- understands the requirements of sustainable development and their importance for business.

Developing a business idea and drawing up a business plan

Student

- investigates market prospects and the competitive situation
- explores business ideas and chooses a feasible one
- draws up a plan for the company's operations, using experts if necessary
- calculates returns and costs related to business activities and plans the financing
- takes into account the legislation applicable to the sector when planning.

Networking with stakeholders

Student

- selects key stakeholders from the point of view of their activities
- introduces the company's operating model to some key stakeholders in a customer-oriented manner.

Drawing up documents related to setting up a company

Student

- selects a suitable company form
- calculates the required financing
- finds out what documents are associated with setting up a company and draws them up.

Assessing strengths and expertise

Student

- assesses their strengths for acting as an entrepreneur
- describes their competence that is relevant to business.

Methods of demonstrating competence

The student demonstrates their competence in practical work tasks alone or with a group by drawing up a business plan for the business idea they have created. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

Assessment

Student

Satisfactory 1	• carry out a set of tasks following instructions • work cooperatively • need additional instructions in some situations • draw on the underpinning knowledge required in a set of tasks • modify their actions based on the feedback they receive
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2.21 Working in an enterprise, 15 cp

Code 106733

Vocational competence requirements

Planning the business of a company

Student

- obtains information needed to plan the various aspects of the company's business activities
- draws up a customer-oriented action plan and specifies the company's objectives
- draws up budgets and a financial plan with awareness of the entrepreneur's position
- recognises key risks related to business
- understands the requirements of sustainable development and their importance for business.

Building cooperation networks that promote the company's business

Student

- acquires key cooperation partners for business
- agrees on collaboration with cooperation partners
- concludes cooperation agreements when necessary, taking responsibilities and obligations into account.

Working in the company

Student

- works as an entrepreneur or as part of a cooperation network
- manages the agreed sub-sector of business activities
- solves problems related to the company's operation with a customer-oriented approach
- observes the legislation applicable to the sector.

Evaluation and development of the company's operation

Student

- sets objectives for their activities in line with the company's strategic goals
- makes constructive and justified proposals to develop the company's operation, taking into account the quality and performance targets
- considers the expectations of customers and stakeholders in their plans.

Methods of demonstrating competence

The student demonstrates their competence in practical work tasks by working in a company and developing the company's business according to a plan. To the extent that the competence required in the unit cannot be assessed on the basis of the demonstration, the competence demonstration is to be supplemented in other ways on an individual basis.

Assessment

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