

<b>1. TITLE OF THE CERTIFICATE <sup>(1)</sup></b>
<b>Giid II</b>
<sup>(1)</sup> in the original language

<b>2. TRANSLATED TITLE OF THE CERTIFICATE <sup>(1)</sup></b>
<b>Tourist Guide II</b>
<sup>(1)</sup> if applicable. This translation has no legal status.

<b>3. PROFILE OF SKILLS AND COMPETENCIES</b>
<p>A holder of the Tourist Guide II professional certificate:</p> <ul style="list-style-type: none"> <li>- conducts tours booked for tourists in the area where his or her services have been evaluated</li> <li>- provides information about how the program will run and what services are available along the way</li> <li>- keeps the tourists in or around the location he or she is focused on</li> <li>- takes into account the customers' interests and knowledge, according to their country of origin, social status, age etc.</li> <li>- has a good command of different communication techniques, is a good listener, copes with conflicts and solves problems</li> <li>- is an excellent customer assistant, which presumes willingness to communicate, friendliness, cheerfulness, ability to cooperate, tactfulness, polite behaviour and proper appearance</li> <li>- has thorough knowledge about the area where his or her services have been evaluated: landscape, climate, geology, traditions, culture, geography etc.</li> <li>- communicates with customers of different nations, which requires good language proficiency, and knowledge and understanding of various cultures</li> <li>- knows how to read topographic maps</li> <li>- organizes his or her work so that the time limits and prearranged programs are always observed</li> <li>- cooperates with bus drivers, escorts representing the company and other tourist guides</li> </ul>

<b>4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(1)</sup></b>
<sup>(1)</sup> If applicable

## <sup>(\*)</sup> Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.europa.eu/en/home>

## 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b> The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Sector Skills Council approved by a Regulation of the Government of the Republic
<b>Level of the certificate (national or international)</b> Estonian Occupational Qualifications System, level II	<b>Grading scale / Pass requirements</b> 1. Professional exam 2. On the basis of documents 3. Combination of professional exam and documents
<b>Access to next level of education/training</b> Master guide III	<b>International agreements</b>
<b>Legal basis</b> Occupational Qualifications Act (RT I 2008, 24, 156; 01.09.2008)	

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

In order to obtain a occupational certificate, the applicant has to prove all his/her competencies required by the occupational standard and by the procedure for awarding of occupational qualification established by the body awarding the occupational qualification.

**More information** (including a description of the national qualifications system) available at:  
[www.kutsekoda.ee](http://www.kutsekoda.ee)