



EUROPASS CERTIFICATE SUPPLEMENT (*)



Republic of Estonia

1. TITLE OF THE CERTIFICATE ⁽¹⁾

Giid II

⁽¹⁾ in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE ⁽¹⁾

Tourist Guide II

⁽¹⁾ if applicable. This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCIES

A holder of the Tourist Guide II professional certificate:

- conducts tours booked for tourists in the area where his or her services have been evaluated
- provides information about how the program will run and what services are available along the way
- keeps the tourists in or around the location he or she is focused on
- takes into account the customers' interests and knowledge, according to their country of origin, social status, age etc.
- has a good command of different communication techniques, is a good listener, copes with conflicts and solves problems
- is an excellent customer assistant, which presumes willingness to communicate, friendliness, cheerfulness, ability to cooperate, tactfulness, polite behaviour and proper appearance
- has thorough knowledge about the area where his or her services have been evaluated: landscape, climate, geology, traditions, culture, geography etc.
- communicates with customers of different nations, which requires good language proficiency, and knowledge and understanding of various cultures
- knows how to read topographic maps
- organizes his or her work so that the time limits and prearranged programs are always observed
- cooperates with bus drivers, escorts representing the company and other tourist guides

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽¹⁾

⁽¹⁾ If applicable

^(*) 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.eu.int>

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5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Name and status of the body awarding the certificate</p> <p>Estonian Association of Tourist Guides Lee 15, 13521 Tallinn GSM: +372 5023036 info@giidideliit.ee www.giidideliit.ee</p> <p>The activity licence granted to the Estonian Hotel and Restaurant Association as a body awarding occupational qualifications on June 16, 2005 by decision No 21 of the Professional Council of Service Industries.</p> <p>The Estonian Association of Tourist Guides is a non-profit professional association, which became a legal person already in 1998. Its main objectives are to represent and protect the economic and social rights and interests of its members, organizational integration of associations of tourist guides, organization of training, evaluation together with local governments, representing tourist guides as a professional association.</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate</p> <p>Estonian Qualification Authority 'Kutsekoda' Mustamäe tee 16 10617 Tallinn, Estonia Ph. +372 679 1700 Fax +372 679 1701 E-mail kutsekoda@kutsekoda.ee www.kutsekoda.ee</p> <p>The private law foundation 'Kutsekoda' (Professions Chamber) was established in 2001 in cooperation with the Estonian Government to continue the creation of the system of professions started in 1997 by the Estonian Chamber of Commerce and Industry. The objectives of the Professions Chamber include establishment and development of an integrated and organised professional qualifications system, establishment of prerequisites for achieving comparability of the qualifications of Estonian employees and acknowledgement of other countries, as well as management of the state register of professions as the authorised processor.</p>
<p>Level of the certificate (national or international)</p> <p>National Estonian professional qualifications system Level II</p>	<p>Grading scale / Pass requirements</p> <p>Three options:</p> <ol style="list-style-type: none"> 1. Professional exam 2. On the basis of documents 3. Combination of professional exam and documents
<p>Access to next level of education/training</p> <p>Master guide III</p>	<p>International agreements</p>
<p>Legal basis</p> <p>Professions Act (RT I 2008, 24, 156; 01.09.2008)</p>	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Application entry requirements (level of education or training, professional experience, in-service training, etc.) Please indicate duration if required.

For certifying the qualification Tourist Guide II, the secondary education, an effective evaluation in at least one region of the Republic of Estonia and 3 years of professional experience are required.

Level of education (required/recommended):

More information (including a description of the national qualifications system) available at:

www.kutsekoda.ee