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## **“INTERPRETING OUR EUROPEAN HERITAGE”**

ECVET for transparency and recognition of learning  
outcomes and qualification in European Tourism Sector

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**WP 4 - Design of the new European common professional  
qualification in tourism sector “European Heritage Interpreter”  
in terms of activities, tasks, knowledge, skills, competences,  
units of learning outcomes and related ECVET credits**

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Design of European professional figures in the  
tourism sector

**“INTERPRETIVE GUIDE” & “INTERPRETIVE HOST”**

**Synthetic version for the dissemination (Info-pack 3)**

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## **1. Premise**

During the 4th Consortium trans-national meeting (Vienna – 22 and 23 September 2014), the Interpreting our European Heritage partners have shared a common approach to organise the activities of work package 4, aimed to design the European professional figures in the tourism sector.

The partnership decided to work on the following main professional figures:

- Interpretive Host
- Interpretive Guide

According to this articulation of the competences of concerned professional figures, the partners have proceeded with the shared definition of activities, tasks, skills, knowledge, units of learning outcomes and ECVET credits for each one of these professional figures, by means of a common tool specifically elaborated for this aim.

In the following pages are presented the professional figures as designed by the partners.

The contents of first and second competence areas are commons to all participating Countries.

The contents of third competence area are articulated in several “addenda”, one for each participating Country, common for the professional figures.

The ECVET total credits are 60 for both the Interpretive Host and the Interpretive Guide.

**2. Section A – Common European competences (activities, tasks, skills, knowledge, competences/ units of learning outcomes and ECVET credits) transversal to the the professional figures of “Interpretive Guide” and “Interpretive Host”**

Activity Areas	Activities	Tasks	Knowledge	Skills	Competences / Learning Outcomes units (ULO)	ECVET Credit (ULO)
Definition of objectives and product design	Definition and concept of Heritage Interpretation	<p>To describe the natural and cultural heritage and the importance of heritage interpretation and its relations with other activities</p> <p>To establish the legal framework of heritage</p> <p>To set the relationship between heritage interpretation</p>	<p>History and principles of heritage interpretation</p> <p>The heritage interpretation in cultural and natural assets. Principles and objectives</p> <p>Heritage interpretation and tourism: the role of heritage interpretation within the organized or informal leisure activities</p> <p>Interpretive Media: personal and non-personal</p>	<p>To analyze the evolution of the concept of heritage interpretation over time, identifying the elements that compose it</p> <p>To identify and explain the factors influencing the current demand for leisure activities, leisure, tourism, education, conservation and interpretation</p> <p>To describe the variables determining the evolution and trends in tourism demand and supply, as to its relation to heritage</p> <p>To describe current tourist flows and justify the situation</p>	<p>To be able to understand and know the background and framework of heritage interpretation, identifying its conditioning factors and setting its role for the tourist activity within natural and cultural contexts</p>	4

		and tourism production	<p>Interpretive Infrastructures: trails, visitor centres, ecomuseums, interpretive centres, local resources centres</p> <p>Current literature, studies and research in the interpretive field</p> <p>Relationship of heritage interpretation with leisure in general, organized leisure, public use, tourism, education, conservation</p> <p>Legal framework at local, national and European level</p> <p>The role of the interpretive services (infrastructures, material and people) in the public use, leisure and tourism activities</p> <p>Models and examples of use of heritage</p>	<p>on the market in the various tourist destinations in relation to heritage resources</p> <p>To explain the main features of the various services and products based on heritage resources</p> <p>To identify the most significant suppliers of services and products based on natural and cultural heritage, as to describe the features of its products</p> <p>To identify the role of heritage interpretation in the heritage valorisation, protection and conservation</p> <p>To recognize the qualification and innovation process of the tourism services and products due to the heritage interpretation</p> <p>To identify the role of heritage interpretation in defining and enhancing the identity of local communities and destinations</p>		
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			<p>interpretation within the tourism activity</p> <p>Heritage dynamization and heritage animation as tools of heritage interpretation</p> <p>The particular connection between the role of heritage interpreters and the role of tourists guides, within its most wide vision of professional figures</p> <p>The role of heritage interpretation in the qualification of the tourism products and services</p>	<p>To describe the main features of the legal framework of the services and the products based on the heritage at a local, national and European level</p> <p>To understand the role of the heritage interpretation to diversify and enrich the tourism experience</p> <p>To be able to insert the perspective, concept and role of heritage interpretation within leisure and tourism services</p>		
Definition of objectives and product design	Analysis of heritage resources	Identification of the tangible and intangible resources that compose the heritage	<p>Procedures for analysis of heritage resource (written and verbal sources, scientific research, on site data collection, etc.)</p> <p>The importance of research and having deep understanding of the</p>	<p>To describe the main types of heritage resources, and explain the potential demand</p> <p>To select and apply methods and techniques of research and analysis, that reveal the potential and the possible positioning of heritage</p>	To conduct an accurate and comprehensive research on the heritage resources	<b>3</b>

		<p>Application of the techniques to analyze the heritage resources</p> <p>Appreciation of the importance of the heritage resources locally and globally.</p>	<p>resource to support the interpreter's inputs and ability</p> <p>The role of the resource in the local heritage</p> <p>The role of the resource in the global heritage</p> <p>The conditioning factors of the visit (carrying capacity of the resource, tourism infrastructures and performance capacity)</p>	<p>resources in a specific field of action</p> <p>To identify, catalogue and inventory all the heritage resources in a given area</p> <p>To analyze the positioning of heritage resources in a specific field of action</p> <p>To implement strategies for the creation, improvement and development of products and services based on heritage resources at local level; taking into account the tourism potential of the area, current and potential demand and environmental protection</p> <p>To understand the role of heritage resources as tourist attractions</p> <p>To apply the conditioning factors of the carrying capacity to design and qualify the tourist services and experiences</p> <p>To understand the different</p>	<p>(tangible and intangible), enabling them to be an essential component of tourism services and products within destination master interpretive plans</p>	
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				<p>levels of attraction of the demand in relation to the different resources</p> <p>To apply the principles of sustainable development and environmental protection when programming activities based on heritage resources</p> <p>To understand and apply the balance between social, environmental and economic factors within the sustainable development of a heritage site or heritage destination</p> <p>To set the adequate conditions and prepare the heritage for the leisure and tourism visits</p>		
<p>Definition of objectives and product design</p>	<p>Identification of the target groups</p>	<p>Identification of the audience</p> <p>Identification of the main features of audience</p> <p>Audience segmentation for heritage</p>	<p>Research and analytical skills (data collection, interviews to key actors and heavy users, direct observation, surveys, polls, focus-in groups etc.)</p> <p>The importance of a deep knowledge of the audience to provide better opportunities of connection between them and the</p>	<p>To list, characterize and interrelate the variables that compose the audience in a given area, analyzing the motivations and other factors</p> <p>To identify sources of internal and external information to be analyzed, in order to research and organize them based on cost and performance</p>	<p>To get to know the audience and identify their interests, needs, motivations and expectations, facilitating the use of this knowledge for the design of</p>	<p>5</p>

		<p>interpretation</p> <p>Specific audience segmentation applied to tourism and leisure activities</p>	<p>resource</p> <p>Profiles and segmentation of the audience: motivation, personal and functional factors, biological factors, cultural and geographical factors, socio-demographical factors, etc</p> <p>Profiles of special interest visitors and tourists/market niches</p>	<p>To obtain relevant information to the subject of the investigation from secondary sources (internal or external)</p> <p>To propose alternative methods of collecting information to meet the information needs unmet</p> <p>To understand the key role of the deep identification of the audience in order to define the heritage interpretation services and products</p> <p>To implement procedures for organizing and storing data and information obtained, given a need or demand of information; using computer applications for processing and organizing information</p> <p>To recognize the different market profiles and segments to offer heritage interpretation products and services based on local heritage resources, as to describe its characteristics</p> <p>To determine the possible</p>	<p>interpretive services and tourism products</p>	
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				<p>existence of specialized niches within the whole audience</p> <p>To set up the elements of knowledge of the demand, necessary to conceptualize and design heritage interpretation-related leisure and tourism services and products</p>		
<p>Definition of objectives and product design</p>	<p>Application of heritage interpretation principles</p>	<p>Positive and competitive use of resources and facilities for heritage interpretation</p> <p>Positive and competitive use of printed materials and audiovisual materials for heritage interpretation</p>	<p>Basic knowledge on designing and constructing interpretive facilities, such as infrastructures, centres, trails, heritage trails, programmes, display panels, sign-posting, audio-guides</p> <p>Knowledge about the concept, structure and functions of the visitor centres, interpretation centres, local heritage resource centres and similar settings</p> <p>Knowledge of printed materials: interpretive maps, quick reference</p>	<p>To differentiate the different types of facilities and interpretative services, explaining its features, functions, objectives, relationships, and organizational units</p> <p>To describe the services or products that may provide or manage the interpretive centres and interpretation services</p> <p>To identify the laws and regulations in the leisure and tourism activities, governing the operation of centres and interpretation services, specifying its implications to heritage interpretation</p>	<p>To apply the principles of the heritage interpretation to conduct cultural and natural interpretive interventions, optimizing the use of interpretive media, equipments and infrastructures</p>	<p>6</p>

			<p>guides, brochures, maps</p> <p>Audio-visual support to guided and self-guided tours</p> <p>Principles of universal accessibility</p> <p>Principles of non discrimination in the provision of heritage interpretation services</p> <p>The main profiles of visitors and tourists with functional diversities and disabilities</p>	<p>activities</p> <p>To describe the space, furniture, equipment and supplies necessary for the operation of interpretation</p> <p>To differentiate the characteristics of various printed materials (interpretive maps, quick reference guides, brochures, advertisements, posters, panels, etc.) and audiovisual materials (audio guides, audio settings, documentaries, videos, etc.)</p> <p>To select the most appropriate material (printed or audiovisual) depending on the characteristics of the heritage resources and the potential users of the activities</p> <p>To select contents, images and texts necessary for the development of simple materials, according to predetermined criteria in compliance with current regulations and corporate identity</p>		
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				<p>To take into account the principles of universal accessibility in the creation, design, development and dissemination of the information</p> <p>To apply the concepts of sustainable development in designing and managing spaces, sites, interpretation centres and facilities</p> <p>To be able to suggest improvements and adaptations for the design of heritage interpretation infrastructures, services and materials</p> <p>To be able to insert the different types of heritage interpretation facilities and services within the leisure and tourism products and experiences</p> <p>To be able to select the most appropriate materials and technologies for each tourism and leisure service or</p>		
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				<p>experience</p> <p>To be able to introduce the global concepts of social and environmental sustainability within the setting up of any heritage interpretation service or activity</p> <p>To be able to insert key aspects of the heritage interpretation within communication contexts: videos, brochures, panels, etc.</p>		
<p>Definition of objectives and product design</p>	<p>Application of heritage interpretation techniques</p>	<p>Selection of the appropriate techniques depending on the target audience</p> <p>Using the techniques applicable to each heritage interpretation activity</p> <p>Search and selection of general</p>	<p>The various interpretation techniques and its strengths and weaknesses</p> <p>The importance of using the proper interpretive technique to foster an intellectual or emotional connection between the audience and the resource</p> <p>Search techniques and selection of information on the local-regional cultural tourism resources and environment</p>	<p>To interpret the natural and cultural heritage and other general tourism resources concerning the specific field of action, tourists and visitors, meeting their requirements and expectations</p> <p>To analyze the sources and methods to obtain relevant information on local heritage; evaluating, selecting and adapting the information obtained to the needs of customers depending on the segment to which they belong</p> <p>To identify and describe the</p>	<p>To apply the appropriate technique to the resource and the audience in order to create qualified experiences, competitive services and positive behaviours towards the heritage</p>	<p><b>6</b></p>

		<p>information on the destination and tourist information about cultural and natural heritage, other cultural or natural resources and touristic resources/services in general, interpreting and processing it to adapt to different audience types and contexts</p> <p>Integration of information on cultural/natural assets and other cultural/natural resources, so that it can be adapted and transferred attractively to tourists and</p>	<p>Interpretation and information processing of the resources of regional and local environment</p> <p>Information resources for interpretive activities</p> <p>Identification of different types of information for the operational needs of the interpretive visits and services</p>	<p>most relevant sources of information and classify them according to its reliability, frequency, continuity and degree of processing</p> <p>To apply methods of collecting and updating data</p> <p>To apply methods of processing information for adaptation to the audience addressed</p> <p>To describe the different types of informative tourism publications and its production techniques</p> <p>To integrate information on cultural assets, natural areas and other cultural and natural resources in local environments for its transfer to the users</p> <p>To interpret objectively the information about the cultural and natural heritage resources in specific areas</p> <p>To interlink data and essential</p>		
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		<p>visitors, meeting their requirements and expectations</p> <p>Selection of the appropriate techniques depending on the type of resource to be presented and interpreted</p> <p>Selection of the appropriate techniques depending on any other external conditioning or operational factors: e.g. climate, local socio-cultural factors, logistics and services in the area</p>		<p>aspects corresponding to the information previously analyzed and interpreted</p> <p>To integrate into the heritage interpretation process the social and environmental sustainability factors at global and local level</p> <p>To integrate the heritage interpretation techniques into tourist services and products fully adapted to the resource, the environment and the target audience.</p>		
Definition of objectives and	Use and application of	Selection of information	Main IT instruments and tools used to support the	To describe the different options provided by new		

<p>product design</p>	<p>Information Technologies</p>	<p>technology and appropriate communication tools for heritage interpretation</p> <p>Use of different information and communication technologies in relation to the aims pursued</p> <p>Use of different information and communication technologies for every target audience, context and environment</p>	<p>interpretive interventions</p> <p>IT for educational purposes</p> <p>IT for information purposes</p> <p>IT for interpretive purposes</p> <p>Augmented reality</p> <p>Interaction and call for action</p> <p>E-commerce</p> <p>Digital Marketing</p> <p>The role of Internet and the online marketing in the communication strategies towards visitors and tourists</p> <p>SEO and SEM Positioning</p>	<p>technologies for the dissemination of natural and cultural heritage information</p> <p>To describe the channels or circuits of communication and distribution of information, both internally and externally, enabling technologies of information and communication</p> <p>To argue the importance of technological innovation in media and systems of communication of information related to heritage</p> <p>To apply information technology and communication in terms of informative, educational and interpretive purposes</p> <p>To apply criteria of corporate identity, transferring them creatively to the IT material</p> <p>To define recruitment conditions normally dealt with each carrier or provider of IT: recruitment domain, hosting</p>	<p>To optimize the use of Information Technologies applicable to interpretive products and services, adapting the IT devices and inputs to each target group according to its profile and motivation</p>	<p>4</p>
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				<p>recruitment, development and maintenance of website, SEO/ SEM positioning, e-commerce, digital marketing, etc.</p> <p>To develop content, text and images with commercial and informative basis for intranets and company websites using web desktop publishing applications contained in user environments</p> <p>To define the contents and elements of an effective business website using the criteria for easy navigation, user confidence and appropriate narrative style suitable for the customer profile</p> <p>To identify the tools and utilities available on the internet to promote pages and websites</p> <p>To take into account the principles of universal accessibility in the development and dissemination of information</p>		
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				<p>carriers through new technologies</p> <p>To understand the balance between on-line and off-line communication activities related to the heritage</p> <p>To insert the principles of universal accessibility in the reality of the interpretive activities based on technology</p> <p>To ensure the balance between personal experience and technological experience in the heritage interpretation activities</p> <p>To apply the concepts of sustainable development in designing and managing spaces, interpretation centres and facilities, in relation to the use of the information and communication technologies</p>		
Services provision	Quality assurance management	Evaluation of the quality of the services provided and products	<p>Quantitative evaluation techniques for interpretive services and products</p> <p>Qualitative evaluation techniques for interpretive</p>	<p>To use assessment techniques and quality control for interpretive activities</p> <p>To analyze systems and quality plans applicable to heritage</p>	To collaborate in the evaluation and to assess the	2

		<p>delivered</p> <p>Definition of actions to improve the quality of services provided</p> <p>Implementation of actions to improve the quality of heritage interpretation services at each own professional level</p>	<p>services and products</p> <p>Focus in groups</p> <p>Handling with expectations and costumer complaints</p> <p>Quality of experience</p> <p>Further training and continuous improvement</p> <p>Participation in quality improvement</p> <p>Quality brands and quality certification systems applying to heritage interpretation</p> <p>The relation of the quality of the experience with the carrying capacity and the management of visitor and tourist flows</p>	<p>interpretation</p> <p>To explain the concept of quality, justifying its application in the field of heritage interpretation</p> <p>To assist in the implementation of a quality system; interpreting and applying the relevant quality standards, setting goals, identifying key factors and barriers, and defining the program for its implementation</p> <p>To identify and assess the dimensions and attributes of quality of the products; as to design and define the services of the respective departments, identifying and developing the necessary specifications for quality and service quality standards, policies, procedures and work instructions among others</p> <p>To perform quality control processes of interpretive services and products,</p>	<p>improvement of the quality of interpretive services, products and infrastructures based in the direct experience with tourists</p>	
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				<p>identifying the most significant characteristics of quality</p> <p>To evaluate quantitatively and qualitatively interpretive services and products, using different techniques (surveys, focus-in groups, direct talk opinions and suggestions, measurements, etc.)</p> <p>To evaluate the results of the data obtained during the control processes of interpretive products or services, proposing actions for continuous improvement</p> <p>To collect and, where appropriate, summarize in the registers and indicators data analysis, intended to establish an objective diagnosis of the situation</p> <p>To analyze statistical control charts used, interpreting trends that may arise thereof</p> <p>To draw conclusions about the data collected for potential weaknesses, identifying the</p>		
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				<p>causes of deviations or anomalies in the interpretive products or services</p> <p>To propose preventive or corrective actions and to review the already established, to verify its effectiveness</p> <p>To collaborate in the dissemination and sensitization activities related to quality within the frame of heritage interpretation.</p>		
Services provision	Safety and security management	<p>Assurance of the compliance with rules and procedures for prevention and reduction of professional and environmental risk, identifying and preventing typical dangers</p> <p>First aid management</p> <p>Prevention of burglaries and</p>	<p>Regulations on safety and prevention of injuries in working activities</p> <p>Dangers and risks linked to context and to customer types</p> <p>The territorial system for organised rescue</p> <p>Insurance aspects related to civil liability</p> <p>Regulations on safety related to tourists</p>	<p>To prevent and to reduce the environmental and professional risk: to adopt styles and behaviours appropriate to environmental and professional risk prevention and reduction; to adopt behaviours for the prevention of fire, of electric and gas risk</p> <p>To identify and to prevent typical dangers: to anticipate or to prevent the dangers typical of particular contexts (e.g., countryside, specific weather conditions, etc.) or risks related to specific</p>	<p>To know, observe, maintain and enhance positive conditions of safety, health and hygiene, risk prevention and emergency plans, as to supervise security issues</p>	3

		<p>damage to the educational and interpretive infrastructure and equipment</p> <p>Preventive safety strategies for all materials, infrastructures, vehicles, as to means of production in general</p>	<p>Passive security and active security strategies</p>	<p>customer types (e.g. children, elderly, people with reduced mobility, disabled people)</p> <p>To manage first aid: to organise the aid with the competent and available territorial services</p> <p>To supervise security issues related to the prevention of burglaries and damage to the infrastructure and equipment in general</p> <p>To collaborate effectively in the dissemination and sensitization of safety and security issues to visitors and tourists</p>		
<p>Services provision</p>	<p>Providing support and assistance</p>	<p>Guidance, orientation and support to participants in an interpretive activity</p> <p>Assistance to the group of visitors in conflict</p>	<p>Basic principles of conducting participants in interpretive activities</p> <p>Management groups in urban environments, inside monuments, rural areas and open spaces</p> <p>Dynamization, animation and guiding techniques for</p>	<p>To analyze the guide service, support and assistance to participants in interpretive activities; suggesting, if necessary, appropriate changes and managing the necessary means for its realization, so the objectives of the organizer are assured and customer expectations are met</p>	<p>To provide support and assistance to the participants in the interpretive activity, tailored to each profile of tourist,</p>	<p>4</p>

		<p>situations</p> <p>Assistance to the group of visitors to ensure a fluid and positive group dynamics</p>	<p>groups</p> <p>Communication techniques and social skills</p> <p>Incidents and conflicts solution, as to decision-making in the development of the activity</p> <p>Assistance as a first responder in case of accident or emergency situation</p> <p>Problem solving techniques, customer handling situations with stress or fatigue</p> <p>Psychology and sociology of human behaviour and human groups</p>	<p>To assist groups participating in interpretation activities, ensuring that at all times they feel adequately addressed</p> <p>To provide general information of interest to the group on the destination or environment, so that their requirements and expectations are met</p> <p>To participate in the improvement of the quality of the delivery process of the service, evaluating the provision of the services to raise the standards established and the level of customer satisfaction</p> <p>To maintain self-control and take responsibility in the event of unexpected and / or appearance of conflict circumstances</p> <p>To attend as first responder in case of accident or emergency</p> <p>To ensure that the visitors count at any time with the adequate informative and</p>	<p>individually or in groups, in order to provide a safe, comfortable and qualified experience</p>	
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				<p>interpretive materials</p> <p>To provide a quick and effective answer in case of any problem or conflict during the visit</p> <p>To handle the positive and fluid contact with the local population during the tourist visit or experience</p>		
Services provision	Infrastructure and equipment management	<p>Definition and management of the inventory of infrastructure, materials and equipment for nature and cultural guiding services</p> <p>Planning and management of maintenance, repair, and replacement interventions on infrastructure and equipment assets for nature and cultural</p>	<p>Types of infrastructure and equipment assets for nature and cultural guiding services</p> <p>Environmental, social, economic, and financial factors of infrastructure and equipment management for nature and cultural guiding services</p> <p>Methodologies, techniques and tools in infrastructure and equipment asset management and planning</p>	<p>To maintain a systematic record of individual assets for nature and cultural guiding services: e.g., acquisition cost, original service life, remaining useful life, physical condition, and repair and maintenance consistency</p> <p>To develop a defined program for sustaining the aggregate body of assets for nature and cultural guiding services through planned maintenance, repair, and replacement</p> <p>To integrate the economic sustainability within the infrastructure, materials and equipment management</p>	<p>To manage the infrastructure and equipment issues related to nature and cultural guiding services; while ensuring safety, fostering sustainability and adapting infrastructure and equipment to each profile of individual or group tourist</p>	3

		guiding services		To ensure the proper operation of all infrastructure and equipment related to heritage interpretation before and during the visit		
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**3. Section B – Common European competences** (activities, tasks, skills, knowledge, competences/ units of learning outcomes and ECVET credits) **specific for the professional figures of “Interpretive Guide” and “Interpretive Host”**

**INTERPRETIVE GUIDE**

Activity Areas	Activities	Tasks	Knowledge	Skills	Competences / Learning Outcomes units (ULO)	ECVET Credit (ULO)
Services provision	Providing interpretive guiding in natural heritage environments	<p>Design of an activity of natural heritage interpretation</p> <p>Guidance and escort of the participants in an activity of natural heritage interpretation</p> <p>Identification and evaluation of all internal and external conditioning factors for the interpretive activity (e.g.</p>	<p>The concept of interpretive trail. The concept of heritage trail</p> <p>Types and segments of participants in nature interpretive activities</p> <p>Preparation and development of the visit, route or itinerary: presentation, transportation, services coordination, scheduling and organization of time and groups control, necessary information, offices and tourist information points</p>	<p>To identify and handle potential problems of physical accessibility for tourists</p> <p>To select and organize contents related to visitors experiences, interests and needs</p> <p>To prepare an interpretive activity in nature: to identify the route based in the tourist’s characteristics and expectations, to test the operational feasibility and legal obligations to be fulfilled</p> <p>To identify, analyze and interpret the various sources available to provide information for the activity</p>	To prepare and guide interpretive activities or excursions in natural heritage environments, being flexible to tailor it to any tourist profile	<b>6</b>

		<p>climate, quality and level of the equipment, logistic of access, accessibility)</p> <p>Collection of all data and information related in order to ensure a qualified and safe interpretive experience</p> <p>To understand the interpretive master plan in order to implement guided walks and visits</p> <p>To prepare questions and topics able to get the audience involved</p>	<p>Methods and techniques for organizing and hiking trails in the area</p> <p>Types of itineraries: natural, classic, educational, thematic and by season and type of user</p> <p>Types of itineraries by level of difficulty, altitude, technical handicaps, accessibility and any other operational conditions</p> <p>Techniques to design an itinerary: study and use of the factors of time and space, resources and services</p> <p>Search and selection of information about spaces and natural resources in regional and local environment</p> <p>Infrastructures and equipment: to support the heritage interpretation trails, viewpoints, wildlife</p>	<p>To prepare dossiers, programs and additional materials to the users</p> <p>To guide the group and illustrate the attractions during the tour.</p> <p>To provide clear, accurate and complete information to tourists</p> <p>To apply hiking group techniques valuing the psychophysical abilities of the user and the adequacy of the equipment</p> <p>To comply with the times and programs, making quick and rational changes in the route depending on unforeseen factors</p> <p>To apply techniques and use instruments cartography, topography and orientation</p> <p>To design and adapt itineraries and visit schemes to different target publics</p>		
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			<p>observation points, interpretation centres, environmental education centres, welcome and resources centres, botanical gardens, wildlife centres, educational farms, geomuseums, caves, etcetera</p> <p>Legal regulation of activities in nature. Rules, permissions and prohibitions</p> <p>Interpretation based in the processing of information on local and regional natural resources</p> <p>Interpretive possibilities of all kind of props and supporting media</p> <p>Transmission of information on natural areas and other natural resources for tourists and visitors</p> <p>Geography and history as a</p>	<p>To be flexible to make changes and adaptations in the itineraries based in external or internal factors (climate, incidents, topography, ambiance in the group, etc.)</p> <p>To facilitate and suggest interpretive experiences</p> <p>To conduct properly groups of diverse profiles and backgrounds</p> <p>To identify and manage potential threats to the heritage and the environment due to the tourist visits</p> <p>To identify and assess to the management current and potential factors that can disturb the tourist experience depending on unforeseen factors.</p>		
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			<p>resource</p> <p>Natural Heritage</p> <p>Roads, paths and signs in the reference area, services and resources location (rest areas, canteens, shelters, bivouacs, etc.)</p> <p>Trails techniques: required equipment, terrain types, marked and unmarked trails, precautions and emergency/rescue plans, alternative routes</p> <p>Guidance techniques and key survival tools</p> <p>Sustainability applied to trail design</p> <p>Clearing and removal of waste and footprints, minimizing the environmental impact of roads in nature</p> <p>Carrying capacity and</p>			
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			<p>limitations of visits in the natural resources</p> <p>Codes and tips for the behaviour of the tourist in a responsible way</p>			
Services provision	Providing interpretive guiding in cultural heritage environment	<p>Design and preparation of an activity of cultural heritage interpretation</p> <p>Guidance and accompaniment to the participants in an activity of cultural heritage interpretation</p> <p>To understand the interpretive master plan in order to implement guided walks and visits</p>	<p>Types and segments of participants in cultural interpretive activities</p> <p>Preparation and development of the visit, route or itinerary: presentation, transportation, services coordination, scheduling and organization of time and groups control, necessary information, tourist offices and tourist information points</p> <p>Leisure and tourism infrastructures existing in its geographic area of action</p> <p>Carrying capacity and limitations of use in the cultural spaces, resources</p>	<p>To identify and handle potential problems of physical accessibility for tourists</p> <p>To select and organize contents related to visitors experiences, interests and needs</p> <p>To prepare an activity of cultural heritage interpretation to identify the route based in the tourist's characteristics and expectations, to test the operational feasibility and legal obligations to be fulfilled</p> <p>To identify, analyze and interpret the various sources available to provide information</p> <p>To prepare dossiers, programs and additional materials to the</p>	<p>To prepare and guide interpretive activities in cultural heritage environment, being flexible to tailor it to any tourist profile</p>	6

		<p>To prepare questions and topics able to get the audience involved</p>	<p>and sites</p> <p>Basic principles of conducting participants in cultural interpretive activities</p> <p>Management groups in urban environments, inside monuments, rural areas, open spaces, other heritage sites</p> <p>Applicable legislation and regulations to cultural heritage interpretive and guiding activities</p> <p>Interpretive possibilities of all kind of props and supporting media</p> <p>Codes and tips for the behaviour of the tourist in a responsible way</p>	<p>users</p> <p>To guide the group and illustrate the attractions during the tour.</p> <p>To provide clear, accurate and complete information to tourists</p> <p>To comply with the times and programs, making quick and rational changes in the route depending on unforeseen factors</p> <p>To apply techniques and use instruments of cartography, topography and orientation</p> <p>To design and adapt itineraries and visit schemes to different target publics</p> <p>To facilitate and suggest interpretive experiences</p> <p>To conduct properly groups of diverse profiles and backgrounds</p> <p>To identify and manage</p>		
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				<p>potential threats to the heritage and the environment due to the tourist visits</p> <p>To identify and assess to the management current and potential factors that can disturb the tourist experience</p>		
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## INTERPRETIVE HOST

Activity Areas	Activities	Tasks	Knowledge	Skills	Competences / Learning Outcomes units (ULO)	ECVET Credit (ULO)
Services provision	Providing hosting services	To host visitors on resources adapted to their conditions and interests, depending on: age, physical condition, temporary or permanent disability, reduced mobility, group	<p>Types and segments of customers by origin</p> <p>Social skills and techniques for the welcome and reception of the visitors</p> <p>Verbal and non-verbal communication in services and activities facing the audience</p> <p>Management of service</p>	<p>To identify and handle potential problems of physical accessibility for tourists</p> <p>To select and organize contents related to visitors experiences, interests and needs</p> <p>To select, store and process relevant information on the local environment to present</p>	To receive and host the user in the interpretive facilities and services, suggesting the best itineraries and the optimized use of	<b>3</b>

		<p>size, group type (families, corporate, clubs and associations)</p> <p>To manage permissions and licences if necessary</p> <p>To manage the hiring of tours and excursions</p> <p>To manage independent contracting of guides and/or transport</p> <p>To prepare questions and topics able to get the audience involved</p> <p>To manage the procurement of sports equipment and security</p>	<p>times, queue management and crisis management</p> <p>Types of response and attention to requests for non-personal information, management of electronic and paper mail, social networking and other formulas derived from information technologies</p> <p>Telephone support</p> <p>Protocol and personal image techniques</p> <p>The interpretive host as leisure time consultant</p> <p>Types, standards, potential uses and capabilities of the facilities and services of interest to the user: tourist services (accommodation, restaurants, tours and excursions); side services (shopping, leisure, entertainment and information services to visitors); tertiary services (</p>	<p>its tourism and interpretive potential, adapting it to the requirements and needs of customers and the objectives of the centre or destination planning</p> <p>To apply techniques for the treatment of requests for information and provide service, according to the demand made and the means for its application</p> <p>To select and transmit information based on requests from partners and their profile and interests, using the most appropriate media in each case</p> <p>To retrieve information and to facilitate it to the users, adopting an attitude according to the situation raised, using the communication style and courtesy standards more appropriate</p> <p>To check the understanding of the message issued, as well as received, showing an attitude</p>	<p>infrastructures and equipments</p>	
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		<p>equipment</p> <p>To provide information materials on paper (brochures) and interpretive materials (topoguides, maps) and explain its use to the visitors</p> <p>To provide information and interpretive materials in digital format (APPs, augmented reality)</p> <p>To ensure the security of visitors centres, facilities and services</p> <p>To ensure quality conditions of the</p>	<p>health services, emergency and safety, financial, personal), access and transport, general services and supplies</p> <p>Operational conditions of the tours: safety, technical difficulties, obstacles, altitude, weather conditions, rescue and emergency devices, active and passive safety</p> <p>Natural and cultural resources and attractives, tangible and intangible</p> <p>Information resources available to tourists: conventional brochures, topographical guides, maps, webs, APPs, mapping, augmented reality</p> <p>Interpretive media available to tourists: trails, panels, interpretive tables, sign pointing...</p> <p>Administrative conditions:</p>	<p>of empathy and connection towards the interlocutor</p> <p>In situations of complaints and claims, to inform and advise recording the significant ones that can be used, if necessary, in the future; in order to improve services and materials</p> <p>To assume the need to serve users with courtesy, trying to satisfy their demands, with kindness and discretion; resolving complaints and promoting the good image of the entity providing the service</p> <p>To appreciate the importance of acting quickly and accurately in all service delivery processes from the point of view of the perceived quality by users</p>		
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		<p>experience of visitors centres and facilities</p> <p>To collect data required for statistics and visitor satisfaction surveys</p> <p>To provide to visitors and tourists operational information on safety and security</p> <p>To provide to visitors and tourists operational information on quality of performance aspects</p>	<p>carrying capacity of the trails, activities allowed</p> <p>Licenses of activity</p> <p>Management of the system for suggestions, complaints and claims, attention to client</p> <p>Legislation to protect the user and consumer</p> <p>Obtaining useful information for service and tourism statistics and satisfaction survey</p> <p>Legal frame and regulations applicable in each space/site/resource.</p>			
Services provision	Interpretive activities, excursions and visits	To develop and organize activities, excursions and	<p>Structure of the tourist market at global level</p> <p>Structure of the incoming</p>	To analyze the evolution of the concept of tourism, identifying the elements of the tourism system		

	management	<p>visits whose main component is the heritage interpretation; that are appropriate and competitive to be offered in the market, or that meet specific demand requirements</p> <p>To develop and organize interpretive activities, excursions and visits achieving customer satisfaction</p> <p>To manage reservations in order to meet or exceed expected sales levels</p>	<p>tourism market at local level</p> <p>Accommodation, food and beverage, leisure and hospitality services in the area</p> <p>Transportation services in the area</p> <p>Other elements and components in the interpretive activities, excursions and visits</p> <p>Programming interpretive activities, excursions and visits</p> <p>Operational conditions for the tourism visits in the area</p> <p>Timing of interpretive activities for several publics</p>	<p>To analyze the tourism market in the geographical area involved</p> <p>To identify the most significant suppliers in the geographical tourism market, and describe the characteristics of their respective offers</p> <p>To explain the characteristics of sustainable and responsible tourism and describe its determinant factors</p> <p>To develop the processes of planning, development, programming, operation of activities, excursions and visits based on heritage interpretation, identifying and applying procedures, technical and technological resources</p> <p>To analyze interpretive activities included in tour operators, establishing its distinctive features, comparing and determining its competitive advantages</p>	<p>To program and schedule interpretive activities, excursions and visits, fully operational and ready to be presented to the tourism market</p>	9
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				<p>To formalize the appropriate documents to ensure the provision of the services included, and determine the controls necessary to ensure the operation and performance of the actions planned, indicating the appropriate corrective measures to possible deviations</p> <p>To fill out administrative and accounting documents of activities, excursions and visits, and draft assessment reports</p> <p>To insert the role of heritage interpretation in order to qualify the tourism services and experiences</p> <p>To conduct and fill out quality of performance and customer satisfaction surveys</p> <p>To insert social and environmental sustainability factors within excursions, visits and self-guided trails</p> <p>To identify and manage</p>		
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				<p>potential threats to the heritage and the environment due to the tourist visits</p> <p>To identify and assess to the management current and potential factors that can disturb the tourist experience</p>		
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**4. Section C – Specific territorial (national/regional) competences for the main professional figures**

**Spanish Addendum**

<b>Activity Areas</b>	<b>Activities</b>	<b>Tasks</b>	<b>Knowledge</b>	<b>Skills</b>	<b>Competences / Learning Outcomes units (ULO)</b>	<b>ECVET Credit (ULO)</b>
Business management	Administrative and marketing management	Management of the administrative, accounting, budget control and financial affairs of interpretive services	<p>Basic principles of economic management regarding planning and budget control (for both, companies and self employment)</p> <p>Basic principles of project management</p> <p>Basic principles of marketing (demand profiles, segmentation, promotion, communication, commercialization, distribution)</p> <p>Basic understanding of administrative procedures</p>	<p>To analyze the role and process of corporate or institutional planning and define appropriate plans</p> <p>To describe the phases and logical steps of a process of corporate or institutional planning and rational approach to setting goals, making decisions and selecting means</p> <p>To manage the budget and keep track of control: set the budget interpreting the input data relating to economic and financial objectives of the company, in order to forecast</p>	To manage the fundamental administrative and budget principles and marketing activities associated to interpretive services	<b>4</b>

			<p>(methods and documentation)</p> <p>Basic aspects of Legal framework and relevant legislation</p>	<p>economic outcome; regularly monitor the costs and revenues of the objectives to evaluate any deviation; as to take the right actions if necessary</p> <p>To provide an overview of intermediate and final results through regular reports</p> <p>To analyze organizational and functional structures characteristic of different types of interpretive entities and their internal and external relations</p> <p>To differentiate methods for defining jobs and selection of appropriate personnel for companies of heritage interpretation, comparing them critically</p> <p>To determine the marketing, operational and contractual relations of the service providers and interpretive products with different suppliers of tourism services</p>		
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				<p>To ensure the proper performance of administrative duties related to the services provided</p> <p>To understand the legal frame applying to heritage interpretation business both for the companies and independent professionals</p> <p>To be able to program and perform basic marketing activities</p>		
Business management	Communication in Spanish	Communication in Spanish within professional activities in tourism	Knowledge of Spanish corresponding to level B2 CEFR (Common European Framework of Reference for Languages)	To use skills in Spanish corresponding to level B2 CEFR (Common European Framework of Reference for Languages) within the exercise of the professional activity	To communicate in Spanish (min. level B2 CEFR - Common European Framework of Reference for Languages)	<b>2</b>
Business management	Communication in English	Communication in English within professional activities in tourism	Knowledge of English corresponding to level B2 CEFR (Common European Framework of Reference for Languages)	To use skills in Spanish corresponding to level B2 CEFR (Common European Framework of Reference for Languages) within the exercise of the professional activity	To communicate in English (min. level B2 CEFR - Common European Framework of Reference for Languages)	<b>2</b>

Training and vocational internships	13*
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*\* Spain establishes 21 ECVET credits in the "Section C" because 13 ECVET credits (370 hours) of Training and vocational internships are mandatory by the national rules.*

## Italian Addendum

Activity Areas	Activities	Tasks	Knowledge	Skills	Competences / Learning Outcomes units (ULO)	ECVET Credit (ULO)
Definition of objectives	Definition and management of a work activity in compliance with Italian labour law	<p>Definition of the contractual aspects of a work activity in Italy</p> <p>Management of compulsory procedures and fulfilments for the start-up and practice of a work activity in Italy</p>	<p>Italian labour law, namely for the characteristics of most frequently used employment contracts for employed and self-employed work activities.</p> <p>Principles on civil and criminal liability of the workers.</p> <p>Elements of tax regulations, namely for the self-employed workers</p> <p>Contractual, fiscal and social security aspects. Liability on accounting, according to the type of</p>	<p>To define the contractual aspects of a work activity in Italy: to verify the pertinence and the accuracy of the employment contract compared to the required work activity</p> <p>To understand the fulfilments required for the proper enforcement of an employment contract for self-employed workers in Italy: to manage the compulsory procedures for the start-up of a work activity as self-employed worker; to manage the compulsory fiscal and social security fulfilment according to the type of work</p>	<p>To practise a profession as employed or self-employed worker in Italy</p>	2

			work practice.	activity		
Definition of objectives	Definition and management of the specific professional activity in Italy	Management of legal and organisational procedures and fulfilments for the start-up and practice of the specific professional activity in Italy	<p>Collective National Labour Contracts, when applicable, and standard contract models.</p> <p>National and regional principles and rules for corporate exercise of the specific professional activity (enterprise exercising interpretive activities), and procedure for registration at the Chamber of Commerce, Industry, Craftsmanship and Agriculture.</p> <p>Main evolution, technological and market trends in the Italian interpretive sector.</p>	<p>To apply knowledge about characteristics, evolution of process, products and context, and professional field of the interpretive sector in Italy</p> <p>To define the conditions of the professional interpretive service, negotiating them starting from the applicable contractual system and considering the economic incentives of which can benefit the customer, stipulating the different service contracts accordingly to applicable general and specific Italian civil and fiscal rules</p>	To apply and manage the legislative and evolution trends characterising the specific professional activity in Italy.	<b>3</b>

			The professional figures in the Italian interpretive sector.			
Goods and services production	Communication in Italian	Communication in Italian within interpretive professional activities	Knowledge of Italian corresponding to level B2 CEFR (Common European Framework of Reference for Languages)	To use skills in Italian corresponding to level B2 CEFR (Common European Framework of Reference for Languages) within the exercise of the professional activity	To communicate in Italian (min. level B2 CEFR - Common European Framework of Reference for Languages)	<b>3</b>

Hungarian Addendum

Activity Areas	Activities	Tasks	Knowledge	Skills	Competences / Learning Outcomes units (ULO)	ECVET Credit (ULO)
Business management	Administrative and marketing management	Management of the administrative, accounting, budget control and financial affairs of interpretive services	<p>Basic principles of economic management regarding planning and budget control(for both, companies and self employment)</p> <p>Basic principles of project management</p> <p>Basic principles of marketing (demand profiles, segmentation, promotion, communication, commercialization, distribution)</p> <p>Basic understanding of administrative procedures (methods and documentation)</p> <p>Basic aspects of Legal</p>	<p>To analyze the role and process of corporate or institutional planning and define appropriate plans.</p> <p>To describe the phases and logical steps of a process of corporate or institutional planning and rational approach to setting goals, making decisions and selecting means.</p> <p>To manage the budget and keep track of control: set the budget interpreting the input data relating to economic and financial objectives of the company to forecast economic outcome; regularly monitor the costs and revenues of the objectives to evaluate any deviation and take the right</p>	To manage the fundamental administrative and budget principles and marketing activities associated to interpretive services	1

			<p>framework and relevant legislation</p>	<p>actions if necessary.</p> <p>To provide an overview of intermediate and final results through regular reports.</p> <p>To analyze organizational and functional structures characteristic of different types of interpretive entities and their internal and external relations</p> <p>To differentiate methods for defining jobs and selection of appropriate personnel for companies of heritage interpretation, comparing them critically.</p> <p>To determine the marketing, operational and contractual relations of the service providers and interpretive products with different suppliers of tourism services.</p> <p>To ensure the proper performance of administrative duties related to the services provided.</p>		
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Business management	Communication in Hungarian	Communication in Hungarian within professional activities in tourism	Knowledge of Hungarian corresponding to level B2 CEFR (Common European Framework of Reference for Languages)	To use skills in Hungarian corresponding to level B2 CEFR (Common European Framework of Reference for Languages) within the exercise of the professional activity	To communicate in Hungarian (min. level B2 CEFR -Common European Framework of Reference for Languages)	<b>4</b>
Business management	Communication in English	Communication in English within professional activities in tourism	Knowledge of English corresponding to level B2 CEFR (Common European Framework of Reference for Languages)	To use skills in English corresponding to level B2 CEFR (Common European Framework of Reference for Languages) within the exercise of the professional activity	To communicate in English (min. level B2 CEFR - Common European Framework of Reference for Languages)	<b>3</b>

Belgium Addendum

Activity Areas	Activities	Tasks	Knowledge	Skills	Competences / Learning Outcomes units (ULO)	ECVET Credit (ULO)
Business management <b>(only for self-employment)</b>	Administrative and marketing management	Management of the administrative, accounting, budget control and financial affairs of interpretive services	<p>Basic principles of economic management regarding planning and budget control</p> <p>Basic principles of marketing (demand profiles, segmentation, promotion, communication, commercialization, distribution)</p> <p>Basic understanding of administrative procedures (methods and documentation)</p> <p>Basic aspects of Legal framework and relevant legislation</p>	<p>To analyze the role and process of corporate or institutional planning and define appropriate plans.</p> <p>To describe the phases and logical steps of a process of corporate or institutional planning and rational approach to setting goals, making decisions and selecting means.</p> <p>To understand the budget and keep track of control: set the budget interpreting the input data relating to economic and financial objectives of the company to forecast economic outcome; regularly monitor the costs and revenues of the objectives to evaluate any deviation and propose the right actions if necessary.</p>	To manage the fundamental administrative and budget principles and marketing activities associated to interpretive services	3

				<p>To analyze organizational and functional structures characteristic of different types of interpretive entities and their internal and external relations</p> <p>To collaborate and propose a marketing strategy and to contract with the service providers and interpretive products with different suppliers of tourism services.</p> <p>To ensure the proper performance of administrative duties related to the services provided.</p>		
Communication: language according to regional requirements	Communication: language according to regional requirements (as first language)	Communication: language according to regional requirements within professional activities in health tourism	Knowledge of language according to regional requirements corresponding to level B2 CEFR (Common European Framework of Reference for Languages)	To use skills in the language according to regional requirements corresponding to level B2 CEFR (Common European Framework of Reference for Languages) whilst exercising the professional activity	To communicate in the language according to regional requirements (min. level B2 CEFR -Common European Framework of Reference for Languages)	<b>2</b>
Communication	Communication in the	Communication		To use skills in in the language according to the regional	To communicate	<b>1</b>

on: language according to regional requirements	language according to the regional requirements (as a second language)	in the language according to the regional requirements within professional activities in tourism	Knowledge of French or Flemish corresponding to level A 2 CEFR (Common European Framework of Reference for Languages)	requirements corresponding to level A2 CEFR (Common European Framework of Reference for Languages) within the exercise of the professional activity	in the language according to the regional requirements (min. level A2 CEFR -Common European Framework of Reference for Languages)	
Communication	Communication in English	Communication in English within professional activities in tourism	Knowledge of English corresponding to level B2 CEFR (Common European Framework of Reference for Languages)	To use skills in English corresponding to level B2 CEFR (Common European Framework of Reference for Languages) within the exercise of the professional activity	To communicate in English (min. level B2 CEFR - Common European Framework of Reference for Languages)	<b>2</b>

**Austrian Addendum**

Activity Areas	Activities	Tasks	Knowledge	Skills	Competences / Learning Outcomes units (ULO)	ECVET Credit (ULO)
Business management	Administrative and marketing management	Management of the administrative, accounting, budget control and financial affairs of interpretive services	<p>Basic principles of economic management regarding planning and budget control (for both, companies and self-employment)</p> <p>Basic principles of project management</p> <p>Basic understanding of administrative procedures (methods and documentation)</p> <p>Basic aspects of Legal framework and relevant legislation</p>	<p>To analyse the role and process of corporate or institutional planning and define appropriate plans.</p> <p>To describe the phases and logical steps of a process of setting goals, making decisions and selecting means.</p> <p>To manage the budget and keep track of control: set the budget interpreting the input data relating to economic objectives ; regularly monitor the costs and revenues of the objectives to evaluate any deviation and take the right actions if necessary.</p> <p>To provide an overview of intermediate and final results through regular reports.</p>	To manage the fundamental administrative and budget principles associated to interpretive services	3

				To ensure the proper performance of administrative duties related to the services provided.		
Business management	Communication in a second language	Communication in a second language within professional activities in tourism	Knowledge of a second language of vantage or upper intermediate level	To use skills in a second language and be able to understand the main ideas topics, interact with a degree of fluency and spontaneity that makes regular interaction possible and produce clear, detailed text	To communicate in a second language at vantage or intermediate level	5

Slovenia Addendum

Activity Areas	Activities	Tasks	Knowledge	Skills	Competences / Learning Outcomes units (ULO)	ECVET Credit (ULO)
Business management	Administrative and marketing management	Management of the administrative, accounting, budget control and financial affairs of interpretive services	<p>Basic principles of economic management regarding planning and budget control(for both, companies and self-employment)</p> <p>Basic principles of project management</p> <p>Basic principles of marketing (demand profiles, segmentation, promotion, communication, commercialization, distribution)</p> <p>Basic understanding of administrative procedures (methods and documentation)</p> <p>Basic aspects of Legal framework and relevant</p>	<p>To analyse the role and process of corporate or institutional planning and define appropriate plans.</p> <p>To describe the phases and logical steps of a process of corporate or institutional planning and rational approach to setting goals, making decisions and selecting means.</p> <p>To manage the budget and keep track of control: set the budget interpreting the input data relating to economic and financial objectives of the company to forecast economic outcome; regularly monitor the costs and revenues of the objectives to evaluate any deviation and take the right actions if necessary.</p>	To manage the fundamental administrative and budget principles and marketing activities associated to interpretive services	8

			legislation	<p>To provide an overview of intermediate and final results through regular reports.</p> <p>To analyze organizational and functional structures characteristic of different types of interpretive entities and their internal and external relations</p> <p>To differentiate methods for defining jobs and selection of appropriate personnel for companies of heritage interpretation, comparing them critically.</p> <p>To determine the marketing, operational and contractual relations of the service providers and interpretive products with different suppliers of tourism services.</p> <p>To ensure the proper performance of administrative duties related to the services provided.</p>		
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German Addendum

Activity Areas	Activities	Tasks	Knowledge	Skills	Competences / Learning Outcomes units (ULO)	ECVET Credit (ULO)
Business management	Administrative and marketing management	Management of the administrative, accounting, budget control and financial affairs of interpretive services	<p>Basic principles of economic management regarding planning and budget control (for both, companies and self-employment)</p> <p>Basic principles of project management</p> <p>Basic understanding of administrative procedures (methods and documentation)</p> <p>Basic aspects of Legal framework and relevant legislation</p>	<p>To analyse the role and process of corporate or institutional planning and define appropriate plans.</p> <p>To describe the phases and logical steps of a process of setting goals, making decisions and selecting means.</p> <p>To manage the budget and keep track of control: set the budget interpreting the input data relating to economic objectives ; regularly monitor the costs and revenues of the objectives to evaluate any deviation and take the right actions if necessary.</p> <p>To provide an overview of intermediate and final results through regular reports.</p>	To manage the fundamental administrative and budget principles associated to interpretive services	3

				To ensure the proper performance of administrative duties related to the services provided.		
Business management	Communication in a second language	Communication in a second language within professional activities in tourism	Knowledge of a second language of vantage or upper intermediate level	To use skills in a second language and be able to understand the main ideas topics, interact with a degree of fluency and spontaneity that makes regular interaction possible and produce clear, detailed text	To communicate in a second language at vantage or intermediate level	5

### ECVET Credits Recapitulation Table

	ECVET Credits for the competences common to all participating Countries	ECVET Credits for the specific competences of each participating Country	Total ECVET Credits
Section A – ECVET credits related to common European competences transversal to the professional figures	40		40
Section B – ECVET credits related to common European competences specific for each professional figures: Interpretive Host and Interpretive Guide	12		12
Section C – ECVET credits related to specific territorial (national/regional) competences of the professional figures		8	8
<b>Total</b>	<b>52</b>	<b>8</b>	<b>60</b>