

Examination Regulations Recreation Assistant (RCA)

Together with its international partners, the "Northwest Tourism Education Offensive" network is issuing the following examination regulation for the certification as a recreation assistant (RCA). The order applies as a part of the testing of profession-oriented training in the participating continuing education institutions listed in the appendix. Issuance of the certificate takes place during testing by Institut für Freizeitwissenschaft und Kulturarbeit e.V. at the Bremen University of Applied Science.

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§ 1 Goals and structures of the continuing education offer

(1) Recreation Assistant (RCA) is a professional qualification for work in the fields of leisure and tourism with direct guest contact. The aim is a competent target-group and service-oriented care and accompaniment of guests in different contexts. The certification allows a low-threshold introduction into tourist working fields and offers access to other qualification measures in a modular, coordinated European education system.

(2) The examination to be taken relates to knowledge, skills and personal expertise in seven defined modules of the RCA certificate (touristic framework conditions, service, socio-psychological principles, target groups, regional studies, program planning and self-management). Offers for communicating the corresponding content are made by the involved partners of the network "Northwest Tourism Education Offensive" (Touristische Bildungsoffensive Nordwest).

(3) Adult education institutions that offer qualification measures for obtaining the RCA certificate are considered "organisers of continuing education offers" in the sense of this regulation. The certifying body is the network "Northwest Tourism Education Offensive". The practical implementation of the certification may be transferred to individual members and partners.

§ 2 Examination board

The board of examiners consists of four members (possibly mixed gender), whereby two members belong to the certifying institution and two represent the organisers of the continuing education. The certifying body appoints the board. The board of examiners appoints the examiners. A representative shall be named for each examiner by the board of examiners. At the end of every test phase, the board of examiners submits the test results, records and a list of the passed exams to the certifying institution.

§ 3 Quorum and voting

The board of examiners has a quorum if at least three members are present. Decisions are made with the majority of the votes of the members present. The board elects a member as the chairman and a member as the deputy chairman.

§ 4 Examiners

(1) The appointed examiners must be knowledgeable of the examination content and suitable for assistance during testing. The examiners should be proven through corresponding work as a teacher at a college or a continuing education facility, in a leisure and tourism company or in a professional association. Members of the Examination Board can be appointed as examiners. Relatives of the examination participants authorised to participate. Employer and colleagues of the examination participants shall, if possible, also not be examiners.

(2) With the appointment, each examiner is issued the "Guide for examiners." The examiner is obligated to comply with the standards laid down there, but is otherwise independent in his examination evaluation. The board of examiners may appoint other examiners at any time.

(3) Two examiners are present for oral and practical examinations. At least one member is present as a supervisor during the written examination.

(4) In an examination situation, if the proper disposition of the examiner cannot be established, then the certifying body may name a replacement who may also belong to an external institution and who at a minimum meets the conditions named in the paragraph.

§ 5 Registration

(1) The organiser of the training carries out the application for the examination. The registration deadline ends one month prior to the examination date.

(2) The following documents are to be submitted for registration if the training is not at least 75% attended according to the attendance sheet:

- A compilation of previous tourist / guest-related training **or**
 - Evidence of existing tourist / guest-related work experience (e.g. employer's references)
- or**
- Evidence of an existing work relationship in the RCA working field.

(3) The following information and evidence are always required upon the examination registration:

- Name, address, phone number, e-mail address and birth date of the examination participant
- Indication of the language of examination (see also below the paragraph "Language of examination")
- Copy of national identity card
- In case of practical examinations: Indication regarding topic, place and group of participants / target group of the examination question (see also below the paragraph "Examination questions") as well as the indication regarding possibly required materials and auxiliaries.

§ 6 Admission to the examination

(1) Allowed in the examination are those who

- are at least 16 years old **and**
- have submitted the completed documents and evidence named under "registration" **and**
- can prove at least 2 years of professional experience in the RCA working field **or**
- can prove completed training in the field of the RCA working field that is approved by at least one EU country **or**
- can prove an existing work relationship in the RCA working field **or**
- attended class of the concerned module at least 75%. The organiser keeps attendance sheets as evidence.

(2) Special characteristic of the approval for the practical examination:

- In addition to the aforementioned conditions, a first-aid certificate is to be provided for approval for the practical examination. The certificate must not have been completed longer than three years ago.

(3) The certifying body shall inform the participant in writing of the decision regarding approval for examination as quickly as possible, but three days prior to the examination at the latest. That can also be done by e-mail.

§ 7 Recognition of other certifications

In individual cases, the board of examiners decides on the recognition of documented examination results.

§ 8 Examination fee

(1) The examination fee is due upon enrolment for the examination. If not admitted for the examination, the examination fee shall be refunded after the deduction of a processing fee. The unexcused absence on the day of the examination is not an exemption from the examination fee. For an absence excused for an important reason, the examination fee shall be refunded after the deduction of incurred costs. The entire examination fee shall be refunded if participation is withdrawn up to five working days prior to the examination day.

(2) The registration form includes the amount of the examination fee and the processing fee in the case of non-admission.

(3) The examination fee includes the implementation of the examination, including the examiner and results evaluation, as well as the issuance of the certificate. If the exam is failed, there is no claim to reimbursement of the examination fee, not even partially.

(4) If the practical examination of a participant brings with it additional costs (e.g. craft materials for children's organised activities or travel expenses for volunteers), then they are to be borne by the examination participant himself.

§ 9 Date / time of the examination

(1) The examination dates are set by the organiser and are communicated to the participants at the start of the class of every module. The examination dates are to be reasonably spaced with class. The examinations shall take place at the latest 6 months after terminating the class of each module.

(2) Examination corridor in case of complete RCA continuing education (all 7 modules): After about half of the modules, an examination corridor is sought after, in which the modules taught up until then are tested. Several modules may be tested on one day. If possible, oral testing of module 2 shall take place first due to the thematic overlaps (provided the first four modules have already been taught).

§ 10 Subject matter of the examination

The certifying body determines the type of certification of the qualification measure and sets standards for the testing requirements. The basis for all examination matters is always the syllabus for the RCA certificate.

§ 11 Purpose of examination

The examinations named serve to verify the existing knowledge, skills and competencies of the examination candidates that are defined in the syllabus for the RCA certificate.

§ 12 Examination questions

(1) The examination board determines the examination questions for the written and oral examination. They are selected so that they are suited for checking the learning results mentioned in the RCA certificate syllabus.

(2) For the practical examination, the examination participants may make proposals for their own topic. These are to be accepted by the examination board prioritised according to suitability and feasibility. Depending on the need, the location of the examination shall be the seat of the organiser or the seat of the certifying body. The examination questions shall be

selected according to the principle of feasibility and shall require a time period of at least 40 minutes to a maximum of 2 hours (including any travel time).

§ 13 Language of examination

The language of examination shall be the respective national language of the organiser or shall be English. The language is to be set upon registration for the examination.

§ 14 Examination procedure and examination forms

(1) The modules are examined as follows:

Module 1	written
Module 2	oral or written
Module 3	written
Module 4	written
Module 5	written
Module 6	subject practical
Module 7	written

(2) The written exam takes place in the form of supervised tests and lasts around 30 minutes per module. The examiner shall take notes about the timing and distinctive features (start and end of the examination, late participants, cheating attempts, failures, etc.). These notes are to be handed to the board of examiners after the examination.

(3) One of the examiners shall take shorthand notes about the oral examination (minutes), which serve to improve the assessment and documentation of the examination results. The oral examination can be carried out in the form of a technical discussion, but also as a staged situation (e.g. complaint of a guest or enquiry).

(4) For the practical examination, one of the examiners shall keep shorthand records of the sequence of events, content and quality of the examination results. As module 6 is a synthesis of the previous modules, the utilisation of the content from previous modules by examinees can be incorporated into the evaluation by the examiner. The examiners shall fill out a criteria sheet during the examination in which they evaluate the criteria named under "evaluation process."

(5) The examination situation consists either of a real situation, in which the target group is to be acquired by the examination participants themselves (e.g. organised activities for the guests of a nearby hotel) or, of a simulated situation (e.g. implementation of a seniors event where the remaining qualifying participants serve as participants). In any case, the examination participant shall independently design a typical situation from the RCA working area. The situation reflects one of the following areas:

- Guided tour
- Organised activities (exercise, sports, wellness and game instructions)
- Greet and meet

and must be feasible in all weather conditions (or the examination participant must prepare a bad weather alternative, which must already be submitted upon the examination registration). For safety reasons, the examination activity must be designed such that the examiners can

survey the entire situation at all times. Children are only conditionally suitable as a test audience and are therefore not preferred.

(6) Other qualification participants may not attend the examination except when they act as a target group or when the entire organisation of the examination requires this.

(7) The examiners shall communicate the results of the examinations to the board chairman in writing. The board communicates the overall result to the certifying body. The certifying body issues the certificate.

§ 15 Acceptable aids

(1) For the written exam, dictionaries for translating languages are allowed, but technical books, encyclopaedias, etc. are not permitted.

(2) For the practical examination, required aids and media are already to be communicated upon registration for the examination and are to be reviewed by the examination board for the stated necessity or proportionality. Allowed are e.g. music players, GPS devices, gymnastic equipment or sport equipment, dictionaries, maps, city maps, note pads and keyword pads. Mobile telephones may be used if they are directly needed for implementation.

(3) It is not permitted to design the practical examination so that an external tour guide or a person similar to the RCA contributes to the examination services (e.g. organisation of a trip to a guided tour of a museum = not permitted, unless the examination participant performs the museum tour himself). Drivers are permissible.

§ 16 Non-public

(1) The examinations are generally closed to the public. Members of the certifying body or of the organiser may attend the examination to observe, but may not influence the examination process.

(2) If the participant desires, the practical examination may take place at a public location, provided this is appropriate and necessary for the examination situation (e.g. for local tours). Participants of the examination activity may be both participants acquired by the examination candidates themselves as well as other participants of the qualification.

§ 17 Evaluation process

(1) There is no marking of performance for the Recreation Assistant training.

(2) The written examination is evaluated as follows:
50 % of the number of points achievable or higher = passed,
below 50 % of the number of points achievable = failed.

(3) The oral examination is evaluated by both examiners. The evaluation is either "pass" or "fail," whereby the examiners should place their focus on the content of the examination. A ratio of 80:20 % (factual / technical accuracy: rhetoric and demeanour) applies as the reference value for evaluation.

(4) The practical examination is evaluated by both examiners using the following criteria and then the average of the evaluations is determined.

<u>Number of points achievable</u>	<u>Criterion</u>
10	Appearance, communication conventions
10	Planning and carrying out (prepared materials, time management, flexibility, etc.)
15	Factual / technical accuracy
15	Interaction with the target group (spontaneity, responding to the questions, empathy, motivation and inclusion of the target group, etc.)

The practical evaluation is considered passed if every criterion is rated with at least 3 points by both examiners and the sum of all points from both examiners is at least 50 points (or the average of the sum of points from both examiners is at least 25 points).

(5) The board of examiners shall make decisions regarding any ambiguities or objections.

§ 18 Non-participation

(1) The examination participants may withdraw their participation in writing up to five working days prior to the occurrence of the examination. The examination is then considered as not taken and the examination fee is refunded.

(2) The examination is considered as not taken if it is not attended for an important reason. The examination is considered failed if not attended without indicating an important reason. Furthermore, the statements made in the "examination fee" paragraph shall apply.

(3) If the examination was attended, but the participant left early, then the examiners shall decide whether it was possible to evaluate the performance during that time. If this is not the case, then the examination is considered to be failed.

§ 19 Repetition

(1) Failed examinations can be repeated up to two times, provided the examination regulations or qualification content do not change significantly. If the examination regulations or qualification content change significantly in the meantime, then the repeated examinations are considered to be initial tests. The examination fee shall be paid again upon every repetition.

(2) At the earliest, the examination can be repeated at the next examination date. The same or a different organiser may implement the repetition.

§ 20 Cheating attempt

If the examiner determines a cheating attempt, it shall be logged. The examiner(s) decide(s) in each case whether a continuation of the examination and an evaluation of the performance is possible. If this is not the case, then the examination is considered to be failed. The right to repetition remains. After a repeated attempt at cheating, the board of examiners may exclude an examination participant from additional examinations.

§ 21 Notice of the examination result

(1) The board of examiners shall communicate the examination result to the participants and the certifying body in writing as quickly as possible, however one month after implementation of the examination at the latest in compliance with the data protection. The certifying body shall deliver or issue the certificate at the end.

(2) The evaluations and number of points achieved are to be written down and archived in an examination list independent of the certificate.

§ 22 Confidentiality / data protection

(1) The general provisions of data protection shall apply.

(2) Furthermore, the examiners are obligated to maintain confidentiality and discretion, in particular with regard to the individual examination results of participants.

§ 23 Reference / certification

(1) Upon completion of individual modules, individual written certificates are issued for the respective module. However, the designation "Recreation Assistant" may not be used by the participant without the explicit certificate, even if he has individually taken all of the modules. In this case, the certificate regarding the approval to use the designation "Recreation Assistant" is to be applied for separately at the certifying body.

(2) The individual module certifications do not contain any information regarding the evaluations, but rather only the declaration "passed." They are to be issued in the organiser's national language or in English.

(3) Passing all of the examinations entitles one to receive the certificate and bear the designation "Recreation Assistant". A written certificate is issued regarding this. This certificate does not contain any evaluations, but rather only the declaration "passed." This certificate is to be issued in the organiser's national language or in English.

(4) The individual module certificates may be collected over any period of time regardless of the organiser and the country of implementation in order to achieve the "Recreation Assistant" overall designation (provided that the learning results and the examination regulations have not changed significantly). In the case of doubt, the individual modules are to be tested again if the examination regulations change or the syllabus is modified. Also in this case, the certificate regarding the approval to use the designation "Recreation Assistant" is to be applied for separately at the certifying body.

§ 24 Applicability, modifications

These examination regulations shall enter into force on ... and may only be amended by the certifying body. Changes are to be communicated to all participating educational institutions and examiners immediately. Upon registration for an examination, the examination regulations valid at that moment shall remain valid for the examination participant until completion of the respective examination, even if a new examination regulation comes into force in the meantime.

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Annex

Netzwerk “Touristische Bildungsoffensive Nordwest” and participating international partners

Institut für Freizeitwissenschaft und Kulturarbeit e.V., Bremen University of Applied Sciences

Jade Hochschule Wilhelmshaven

Tourismusfachschule Esens

Ländliche Erwachsenenbildung in Niedersachsen e.V. Regionalbüro Weser-Ems

Volkshochschule Papenburg GmbH

Waldschule Iglauer Park, Városlöd (Hungary)

Notranjski Ecological Center, Cerknica (Slovenia)

Tourismusschulen Salzburg, Klesheim (Austria)