

1. Title of the certificate <sup>(1)</sup>
<b>CSR Manager</b>
<sup>(1)</sup> In the original language

2. Translated title of the certificate <sup>(1)</sup>
<b>CSR Manager translated into national language</b>
<sup>(1)</sup> If applicable. This translation has no legal status.

3. Profile of skills and competences
<p>To be awarded this certificate the holder will have demonstrated formally through a process of assessment, administered both on and off the job, to:</p> <ul style="list-style-type: none"> <li>• Significance of Corporate Social Responsibility (CSR) for tourism and tourism companies</li> <li>• Guidelines for introducing a CSR- management and - process in the company</li> <li>• Reporting principles and the CSR Reporting System of TourCert</li> <li>• Development of a mission statement and a corporate sustainability strategy</li> <li>• Data collection for measuring the sustainability performance of a company</li> <li>• Development of a stakeholder map</li> <li>• Ecomapping methodology</li> <li>• Evaluation and prioritization of sustainability impacts using portfolio analysis</li> <li>• Improvement program with the definition of goals, deriving actions, responsibilities and deadlines</li> <li>• Methods for moderating a CSR-process (internal workshops, involvement)</li> </ul> <p>The trainees use the methodology they learned in the workshop in order to apply the instruments to their own organisation. The trainees know thereafter:</p> <ul style="list-style-type: none"> <li>· how to draw strengths and weaknesses from their collected data and how to set priorities.</li> <li>· the relevance of continuous improvement process and how to write a programme for improvement</li> <li>· the relevance of a sustainability report and how to write one</li> </ul> <p>The content of this training is taught with an blended- learning approach through e- learning, presence phases and on the job training.</p> <p>Please note: The contents for CSR Manager have been delivered during the European funded project: Train to Change. This project was running between 2011-2013. The CSR manager have been delivered the skills and knowledges to drive a process of change in a tourism enterprise at which end they are able to apply for the certification: CSR tourism certified awarded by TourCert (www.).</p>

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

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

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

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**4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE**

The CSR Manager works with a good degree of autonomy and acts as a change agent to implement a CSR management System within a tourism enterprise. The CSR manager is mainly in contact with various stakeholders related to the specific tourism enterprise, but delivers, plans and coordinates also the continuous process of change within the company. The CSR manager is therefore able to maintain relationships with people of all ages adopting different styles of communication including appropriate didactic methods where necessary.

5. Official basis of the certificate	
<b>Name and status of the body awarding the certificate</b> Organisation / Training Agency : State here the name of the organisation who has trained the CSR managers	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> State her what kind of institution you are
<b>Level of the certificate (national or international)</b> European level: Level EQF – not determined yet	<b>Grading scale / Pass requirements</b> Learning outcomes units are formally awarded if skills and knowledge assessments were passed. For each learning outcomes unit all essential criteria must be demonstrated to pass skills assessments. Learning outcomes to be defined currently within the European funded project: "Trans CSR"- accomplished 2015.
<b>Access to next level of education/training</b> Further levels of Vocational Training Qualification	<b>International agreements</b> Memorandum of Understanding - MoU ECVET for professional qualification of CSR Manager to be signed with various international institutions during the European funded project: "Trans CSR"- accomplished 2015
<b>Legal Basis</b> not determined yet	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE (EN)		
<b>Vocational Education and Training type</b>	<b>Percentage of total programme (%)</b>	<b>Duration (years/weeks/days/hours)</b>
<i>School/Training Centres based</i>	To be determined for each person in function of the assessment of already acquired learning outcomes	To be determined for each person in function of the assessment of already acquired learning outcomes
<i>Workplace based</i>	To be determined for each person in function of the assessment of already acquired learning outcomes	To be determined for each person in function of the assessment of already acquired learning outcomes
<i>Accredited prior learning</i>	On the basis of already acquired learning outcomes	
<i>Total duration of the education/training leading to the certificate</i>		Approximately six month
<b>Entry Requirements:</b> Part-or full time occupancy in a tourism enterprise Minimum secondary School		
<b>Additional information available at:</b> <a href="http://www.kate-stuttgart.org/en/kate-akademie/csr-managerin-tourismus.html">http://www.kate-stuttgart.org/en/kate-akademie/csr-managerin-tourismus.html</a>		
<b>National Reference Points:</b> <a href="http://ecctis.co.uk/Europass/Individuals/Documents/Certificate%20Supplement.aspx">http://ecctis.co.uk/Europass/Individuals/Documents/Certificate%20Supplement.aspx</a>		



#### Background to Europass

Europass was established in 2004 by a Decision of the European Parliament and the Council on a single transparency framework for qualifications and competences. Europass aims to facilitate the mobility of European learners and workers by making their skills and qualifications more easily understood.

Europass consists of a portfolio of five standardised documents:

- Europass Curriculum Vitae
- Europass Language Passport
- Europass Mobility
- Europass Diploma Supplement
- Europass Certificate Supplement

Each of the documents has been designed in such a way as to help people chronicle their skills and competences in a coherent manner, whether they are planning to enrol in a programme of education and training, looking for a job, or getting experience abroad.

What is the Europass Certificate Supplement?

The document that you are currently reading is a Europass Certificate Supplement. It is made available to individuals who hold a further education and training award certificate by the body that issued the award certificate.

The Europass Certificate Supplement aims to make the award certificate more easily understood, especially by employers and learning institutions by providing information that is additional to that provided on their award certificate. In the main, this information relates to -

- the awarding status of the body that issued the award
- the skills and competences acquired by ALL holders of the award
- the level of the award in the national awarding system
- the typical entry requirements to programmes that lead to the award
- the typical employment or learning opportunities that are accessible to holders of the award

Who will benefit from the information provided in the Europass Certificate Supplement?

The information provided in the Europass Certificate Supplement will benefit award holders, employers, education and training providers and guidance counsellors:

- award holders will be able to communicate their qualifications and competences in an effective way
- employers will find the qualifications and competences of job-seekers easier to understand
- education and training providers and guidance counsellors will find it easier to provide accurate advice to award holders regarding suitable learning opportunities

Logo of the awarding association (= project partner such as NFI, Universidad de Barcelona etc.)

#### Background of the awarding association

Please insert here some background information about your organization. Below you find the example of FETAC

FETAC is the single statutory national awarding body for the further education and training sector in Ireland. It was established by the Qualifications (Education and Training) Act 1999 and is funded by the National

Qualifications Authority of Ireland (NQAI) through the

Department of Education and Science.

FETAC Standards and Quality Assurance

FETAC has specific responsibility for setting standards

and making awards at Levels 1 to 6 of the National

Framework of Qualifications (NFQ). These awards

provide access to employment and to further and

higher education and training opportunities in Ireland.

FETAC develops national standards of skill, knowledge

and competence for its awards in consultation with its

industry, education and training partners. It then quality

assures the education and training providers that offer

its awards.

Providers must satisfy FETAC that they have the

necessary personnel and facilities to develop and

deliver efficient and effective programmes to learners.

Learners must demonstrate through a process of

assessment that they have acquired pre-defined

national standards of skill, knowledge and competence

that underpin FETAC awards.

All providers are quality assured by FETAC.

In the main, programmes that lead to FETAC awards

are offered by State funded education and training

providers. Private providers and companies that offer

work based training also provide programmes. What awards does FETAC offer?

FETAC sets standards and issues awards at NFQ

Levels 1 to 6 in the following fields of learning

- Business & Administration
- Agriculture, Science & Computing
- Construction/Built Environment