BEM Micro-credential

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| **BEM content (for all partners)** | Title/name of the credential | Booker of airline tickets and hotel rooms with the Amadeus program |
| Function of the micro-credentials / purpose | Specialisation |
| Possible target groups | It is intended for people who want to work in the field of organization of touristservices, who are interested and want to work with the Amadeus program |
| Branch/sector of application | Provision of tourist services |
| Fields of application / workenvironment | Reservation of air tickets and hotel rooms |
| Typical work/professional tasks | * use of the Amadeus reservation and registration program used in the field of tourist services
* reservation and registration of transport arrangements in relevant existing bases
* mastery of the Amadeus reservation and registration program used in the field of organization of accommodation (hotel) services
* hotel booking and payment in relevant existing bases
* Proficiency in other travel booking software
* delegation and payment of tourist services
* mastery of working tools of the Amadeus reservation program
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| Learning outcomes (personal and job related) | Knowledge | Skills | competences |

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|  |  | * certain computer knowledge,
* knowledge of using the Internet,
* knowledge of foreign languages
 | ***Language skills**** Armenian,
* Russian,
* English, by preference

***Computer skills**** Internet,
* search systems,
* Amadeus hotel program

***Personal skills**** responsibility,
* recognition of duty,
* discipline,
* literacy,
* tolerance and patience,
* attention
* flexibility, dynamism,
* ability to quickly respond to a changing environment,
* communication skills,
* organizational skills
 | * ability to search and store information,
* the ability to carry out a survey,
* ability to implement the correct billing process
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| Validation | criteria | procedures |
| 1. compliance
2. flexibility and target focus
 | 1. Formation of Examination Committee
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|  |  | 3. reliability | (EC)1. Applicant makes a Performance of a Test Project based on given topic
2. Resolution of EC
3. Awarding a certificate or digital badge
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| Recognised/accepted (documented by MoU) | Name of companies Garegin Mickinyan LTD |
| Provider(s) | From private and state sectors |
| **Additional information (if needed)** | Entry level / prerequisites | It is necessary that the individual has basic knowledge of using computers, the ability to search and store information on the Internet, as well as at least a secondary education.Duration: 72 hours. |
| Possible duration (recommendation) |
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| **Specific content (national)****(if needed)** | Position in the chain of educational programmes | IV-V level of NQF. |
| Reference to NQF |
| Credits |