BEM Micro-credential

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 tourist  services, who are interested and want to work with the Amadeus program | | |
| Branch/sector of application | Provision of tourist services | | |
| Fields of application / work  environment | 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 | | |
| Learning outcomes (personal and job related) | Knowledge | Skills | competences |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | * 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 |
| Validation | criteria | | procedures | |
| 1. compliance 2. flexibility and target focus | | 1. Formation of Examination Committee | |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | 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 |
| 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) |
|  |
| **Specific content (national)**  **(if needed)** | Position in the chain of educational programmes | IV-V level of NQF. | |
| Reference to NQF |
| Credits |