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) 2. Applicant makes a Performance of a Test Project based on given topic 3. Resolution of EC 4. 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		