

Sectoral Qualifications Framework for

TOURISM (SQFT)



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Sectoral Qualifications Framework for **TOURISM (SQFT)**

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Introduction

An indispensable condition for modern, knowledge-based socio-economic development is the continuous improvement and adaptation of employees' skills for a dynamically changing labour market. In 2014, 80% of surveyed employers conducting recruitment activities reported problems in finding workers meeting their expectations for the job positions offered (Kocór et al., 2015). School and academic education is not enough to keep up with the pace of change, making lifelong learning all the more important today. The principles of lifelong learning include an appreciation of learning in various forms and places at every stage of life, the validation of learning outcomes regardless of the way, place and time of their achievement, effective investments in learning and the general availability of such activities (*Perspektywa uczenia się przez całe życie*, 2013).

This is the context in which Poland's Integrated Qualifications System (IQS) is being implemented, governed by the Act of 22 December 2015 (Journal of Laws of 2016, item 64).

One of the main tools of the IQS is the Polish Qualifications Framework (PQF). The PQF has eight levels of qualifications, as does the European Qualifications Framework (EQF). Each PQF level is characterised by general statements about the learning outcomes required for a given qualification level. These general statements are called "descriptors". In determining a qualification's PQF level, it does not matter whether its required learning outcomes are attained within a structured education system or in another way.

PQF descriptors refer to the full range of qualifications' required learning outcomes in the categories of knowledge, skills and social competence. The descriptors of successive PQF levels reflect the increasing requirements in these areas (Chłoń-Domińczak, Sławiński, Kraśniewski, Chmielecka, 2016). PQF level descriptors are initially described at two stages of detail. The first stage generic descriptors, or "universal descriptors", are the most general and apply to all types of qualifications. These are then further detailed (second stage generic descriptors) for the different types of qualifications that are typically awarded in general, vocational and higher education.

The Integrated Qualifications System enables the various qualifications in our country to be collected in one system and ordered. Because qualifications are awarded by different entities, institutions and organisations, on the basis of various regulations and laws, it was difficult to compile them according to uniform criteria until now. The ability to include qualifications operating in the free market in the IQS is especially valuable, as they are now described in the language of learning outcomes and their quality is guaranteed by the state through regulations on their inclusion in the system and functioning, as well as their compliance with the principles of validation and quality assurance. The functioning of the IQS should therefore intensify the implementation of lifelong learning policies in Poland, making it easier to attain competences in line with one's own interests or the needs of the labour market.

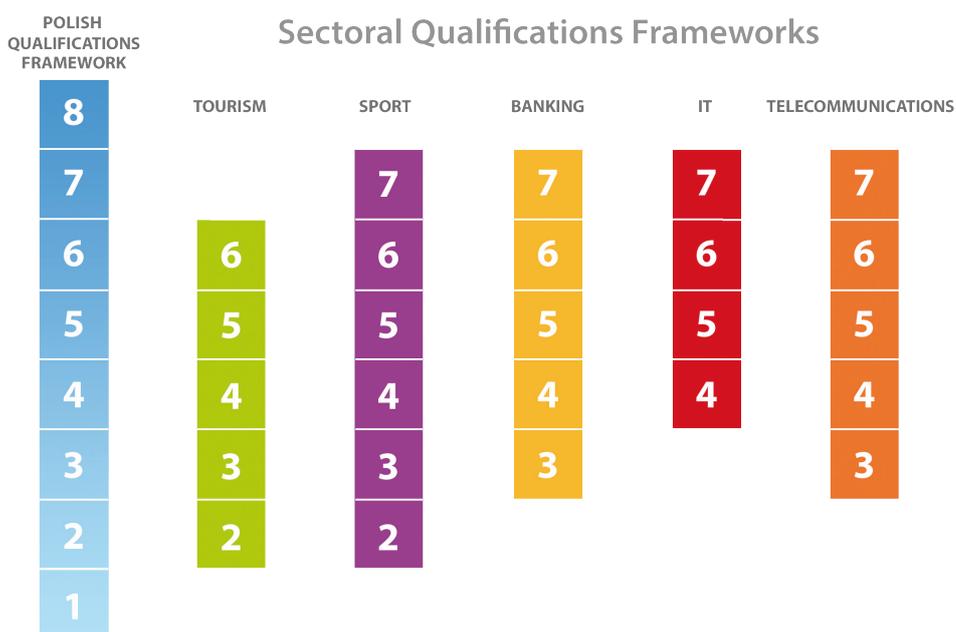
Art. 11 of the IQS Act enables the further elaboration of PQF descriptors through the development of sectoral qualifications frameworks (SQF). A sectoral qualifications framework is defined in the Act as a description of the levels of qualifications functioning in a particular sector or industry. SQFs are developed when the need arises in specific sectors.

The main principle adopted in establishing sectoral qualifications frameworks is that they be developed by the sector for the sector. This means that a wide range of stakeholders are involved, representing different entities functioning in the sector – companies, industry chambers and organisations, representatives of higher education and professional bodies, as well as regulatory authorities. Developing a framework is initiated by discussions on the competences and standards in a given sector, enabling industry representatives to exchange information and reach consensus on contested issues. Industry stakeholders are therefore both the creators as well as the recipients of the solutions developed for the sectoral framework.

A team of sectoral experts develops a draft SQF, which is then consulted with their professional stakeholders’ community. One of the most important elements of the work on an SQF is defining the sectoral determinants, the key areas of the sector’s activities. This then helps in determining the descriptors of each level.

SQF levels must match specific PQF levels, but the level descriptors should be sector specific. While it is theoretically possible for a sectoral framework to cover all PQF levels, past work indicates that the number of described levels depends on the specific nature of the industry. So far, five proposed SQFs have been developed, for banking, IT, sport, tourism and telecommunications. Efforts are now underway to have them included in the Integrated Qualifications System.

Figure 1. The levels of various sectoral qualifications frameworks



Source: IBE.

Sectoral qualifications frameworks are incorporated into the IQS by means of a regulation issued by the minister responsible for education. The inclusion process is begun by the minister with jurisdiction over the sector, either at his/her initiative or at the request of an interested party.

There are many benefits to developing a sectoral qualifications framework. First and foremost, the framework is the result of dialogue among industry representatives who work together to establish a common vision of their field of business and its needed competences. Such cooperation allows many universal solutions to be developed. The framework also facilitates work on describing and including qualifications in the IQS, as it translates the language of the PQF into a language specific to the sector. With an SQF, it is easier to understand how to reference PQF descriptors to a particular sector. This in turn makes it easier to accurately assign a PQF level to a specific qualification.

Work is currently underway at the Educational Research Institute (IBE) with the aim of developing additional sectoral frameworks. It is worth pointing out that the concept of developing multiple sectoral qualifications frameworks and integrating them into a national qualifications system is unique in Europe. Soon, SQFs could be a showcase for Polish industry in the European market.

This publication presents information on the development of the Sectoral Qualifications Framework for Tourism, carried out in 2012–2015.

One result of this work is the establishment of the Tourism Sector Skills Council. In the second half of 2016, the Polish Agency for Enterprise Development announced the winners of a grant competition to set up the first Sectoral Skills Councils in Poland. As a result, the Tourism Sector Skills Council was established, involving many of the organisations that had worked on developing the framework. The Council determined that one of its areas of work will be on the further development and new forms of activity of the SQFT.

On May 18, 2017, the Minister of National Education (Minister Coordinator of the IQS) signed the regulation on the Sectoral Qualifications Framework for Tourism. By doing so, the SQFT has become the first sectoral qualifications framework to be included in the IQS, serving as the legally binding standard for all activities relating to competences and qualifications in this sector.

1. Basic information on the Sectoral Qualifications Framework for Tourism

1.1. Premises and aims of the SQFT

The Sectoral Qualifications Framework for Tourism (SQFT) is a tool for classifying qualifications in the labour market of the tourism industry. It describes the competences that people working in tourism should have, those who are employed in one of the four branches of the sector (the hotel industry, food services, the organisation of tourism, guiding and leisure time animation). These descriptions, also known as descriptors of successive SQFT levels, illustrate the progressive advancement of knowledge, skills and social competence required for implementing tasks of varying degrees of complexity in the tourism industry. It should be remembered that the framework's descriptors pertain to the competences that are most relevant for the key processes of the particular branches of tourism included in the SQFT. As a result, not all the competences of interest to a user of this framework may be reflected in its descriptors.

The Sectoral Qualifications Framework for Tourism is a tool that "translates" the Polish Qualifications Framework (PQF) into the language of the sector. It uses the terminology specific to the branches comprising the tourism sector and refers to their specific tasks and competences. Such sectoral detailing of the PQF is intended to facilitate the understanding of its descriptors and to assist in applying them to determine the PQF levels for industry qualifications. This is possible because the SQFT is referenced to the PQF. The framework is also a way to visualize the differences between the levels of advancement for the competences required to carry out various types of tasks in the tourism sector, as well as between the different qualifications operating in the tourism market.

1.2. Potential users of the SQFT

The SQFT is intended to meet the needs of four groups of users: employers, learners, entities describing qualifications for their inclusion in the Integrated Qualifications Register, and training institutions.

Employers

In the recruitment process, employers will be able to consider candidates' certificates that display a specific PQF level. In the case of qualifications that have a level also defined in the SQFT, a potential employer will be able to obtain an indication of the person's level of competence, not only in terms of "hard" knowledge and skills, but also with regard to social competences, such as accepting responsibility for assigned tasks or the ability to work in a team, which are difficult to measure in the selection process. We foresee that in time, qualifications at a specific SQFT level will be particularly valued by employers as those "guaranteeing" that a person has the specific, industry-valued professional skills being sought.

Learners

Learners in the process of attaining specific qualifications have a double advantage with the SQFT. If they decide that they want to gain competences for a given qualification at a specific SQFT level by taking courses and training, they can look for the appropriate educational programmes enabling them to achieve the relevant learning outcomes (indicated in general terms in the SQFT descriptors and in detail in the description of the qualification). Such persons will probably choose a training programme that will prepare them appropriately for the qualification's validation process, carried out by an authorised institution, to successfully pass and become certified at the right level. Using the SQFT also gives them information at the very outset about the level of advancement in specific knowledge, skills and social competences expected by employers from their workers in specific job positions. Additionally, the framework tells learners about the level of competences they can attain from a given course or training programme. Then, in the job search process, having a certificate with a clearly displayed level provides an advantage because it is issued by an authorised certifying body, and confirms that specific competences have been attained. Due to the fact that the qualification level has been defined, not only in reference to the SQFT, but above all to the PQF, this certificate can be compared to other qualifications in the integrated qualifications system. Additionally, because the PQF is referenced to the European Qualifications Framework, it can also be compared to qualifications in most European countries. Having such a certificate will increase a person's competitiveness in the labour market of the tourism sector in Poland and Europe.

Entities describing qualifications for inclusion in the Integrated Qualifications Register

Entities preparing a description of a particular qualification must decide on the qualification's level in the Polish Qualifications Framework. The SQFT "translates" the PQF descriptors, which are at a high level of generality, into the language and specificity of the tourism sector, making it easier to read and use when determining PQF levels for qualifications.

Training institutions

In developing training programmes and their content, training institutions will be able to use the framework's descriptors (and also the descriptions of individual qualifications) to gain knowledge about the competences sought after in the market to ensure that they are meeting the expectations of employers and thereby improving the attractiveness of their educational offers.

1.3. Main stages of work on the SQFT and participating experts

The SQFT was developed according to the following process:

1. Adopting a definition of the sector reflecting the understanding of tourism.

2. Distinguishing the following branches as key to the sector and describing them in the SQFT: the hotel industry, food services, the organisation of tourism, and guiding and leisure time animation.
3. Determining the key job positions for each of the above branches.
4. Identifying the key occupational tasks for the identified job positions.
5. Describing the characteristics of the key competences needed to perform the identified occupational tasks.
6. Grouping the key competences by level of advancement and aligning them with appropriate PQF levels.

Sectoral indicators were also developed, representing areas of competence relevant to the sector as a whole. They were distinguished on the basis of the expectations of tourists/visitors/customers in relationship to the entire product of tourism, and not just individual services.

The following experts participated in developing the SQFT:

1. Project Manager: Hanna Zawistowska, Department of Tourism, Warsaw School of Economics
2. Deputy Project Manager: Jolanta Ćwiklińska, Department of Tourism, Warsaw School of Economics
3. Head of the Hotel Industry and Food Services Subcommittee: Janusz Mitulski, Horwath HTL Poland

Members of the Hotel Industry and Food Services Subcommittee:

A. Company representatives:

- Hotel industry

Waldemar Błaszczuk, Hotel Warszawianka Convention Center, Doubletree by Hilton Hotel

Andrzej Gryguć, Polish Teachers' Union ZG LOGOS – Teacher's House in Augustów

Miłosz Stanisławski, Sound Garden Hotel

- Food services:

Wojciech Fronczak, Doubletree by Hilton & Conference Centre, Warsaw

Andrzej Przeniosło, Hotel Warszawianka Convention Center,
Jachranka 77

- B. Representative of the Business Council: Witold Drogoń, Chamber of Commerce of the Polish Hotel Industry
 - C. Secondary school representative: Bożena Granecka-Wrzosek, Hotel and Tourism School and Food Services School in Warsaw
 - D. Government representative: Iwona Szałkowska, Department of Tourism, Ministry of Sport and Tourism
4. Head of the Travel Agency, Tour Guide and Tour Leader Subcommittee: Zygmunta Kruczek, University School of Physical Education in Kraków, Tour Guide

Members of the Travel Agency, Tour Guide and Tour Leader Subcommittee:

A. Company representatives:

▪ Travel Agencies:

Marek Kamiński, B.P. MAG-MAR

Zbigniew Kowal, GLOBAL WINGS

Krzysztof Pięta, Neckermann Polska

Stanisław Piśk, Merigo

▪ Tour guides and leaders:

Włodzimierz Banasik, Beskidy Mountains Guide

Anna Sierpińska, Tour Guide

- B. University representative: Krzysztof Łopaciński, Warsaw School of Tourism and Hospitality Management
- C. Government representative: Joanna Tomczak, Department of Tourism, Ministry of Sport and Tourism

1.4. Defining the sector

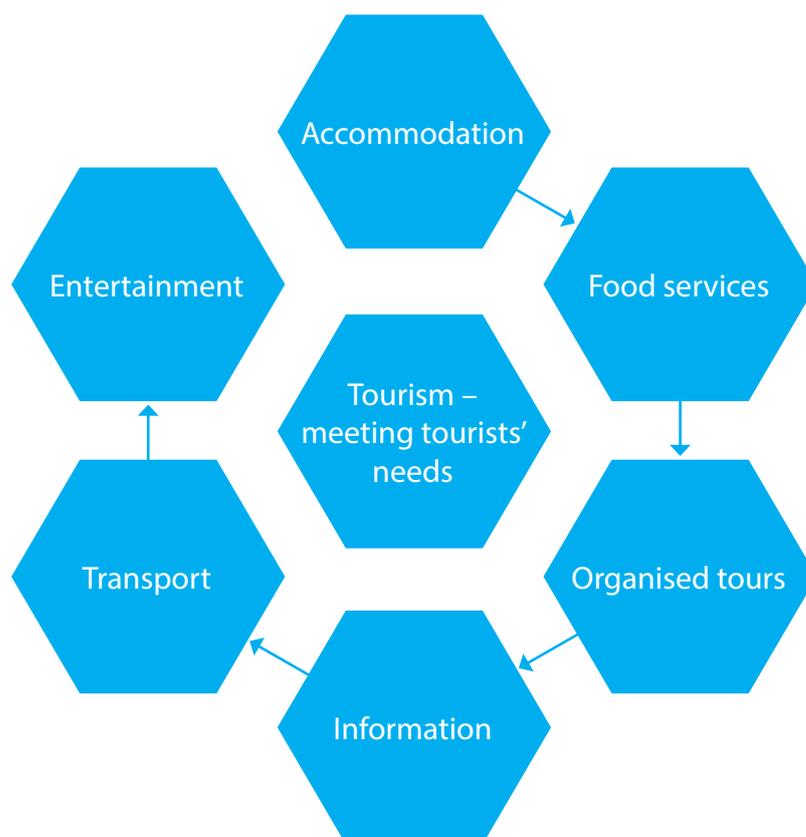
The definition of tourism was taken from the Regulation of the European Parliament and of the Council Regulation (PE, 2011), where the term “tourism” refers to the *activities of visitors taking a trip to a main destination outside their usual environment, for less than a year, for any main purpose, including business, leisure or other personal purpose other than to be employed by a resident entity in the place visited.*

Adoption of this definition as the basis for determining the boundaries of the tourism sector required clarification of who exactly is a “visitor” and the activities a visitor undertakes when traveling. It was agreed that “visitor” describes any person traveling to a place outside their normal environment for a period not exceeding 12 months, if the primary purpose of the trip is different from commencing paid work in the visited site or country (UNWTO, 1995, p. 7). Two groups of visitors were differentiated:

- tourists, i.e. visitors staying in a location at least one night and therefore using accommodation facilities there;
- one-day visitors, who do not use accommodation facilities.

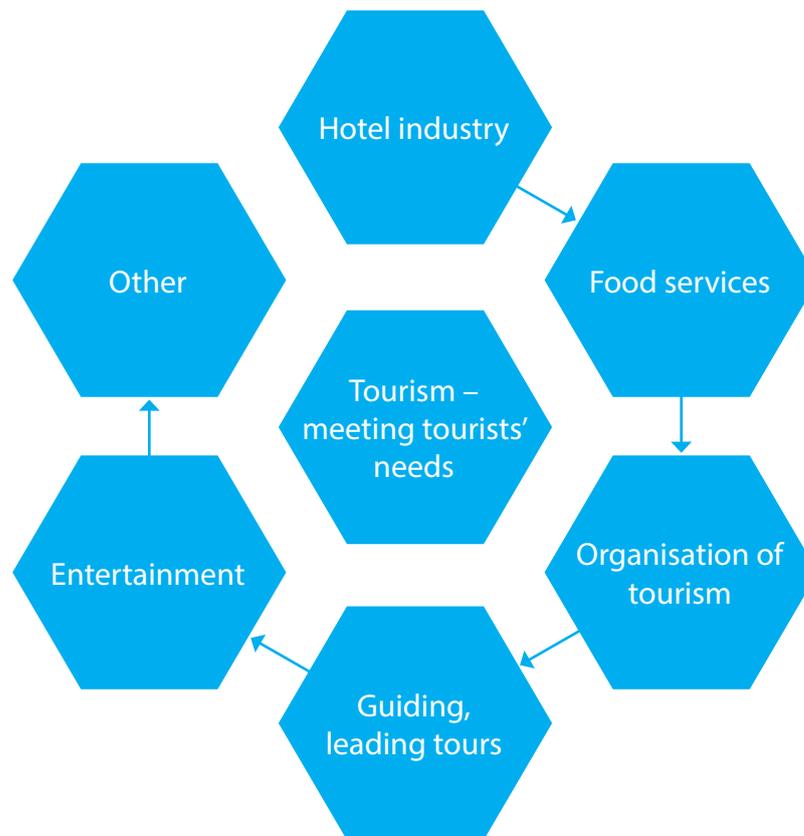
In the course of the work, it was decided to focus on tourists and their activities, based on – in simplest terms – meeting their various needs relating to travel. Therefore, it was assumed that the starting point for distinguishing the various branches and determining the key competence areas to be included in the SQFT would be the tourist and his/her needs. The sets of needs are presented in Figure 2.

Figure 2. Basic sets of tourists' needs



Due to the variety of tourists' needs, many types of service providers are involved. The basic branches of the tourism industry are presented in Figure 3.

Figure 3. Basic branches of the tourism industry



Based on these preliminary assumptions, it was agreed that the key branches for meeting tourists' needs had to be chosen to determine the areas of activity, which should be included in the SQFT. The criterion for choosing them was the percentage of tourists among all customers using the products and services offered by each individual branch. This criterion was the basis for deciding on the inclusion of four basic branches of the tourism industry in the SQFT:

- the hotel industry;
- food services, in particular, hotel food services;
- the organisation and sale of tourist events and retail tourism services;
- guiding tours, leading tours and leisure time animation.

Each of these branches offers a different type of service, reflected in the diverse competences required in the industry, as well as in its terminology. Therefore, instead of a single framework, four sub-frameworks were developed for each of the basic branches of tourism.

Statements (known as level descriptors) are found at each level of every sub-framework, relating to the set of qualifications associated with providing direct services to tourists during their participation in a tourist event or other form of tourism. This set includes the specific qualifications used in the work of persons performing the tasks of:

- providing accommodation services to meet the lodging needs of tourists by renting rooms or other types of accommodation and providing other services relating to such rentals;
- providing food services to meet the needs of tourists for meals by preparing and delivering food and beverages and ensuring the conditions for their on-site consumption;
- organising tourist events and retail tourism services by preparing, offering, selling and implementing tourist events and by brokering the purchase of tourism services;
- guiding and leading tours and providing leisure time animation by looking after tourists during the tour, providing information on visited sites, places and facilities, and organising leisure time activities.

This does not mean that each of the descriptors contained in every sub-framework refers to all the competencies relevant to the industry. Each sub-framework level has descriptors about competences that also apply to other qualifications of a given branch (and thus, different occupations, although some qualifications may be common to several occupations). What links these sets of competences at a specific level is their similar degree of advancement. In determining the level of a qualification in particular sub-frameworks, their “key” learning outcomes need to be compared to the SQFT level descriptors and those descriptors that best match the key learning outcomes in terms of both the thematic scope and level of advancement should be chosen.

It is important to determine the levels for the qualifications themselves, and not for the persons who have been awarded the qualifications. A person performing a particular occupation or job may have several qualifications at different SQFT and PQF levels. This is why we are talking about a qualifications framework, and not about a framework of professions or jobs. It should also be remembered that the SQFT level descriptors are not the same as the description of a qualification. The description should be much more detailed and developed according to the standard of describing qualifications, with the involvement of industry representatives. After working on the descriptions, qualifications should then be individually aligned with an SQFT and PQF level. SQFT level descriptors are only – together with PQF descriptors – a reference for these descriptions. Because they are profiled for the tourism industry, they can serve as a tool to help in determining the level of sectoral qualifications, which will be much easier than by using the very general PQF descriptors.

2. SQFT competence categories

2.1. General characteristics

The descriptions of competences in the SQFT are grouped into three categories:

1. KNOWLEDGE,
2. SKILLS,
3. SOCIAL COMPETENCE (also known as “attitudes” or “disposition”).

The areas of competence relevant to the branches of the tourism sector, namely the hotel industry, food services, the organisation of tourism, and guiding and leisure time animation, are organised according to these categories. The differences and specificity of the branches included in the SQFT justify the separate presentation of the competence categories for each sub-framework.

2.2. Competence categories of the hotel industry sub-framework

The specific areas of competence in the hotel industry are:

KNOWLEDGE (enabling the professional and reliable provision of accommodation services) – Descriptors in the category of knowledge for the hotel industry sub-framework include, among others, knowledge of the terminology, principles of operation, theory and practice of performing tasks in the process of providing accommodation services, service standards for different groups of guests and institutional buyers, as well as the scope of applicable laws, regulations and procedures governing businesses providing accommodation services, the principles of ensuring the safety of persons staying in facilities providing accommodation.

SKILLS (enabling tasks to be performed and problems to be solved in providing accommodation services) – Descriptors in the category of skills for the hotel industry sub-framework include, among others, the skills of collecting, analysing, processing and communicating information, maintaining relevant documentation on the tasks being performed, using equipment, tools and IT programs.

SOCIAL COMPETENCE – Descriptors in the category of social competence for the hotel industry sub-framework relate to such characteristics as being open and communicative, willing to co-operate in the performance of tasks, flexibility, looking after the comfort and safety of people staying in accommodation facilities, being ready to apply the rules of savoir vivre in the performance of tasks, and maintaining the professional and ethical standards of providing accommodation services.

2.3. Competence categories of the food services sub-framework

The specific areas of competence in food services are:

KNOWLEDGE (enabling the professional and reliable provision of food services) – Descriptors in the category of knowledge for the food services sub-framework include, among others, knowledge of the terminology, tools, machinery, equipment and technologies used in the food service industry, principles of conducting business in food services, current procedures and standards of service for different groups of customers and institutional buyers, legal regulations, rules of ensuring the safety of persons in food service facilities.

SKILLS (enabling tasks to be performed and problems to be solved in providing food services) – Descriptors in the category of skills for the food services sub-framework include, among others, the skills of using tools, devices and IT programs in food services, collecting, analysing, processing and communicating information, and maintaining relevant documentation on the tasks being performed.

SOCIAL COMPETENCE – Descriptors in the category of social competence for the food services sub-framework relate to such characteristics as being open and communicative, willing to cooperate in the performance of tasks, flexibility, looking after the comfort and safety of people in food service establishments, being ready to apply the rules of *savoir vivre* in the performance of tasks, and maintaining the professional and ethical standards of providing food services.

2.4. Competence categories of the organisation of tourism sub-framework

The specific areas of competence in the organisation of tourism are:

KNOWLEDGE (enabling the professional organisation of tourism) – Descriptors in the category of knowledge for the organisation of tourism sub-framework include, among others, knowledge of the terminology, principles of starting and conducting business in this branch of tourism, required procedures and standards of providing services to various customer groups and institutional buyers, legal regulations, rules of ensuring the safety of participants of organised tourist events.

SKILLS (enabling tasks to be performed and problems to be solved in the organisation and sale of tourist events) – Descriptors in the category of skills for the organisation of tourism sub-framework include, among others, the skills of using tools, devices and IT programs for programming, offering, implementing and selling tourist events and to broker the purchase of tourism services, collecting, analysing, processing, and communicating information, and maintaining the relevant documentation on the tasks being performed.

SOCIAL COMPETENCE – Descriptors in the category of social competence for the organisation of tourism sub-framework relate to such characteristics as being open and communicative, willing to cooperate in the performance of tasks, flexibility,

looking after the comfort and safety of participants in tourist events, being ready to maintain ethical standards in organising and selling tourist events.

2.5. Competence categories of the guiding and leisure time animation sub-framework

The specific areas of competence in guiding and leisure time animation are:

KNOWLEDGE (enabling the provision of professional and reliable services to tourists in their destination) – Descriptors in the category of knowledge for the guiding and leisure time animation sub-framework include, among others, knowledge of the terminology, rules of conduct, theory, practice and methodology of performing professional tasks, standards of service for different customer groups, knowledge about sightseeing, general knowledge about the world and the country or region being visited by tourists, as well as the applicable laws and rules of providing assistance.

SKILLS (enabling tasks to be performed and problems to be solved in the provision of direct services to tourists in their destination) – Descriptors in the category of skills for the guiding and leisure time animation sub-framework include, among others, the skills of collecting, analysing, processing and communicating information, selecting methods of communicating information to the target audience, preparing and implementing tourist event programmes, applying safety rules, keeping records.

SOCIAL COMPETENCE – Descriptors in the category of social competence for the guiding and leisure time animation sub-framework relate to such characteristics as being open and communicative, taking responsibility for performing professional tasks, attending to the quality of services and the safety of tourists, being ready to make effective decisions, taking into account the ethical context of one's own conduct.

3. Explanation of the terms used in the SQFT level descriptors

Certain general terms have been used in the SQFT level descriptors, which are defined in the glossaries provided before each sub-framework.

Below are more detailed and developed descriptions of the particular competence categories that were not included in these glossaries.

KNOWLEDGE

- **terminology** needed to perform the professional tasks of providing hotel industry services, food services, the organisation of tourism, guiding and leisure time animation – the terminology of tourism, providing services to tourists, the tourism market and services; basic terminology of entrepreneurship; sightseeing terminology: geographic, architectural, historical, demographic, socio-political, cultural, ethnographic, natural, geological; terminology of leisure time animation – within the scope relevant to the professional tasks being performed;
- **basic economic, social, legal and organisational determinants of performing professional tasks** – trends and tendencies in tourism, the economic and social functions of tourism, legal regulations on tourism services, the organisation of tourism;
- **the theoretical foundations of organising and operating entities to meet the needs of tourists** – knowledge of the needs of tourists, the structure of the various types of tourism enterprises (accommodations, food services, brokering and organisational), the principles of developing products for tourism, the principles of providing services to tourists, organising job positions;
- **the place and the role of entities** conducting professional tourism activities to meet the needs of tourists – knowledge of the service chain in meeting tourists' needs, the different types of businesses involved in this process (tour operators and retail tourism services, travel agents, accommodation services, regional and local tourism organisations, business and professional organisations), the needs that are met by the different types of services and service providers;
- **methods and technologies** used in business and professional tourism activities, including equipment, materials and technologies used in the hotel industry, food services, organisation of tourism, education (in a broad scope) – methods and technologies for acquiring and updating information, providing information to tourists and organising their leisure time using traditional methods and modern technologies (sound systems, applications, navigation); knowledge of guiding methodology; knowledge of various types of media and educational materials; knowledge of the principles of selecting the appropriate methodology, media and educational materials for the needs of a specific group of tourists.

SKILLS

- **operating machinery and equipment and using tools** in providing specific types of tourism services (hotel industry services, food services, organisation of tourist events and leisure time animation);
- **performing tasks according to the procedures and standards** applicable in the various branches of the tourism industry, which define the way tasks are performed to provide services meeting particular types of tourists' needs;
- **collecting and analysing** information on the operation of businesses and professional entities in tourism – the skill of finding information on the legal aspects of operating a business in the specific branches, the trends in specific markets, major competitors, etc.;
- **using available information** to perform tasks in providing specific services to meet the needs of specific groups of tourists (accommodation, meals and beverages, organising travel arrangements, on-site care, information, organising leisure time);
- **preparing documentation** relating to the performance of professional tasks – financial and programme documentation (including reports, reports on the services used, registration lists, invoices, vouchers, receipts, hotel directories and information boards, activity logs, records of service complaint reports, etc.);
- identifying and selecting the **standard of service** applicable to a specific group of tourists (e.g. groups of people with disabilities, VIPs, off-street customers, tourists from other countries and cultures, elderly people, children and young people) – able to choose the methodology, media and educational materials to meet the needs of a specific group of tourists, able to select the type and intensity of activities for a specific group of participants during leisure time animation.

SOCIAL COMPETENCE

- observing the **rules of conduct guaranteeing the proper quality of service** – complying with the procedures set out in contracts with partners, following codes of good practice and professional ethics, making every effort to perform services properly.

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Annex 1

Sectoral Qualifications Framework for Tourism

The Sectoral Qualifications Framework for Tourism (SQFT) encompasses the hotel industry, food services, events, the organisation of tourism, guiding and leisure time animation.

The SQFT is made up of four sub-frameworks. Because tourism is about what the customer – the tourist – expects, and what the customer does when travelling, the framework presents the competences of persons providing services to meet the various needs of tourists, such as booking, accommodation, food services and sightseeing.

The Sectoral Determinants of Tourism

The sectoral determinants of tourism designate specific areas of competence that are of vital importance to the entire sector (i.e. all involved branches), which describe the qualifications of the tourism sector and differentiate them from the qualifications of other sectors.

The basis for distinguishing the determinants are the expectations of tourists/guests/customers of the entire tourism product and not only of individual services. Adopting such a premise allowed the following sectoral determinants to be designated:

- 1. Appropriate knowledge and professionalism given one's position in the chain of services provided to tourists/guests/customers:** understood as the conduct and attitudes displayed, which indicate that one knows the specific nature and the diversity of tourists'/guests'/customers' needs, the role played by a given group of services in meeting such needs (synergy), the principles and procedures applied in the performance of tasks to provide specific types of services.
- 2. Credibility and reliability in providing service-related information and actual service provision to a tourist/guest/customer:** understood as the provision of complete, true and objective information about the offered service to a tourist/guest/customer and providing services in full compliance with the provided information.
- 3. Hospitality:** understood as the readiness to provide services and be cordial to tourists/guests/customers.
- 4. Safety in tourism:** understood as an awareness of the existence of hazards to the life, health and property of tourists/guests/customers and their economic interests; the readiness of tourism service providers to take responsibility in this regard, endeavour to eliminate or limit the risk of such hazards occurring and, in cases when hazards cannot be avoided, minimise and eliminate their effects.

SECTORAL QUALIFICATIONS FRAMEWORK FOR TOURISM (SQFT)

Sub-framework: **HOTEL INDUSTRY**

Glossary of terms

<p>Tourism (Regulation of the European Parliament and of the Council (EU) No. 692/2011 of 6 July 2011 concerning European statistics on tourism, art. 2, item 1f)</p>	<p>Activities of visitors taking a trip to a main destination outside their usual environment, for less than a year, for any main purpose, including business, leisure or other personal purpose other than to be employed by a resident entity in the place visited.</p>
<p>Visitor (Act of 29 August 1997 on Tourism Services – hereinafter, the Tourism Services Act)</p>	<p>A person taking a trip to another location outside their usual environment, for whom the purpose of the trip is not commencement of permanent work in the visited location and who does not use accommodation services.</p>
<p>Tourist (Tourism Services Act)</p>	<p>A person taking a trip to another location outside their usual environment for a period not exceeding 12 months, for whom the purpose of the trip is not commencement of permanent work in the visited location and who uses accommodation services for at least one night.</p>
<p>Tourism services (Tourism Services Act)</p>	<p>Guiding services, accommodation services and any other services provided to tourists or visitors.</p>
<p>Tourist event (Tourism Services Act)</p>	<p>At least two tourism services making up a uniform programme and included under one price, if such services encompass accommodation or last more than 24 hours or if the programme foresees a change in the place of stay.</p>
<p>Travel agency (own definition based on: Konieczna-Domańska, A. (1999). <i>Biura podróży na rynku turystycznym</i>. Warszawa: Wydawnictwo Naukowe PWN.)</p>	<p>An entrepreneur whose only or main business activity is organising tourist events and/or concluding agreements for the provision of tourism services or acting as an agent in concluding such agreements. In particular, such entrepreneurs are tour operators, tourism retailers and travel agents.</p>
<p>Accommodation services (Tourism Services Act)</p>	<p>Short-term, generally available rental of houses, flats, rooms, beds, as well as sites to set up tents and caravans and the provision of services related to such rental within a facility. Accommodation services can be provided in hotels and in other facilities.</p>
<p>Facilities providing accommodation services in hotels/ other establishments (own definition based on the Tourism Services Act)</p>	<p>The “hotel industry” sub-framework of the SQFT refers to processes relating to the provision of accommodation services in “hotels” and “other facilities.” For the purpose of this framework, the term “establishments” shall be used to distinguish between these two types of facilities, i.e. hotels and other establishments providing accommodation services.</p>

<p>Hotels (Tourism Services Act)</p>	<p>Facilities where accommodation services are provided that fulfil:</p> <ol style="list-style-type: none"> 1. requirements relating to the size of the facility, its equipment and the range of provided services specified for the type and the category of the facility's classification; 2. sanitary requirements, fire regulations and other requirements defined in separate regulations.
<p>Types of facilities providing accommodation services (Tourism Services Act)</p>	<ol style="list-style-type: none"> 1. Hotels: facilities with at least 10 rooms, including a majority of beds in single and double rooms, offering a broad range of services relating to the customers' stay; 2. Motels: facilities located in the vicinity of roads, with a parking site and at least 10 rooms, including a majority of beds in single and double rooms; 3. Pensions: facilities with at least 7 rooms providing full board for their customers; 4. Camping grounds: guarded facilities offering accommodation in tents, caravans or trailers, enabling the preparation of meals, car parking and providing services relating to the stay of customers; such facilities may additionally offer accommodation in tourist houses or other permanent facilities; 5. Travel lodges: facilities with at least 30 accommodation spaces, adapted for the self-service of customers and providing a minimum range of services relating to the stay of customers; 6. Youth hostels: facilities for the individual and group tourism of youths, adapted for the self-service of customers; 7. Mountain refuges: facilities located outside of developed areas, in the vicinity of tourist trails, offering a minimum range of services for the stay of customers; 8. Bivouac sites: unguarded facilities enabling accommodation in tents.
<p>The categorisation of facilities providing accommodation services (Tourism Services Act)</p>	<ol style="list-style-type: none"> 1. Hotels, motels and pensions: five categories indicated by the number of stars. 2. Camp sites: four categories indicated by the number of stars. 3. Travel lodges and youth hostels: three categories indicated by the use of Roman numerals.
<p>Other facilities (Tourism Services Act)</p>	<p>Facilities where accommodation services are provided, complying with:</p> <ol style="list-style-type: none"> 1. minimum requirements with respect to equipment; 2. sanitary requirements, fire regulations and other requirements defined in separate regulations. <p>Other facilities are not divided into types and categories.</p>
<p>Basic departments in accommodation establishments (own definition based on the Regulation of the Minister of Economy and Labour of 19 August 2004 on hotels and other establishments where accommodation services are provided)</p>	<p>An organisational unit where key tasks of providing accommodation services are implemented. Key tasks include:</p> <ol style="list-style-type: none"> 1. accommodation services booking and guest check-in and check-out (reception), 2. maintenance of cleanliness and order in guest rooms and common areas (floor services). <p>In the majority of accommodation facilities, in particular in hotels, motels and pensions, the basic departments also include food services. However, in the "Hotel Industry" SQFT sub-framework, this department was excluded, as it is covered by a separate sub-framework.</p>

<p>Guest (own definition: H. Zawistowska, J. Mitulski, W. Drogoń)</p>	<p>Due to the absence of a single commonly accepted definition of the word "guest", this term shall be used in the SQFT to define tourists using accommodation services offered on the basis of a relevant agreement by hospitality facilities, i.e. hotels or other establishments where accommodation services are offered (final consumer).</p>
<p>Institutional buyer (customer) (Garbarski, L. (ed.). (2011). <i>Marketing. Kluczowe pojęcia i praktyczne zastosowania</i>. Warszawa: PWE.)</p>	<p>An organisational unit purchasing accommodation services offered by establishments (i.e. hotels or other establishments where accommodation is offered) to meet needs resulting from the character and features of its operation.</p>
<p>Professional tasks (own definition pursuant to the Regulation of the Minister of Labour and the Economy of 19 August 2004 on hotels and other establishments where accommodation services are provided)</p>	<p>Tasks relating to the provision of accommodation services.</p>

SQFT – Hotel Industry Level 2

A person with sectoral qualifications at SQFT level 2:

KNOWS AND UNDERSTANDS:

- **Basic terms and terminology** applied in the **tourism industry, hotel industry and food services**.
- **Basic linkages between the providers of accommodation services** and the providers of other services meeting tourists' needs, including tour operators, providers of food services and transport services.
- **Basic characteristics of accommodation services**.
- **Basic sub-processes** of providing accommodation services.
- **Principles and procedures of selected simple professional tasks performed as part of a given sub-process**, including the principles and procedures of cleaning rooms and common areas, servicing luggage, etc.
- **Basic principles of providing information** about the of accommodation services offered.
- **Basic principles of informing about the rooms prepared for sale**.
- **Principles of using materials and tools** in performing selected simple tasks in the basic departments of accommodation establishments, including the principles of using cleaning agents, cleaning machines and equipment, etc.
- **Basic principles of the safety of the life, health and property of guests** staying in accommodation establishments.
- **Basic sources of hazards** to the life, health and luggage of guests staying in accommodation establishments.
- **OHS principles and procedures** pertaining to the selected simple professional tasks and **basic sources of hazards** which may occur in a given work position of a given department in an accommodation establishment.

IS ABLE TO:

- **Perform – under supervision or according to detailed instructions – selected simple professional tasks** in the basic departments of accommodation establishments, including cleaning rooms and common areas, transporting guests' luggage, etc.
- **Use selected documents on the use of materials and tools** in performing selected simple professional tasks in the basic departments of accommodation establishments, including instructions on the use of machines and equipment.
- **Procure the basic data** needed to provide guests with information about the scope of accommodation services offered, including information about services and equipment generally accessible to guests (swimming pool, laundry services, shoe shine services, etc.).
- **Use the basic equipment** in a selected work position of the basic departments in accommodation establishments, including, e.g., materials and tools for keeping the premises clean, transporting guests' luggage, etc., observing safety principles.
- **Use the local language correctly**.
- **Undertake relevant activities to avoid typical hazards** – such as bodily harm or threats to health caused by the improper use of cleaning agents, cleaning tools, equipment for transporting guests' luggage, etc., **which may occur during the performance of simple professional tasks in a selected work position**.
- Based on possessed knowledge – **offer assistance to guests in case of a hazard/emergency**.

IS READY TO:

- **Establish and maintain the necessary contacts to perform selected simple professional tasks** in the basic departments of accommodation establishments.
- **Work in teams to perform selected simple professional tasks** in the basic departments of accommodation establishments.
- **Perform assigned professional tasks with care**, using adequate tools and control procedures.
- **Be flexible in the performance of simple professional tasks** in the basic departments of accommodation establishments.
- **Apply the basic principles of savoir vivre** when performing professional tasks.

Polish Qualifications Framework level 2 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broadened set of elementary facts, simple concepts as well as the dependencies between selected natural and social phenomena and the products of human thought

A PERSON IS ABLE TO:

- complete simple tasks following general instructions most often under typical conditions
- solve simple, routine problems most often under typical conditions
- learn under guidance in a structured form
- understand moderately complex statements, formulate simple statements
- formulate and understand the simplest statements in a foreign language

A PERSON IS READY TO:

- assume the obligations arising from membership in various communities
- act and cooperate with others under direction in structured conditions
- evaluate the actions in which one participates and take responsibility for the results of those actions

SQFT – Hotel Industry Level 3

A person with sectoral qualifications at SQFT level 3:

KNOWS AND UNDERSTANDS:

- **Terminology** applied in tourism, the hotel industry and food services.
- **Specific nature of the hotel industry** as one of the industries forming part of the tourism sector and **the role of accommodation services** in the chain of services meeting tourists' needs.
- **Characteristics and range of accommodation services** in relation to the type and category of facility in which they are provided.
- **Specific nature of the process of providing accommodation services and the division of tasks** among departments and the work positions relating to this.
- **Principles and procedures pertaining to the performance of selected not very complex professional tasks** in the basic departments of accommodation establishments, including room reservations, check-in and check-out of guests, servicing arrivals and departures, provision of typical services for guests, preparation of bills, cleaning rooms and common areas, providing equipment, cleaning agents, bed linen, etc.
- **Selected principles and procedures of cooperation with guests and institutional buyers**, including providing information about offered accommodation services, making reservations and preparing offers of accommodation services.
- **Principles of using tools, machines, devices and materials** in performing not very complex professional tasks of the basic departments in accommodation establishments, including the principles of using accommodation services booking systems, the principles of trading foreign currencies within the scope required to service accommodation booking systems, etc.
- **Basic regulations pertaining to the requirement of ensuring the safety of life, health and luggage of guests** using the accommodation services.
- **Regulations on hygiene, sanitation and fire prevention** to ensure safety in an accommodation establishment.
- **OHS principles and procedures** pertaining to the performance of professional tasks.

IS ABLE TO:

- **Perform selected not very complex professional tasks** of the basic departments in accommodation establishments, including room reservations, servicing guests' arrivals and departures, providing typical services for guests, preparing bills, cleaning rooms and common areas, supplying equipment, cleaning agents, bed linen, etc.
- **Use typical documents pertaining to the performance of selected professional tasks** of the basic departments in accommodation establishments, including work schedules, reports on occupancy rates, as well as documents on orders and settlements of cleaning agents, bed linen, luggage servicing, equipment maintenance, etc.
- **Prepare the check-in and check-out documents of guests** in an accommodation establishment.
- **Search for, compare, evaluate and analyse the offers of accommodation services** available in the market.
- **Use IT tools and programs** – particularly office applications – in a selected work position.
- **Provide guests and institutional buyers with information about offered services** in line with applicable standards.
- **Comply with applicable procedures pertaining to the safety of guests.**

IS READY TO:

- **Communicate in the work environment while performing not very complex professional tasks** of the basic departments in accommodation establishments relating to the servicing of guests and institutional buyers.
- **Work in teams with respect to performing not very complex professional tasks**, including servicing guests and institutional buyers, as well as ensuring the safety of persons staying in an accommodation establishment.
- **Perform assigned professional tasks in a reliable manner**, including servicing guests and institutional buyers and **assume responsibility for one's own independently made decisions and the results of performed activities.**
- **Take into account** the delayed **effects** of decisions made relating to the provision of accommodation services.
- **Perform a self-evaluation** of one's own work and accept the critical remarks of others.
- **Be flexible in performing the professional tasks of servicing guests and institutional buyers.**
- **Observe the most basic ethical standards** of the professional community.
- **Apply the principles of savoir vivre** when performing professional tasks.

Polish Qualifications Framework level 3 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- basic facts and concepts as well as the dependencies between selected natural and social phenomena and the products of human thought
furthermore, a broader scope of selected facts, concepts and dependencies in specific areas
- the basic conditions of conducted activities

A PERSON IS ABLE TO:

- complete moderately complex tasks following general instructions under partially variable conditions
- solve simple, routine problems under partially variable conditions
- learn partially autonomously under guidance in a structured form
- understand moderately complex statements, formulate moderately complex statements
- understand and formulate very simple statements in a foreign language

A PERSON IS READY TO:

- be a member of various types of communities, function under various social roles and assume the basic obligations ensuing from this
- act and cooperate with others partially autonomously under structured conditions
- evaluate one's own actions and those of the team; take responsibility for the results of those actions

SQFT – Hotel Industry Level 4

A person with sectoral qualifications at SQFT level 4:

KNOWS AND UNDERSTANDS:

- A basic scope of all the determinants, including economic and legal, in the development of tourism and its constituent sectors.
- Basic determinants of phenomena, processes and major innovations in the hotel industry.
- Basic principles of commencing and conducting business activity in the tourism and hotel industry.
- Various organisational solutions applied in accommodation establishments, depending on the type and size of the facility and its category.
- Principles of maintaining documents and document circulation of a selected department in an accommodation establishment.
- A broad scope of principles and procedures of cooperating with guests and institutional buyers, including handling complaints from buyers of accommodation services.
- Principles of the market segmentation of accommodation services and the distribution channels of accommodation services, principles of identifying the major competitors of an accommodation establishment operating in a given market.
- Needs and expectations of the target group of accommodation service buyers, including institutional buyers.
- Regulations on providing information about accommodation services and advertising accommodation services.
- Regulations on the requirements to be fulfilled by accommodation establishments.
- Basic regulations on the liability of entities operating accommodation establishments for the loss or damage of guests' luggage.
- The principles of documenting compliance with the regulations governing the hygiene, sanitation and fire prevention of an accommodation establishment.
- National and international code of ethics and good practice in tourism and the hotel industry.

IS ABLE TO:

- Perform selected relatively complex professional tasks of the basic departments in accommodation establishments, including the control and evaluation of rooms, common areas and stockrooms with respect to cleanliness, order, etc.
- Prepare documents required in the process of classifying and categorising hotels.
- Collect, analyse and process information pertaining to changes in the tourism and hotel market.
- Compile and present attractive sales, promotion and advertising materials of the accommodation establishment.
- Monitor the process of providing guests and institutional buyers with information about the services offered by the accommodation establishment.
- Prepare and adapt, as required by circumstances, the plan of performing professional tasks – one's own and those of a subordinate team in the accommodation establishment.
- Solve the routine problems experienced by guests and institutional buyers.
- Design work positions and planning processes required to implement a selected group of tasks in the provision of accommodation services.
- Manage a small team of employees performing relatively complex professional tasks in the provision of accommodation services.
- Reconcile one's own work and the work of a subordinate team with other persons and teams participating in the process of providing accommodation services.
- Offer training on the performance of professional tasks of a selected department in an accommodation establishment.
- Offer training on selected procedures used in an accommodation establishment, including the procedures of hosting guests.
- Observe applicable procedures on the loss or damage of guests' luggage and process customer complaints.

IS READY TO:

- Communicate with various groups (guests, contractors, co-workers) with the aim of performing relatively complex professional tasks under routine conditions.
- Cooperate with others in the performance of relatively complex professional tasks.
- Assume responsibility for managing a small team performing relatively complex professional tasks, including the quality control of the team's work and responsibility for one's own decisions made in implementing relatively complex professional tasks under routine conditions.
- Observe the basic ethical standards of providing accommodation services.

Polish Qualifications Framework level 4 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broadened set of basic facts, moderately complex concepts and theories and the dependencies between selected natural and social phenomena and the products of human thought
- furthermore, a broader scope of facts, moderately complex concepts and theories from specific fields and the dependencies between them
- the basic conditions of conducted activities

A PERSON IS ABLE TO:

- complete moderately complex tasks, partially without instructions, often under variable conditions
- solve moderately complex and somewhat non-routine problems often under variable conditions
- learn autonomously in a structured form
- understand complex statements, formulate moderately complex statements on a broad range of issues
- understand and formulate simple statements in a foreign language

A PERSON IS READY TO:

- assume responsibility for participating in various communities and functioning in various social roles
- act and cooperate with others autonomously under structured conditions
- evaluate one's own actions and those of the persons one is directing
- take responsibility for the results of one's own actions as well as those of the persons one directs

SQFT – Hotel Industry Level 5

A person with sectoral qualifications at SQFT level 5:

KNOWS AND UNDERSTANDS:

- **The impact of the tourism economy** on the development of companies providing accommodation services.
- **A broad scope of the factors determining the phenomena and processes** of providing accommodation services and their **selected theories**.
- **Development trends of the hotel industry** in domestic and international markets.
- **Regulations on initiating and conducting business activities in the hotel industry.**
- **A broad scope of the principles of working with tourism retailers** (travel agencies) applicable in the hotel industry.
- **Principles of using computer systems to manage** databases, sales processes, global sales and purchase processes of “global customers.”
- **The types of marketing strategies** in the hotel industry, the **principles of preparing and implementing them.**
- **Principles of managing prices and the distribution** of accommodation services using **on-line sales channels.**
- **Various solutions to ensure the safety of persons staying in accommodation establishments.**

IS ABLE TO:

- **Perform professional tasks under variable conditions** of the basic departments in accommodation establishments, including the provision of non-routine services for guests (e.g. theatre ticket purchases, sightseeing tours), select methods, technologies, machines, equipment and materials needed to maintain cleanliness and order in a facility providing accommodation services, etc.
- **Prepare documentation on registering and conducting business activities** to provide accommodation services.
- **Maintain documentation on the performance of a specific group of tasks** in providing accommodation services.
- **Evaluate the impact of changes occurring in the tourism market on the functioning of accommodation establishments.**
- On the basis of available data, **analyse the economic operation of an accommodation establishment and, on this basis, propose changes** in its operation.
- **Analyse the communication occurring with buyers and contractors and, based on the conclusions of such analyses, modify the sales offers** of accommodation services.
- **Manage the flow of information** within an accommodation establishment to properly service guests and institutional buyers.
- **Solve non-routine problems** reported by guests and institutional buyers.
- **Manage a small team of employees performing professional tasks under variable conditions** to provide accommodation services.
- **Solve conflicts** with/among employees and guests.
- **Evaluate the training needs** of subordinate employees.
- **Mentor** less experienced employees.
- **Manage the safety of guests and employees in an accommodation establishment**, in particular, diagnose the hazards of a facility and select ways of eliminating them or mitigating their negative effects.

IS READY TO:

- **Communicate with various groups, adapting to the specific needs and determinants of such groups**, in order to implement all the professional tasks of providing accommodation services.
- **Maintain proper relations with the local community**, including business-to-business and business-to-customer relations.
- **Take responsibility for managing a small team implementing professional tasks under variable conditions** and for one's own decisions and activities undertaken under in this context – **taking into account the economic and social context of operating an accommodation establishment.**
- **Be flexible in performing professional tasks under variable conditions**, including the tasks of organising conferences, congresses, special events, etc.
- **Create a positive image** of the accommodation establishment.
- **Initiate and effectively introduce changes** in the operation of an accommodation establishment.
- **Observe and promote high ethical standards** in the professional community.
- **Act in an impeccable manner in every situation.**

Polish Qualifications Framework level 5 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broad scope of facts, theories, methods and the dependencies between them
- the diverse conditions of conducted activities

A PERSON IS ABLE TO:

- complete tasks without instructions under variable, predictable conditions
- solve moderately complex and non-routine problems under variable, predictable conditions
- learn autonomously
- understand moderately complex statements, formulate moderately complex statements using specialised terminology
- understand and formulate very simple statements in a foreign language using specialised terminology

A PERSON IS READY TO:

- assume basic professional and social responsibilities, evaluate and interpret them
- independently act and cooperate with others under structured conditions, direct a small team under structured conditions
- evaluate one's own actions and those of others and the teams one directs; assume responsibility for the results of those actions

SQFT – Hotel Industry Level 6

A person with sectoral qualifications at SQFT level 6:

KNOWS AND UNDERSTANDS:

- **The dependencies between the tourism economy and the hotel industry.**
- **A broad scope** of theories explaining the phenomena and processes of providing accommodation services.
- **Major development trends** of the hotel industry and tourism.
- **General determinants and standards of conducting economic activities** to provide accommodation services.
- **Various complex organisational solutions** applied in the entire tourism industry.
- **Principles of optimising and managing revenues and profits in the hotel industry.**

IS ABLE TO:

- **Prepare analytical, diagnostic and planning documents** pertaining to the conducted business activity, taking into account analyses of the operations of competitors and changes in the tourism and accommodation market.
- **Monitor changes occurring in the accommodation market** and take them into account when planning long-term activities in the market.
- Based on possessed knowledge, **choose and apply revenue management tools and strategies**, adapted to the needs and potential of an accommodation establishment.
- **Adapt methods, technologies and procedures** relating to the implementation of tasks in the basic departments of accommodation establishments.
- **Design the flow of information** for a team of employees or a small accommodation establishment.
- **Manage a medium-sized/large team** of employees performing **professional tasks with a varied degree of complexity** in providing accommodation services.
- **Prevent conflicts**, and if conflicts occur, resolve them with the participation of employees, guests and contractors of the accommodation establishment.
- **Transfer practical professional knowledge** in various forms and **evaluate the possibilities for professionally developing subordinate employees.**

IS READY TO:

- **Lead and inspire a subordinate team.**
- **Build and maintain long-term relations with the surrounding community.**
- **Assume responsibility for the management of a medium-sized/large team** implementing various professional tasks.
- **Promote the principles of the quality assurance** of the offered accommodation services and a culture of cooperation and fair competition in the accommodation services market.
- **Be patient and composed in the difficult situations** encountered during the performance of tasks of servicing tourists and **assume responsibility for the decisions and activities undertaken in such situations.**

Polish Qualifications Framework level 6 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- an advanced level of facts, theories, methods and the complex dependencies between them
- the diverse, complex conditions of conducted activities

A PERSON IS ABLE TO:

- innovatively complete tasks and resolve complex and non-routine problems under variable and not fully predictable conditions
- autonomously plan one's lifelong learning
- communicate in one's environment, substantiate one's position

A PERSON IS READY TO:

- cultivate and disseminate models of good practice in the workplace and beyond
- make decisions independently
- critically evaluate one's own actions, those of the team one directs and the organisations in which one participates; assume responsibility for the results of those actions

SECTORAL QUALIFICATIONS FRAMEWORK FOR TOURISM (SQFT)

Sub-framework: **FOOD SERVICES**

Glossary of terms

<p>Tourism (Regulation of the European Parliament and of the Council (EU) No. 692/2011 of 6 July 2011 concerning European statistics on tourism)</p>	<p>Activities of visitors taking a trip to a main destination outside their usual environment, for less than a year, for any main purpose, including business, leisure or other personal purpose other than to be employed by a resident entity in the place visited.</p>
<p>Visitor (Act of 29 August 1997 on Tourism Services – hereinafter, the Tourism Services Act)</p>	<p>A person who travels to another location outside their usual environment and for whom the purpose of the trip is not commencement of permanent work in the visited location and who does not use accommodation services.</p>
<p>Tourist (Tourism Services Act)</p>	<p>A person who travels to another location outside their usual environment for a period not exceeding 12 months, for whom the purpose of the trip is not commencement of permanent work in the visited location and who uses accommodation for at least one night.</p>
<p>Tourism services (Tourism Services Act)</p>	<p>Guiding services, accommodation services and any other services provided to tourists or visitors.</p>
<p>Tourist event (Tourism Services Act)</p>	<p>At least two tourism services offered together in a unified programme and included under one price, if such services encompass accommodation or last more than 24 hours or if the programme foresees a change in the place of stay. A tourist event most often also includes food service.</p>
<p>Travel agency (own definition based on: Konieczna-Domańska, A. (1999). <i>Biura podróży na rynku turystycznym</i>. Warszawa: Wydawnictwo Naukowe PWN.)</p>	<p>An entrepreneur whose only or main business activity is organising tourist events and/or concluding agreements for the provision of tourism services or acting as an agent in concluding such agreements. In particular, such entrepreneurs are tour operators, tourism retailers and travel agents.</p>
<p>Food services (own definition: H. Zawistowska)</p>	<p>Economic activity consisting of the provision of food and beverages.</p>
<p>Food services (own definition based on: Levytska, G. (2011). <i>Usługi gastronomiczne – znaczenie i tendencje rozwoju</i>. Warszawa: Wydawnictwo SGGW.)</p>	<p>Food services are usually the second most important service in the hotel industry (USALI – management accounting). Food services meet needs in the provision of food, beverages and entertainment in restaurants. Food service activities include the preparation of food products for consumption as well as trade activities, consisting of the sale of food products and beverages and ensuring the proper facilities for their consumption at a site and/or providing the required services for such activities.</p>

<p>Types of food service facilities (own definition based on: Levytska, G. (2011). <i>Usługi gastronomiczne – znaczenie i tendencje rozwoju</i>. Warszawa: Wydawnictwo SGGW.)</p>	<ol style="list-style-type: none"> 1. Typical hotel food services (restaurants, room service, bars, VIP/ Executive Lounge, etc.). 2. Specialised restaurants (traditional, ethnic, theme, etc.). 3. Cafés, coffee bars, snack bars, etc. 4. Bars and pubs. 5. Clubs, including night-time entertainment. 6. Fast food venues and pizzerias. 7. Food service facilities offering take-away and food delivery. 8. Providing food services outside the main gastronomic premises (food services and seasonal gastronomic facilities).
<p>Food Law (Regulation of the European Parliament and of the Council (EC) No. 178/2002 of 28 January 2002 laying down the general principles and requirements of food law)</p>	<p>Statutory, executive and administrative provisions regulating food issues in general, in particular food safety, both on the level of the Community and the Member States. The definition encompasses all stages of production, processing and distribution of food.</p>
<p>Food safety (Act on Food and Nutrition Safety of 25 August 2006)</p>	<p>All conditions that must be fulfilled, in particular pertaining to: a) additives and aromas used, b) levels of pollutants, c) remnants of pesticides, d) terms of food irradiation, e) organoleptic properties, and activities that must be undertaken at all stages of food production or trade to protect human health and life.</p>
<p>Good Hygienic Practice – GHP (Act on Food and Nutrition Safety of 25 August 2006)</p>	<p>Activities that must be undertaken and hygienic conditions that must be fulfilled and controlled during all stages of production and trade to ensure food safety.</p>
<p>Good Manufacturing Practice – GMP (Act on Food and Nutrition Safety of 25 August 2006)</p>	<p>In reference to food manufacturing: activities that must be undertaken and conditions that must be fulfilled to ensure that food production takes place in a manner ensuring food safety, in line with its intended use.</p>
<p>Hazard Analysis and Critical Control Points (Act on Food and Nutrition Safety of 25 August 2006)</p>	<p>Procedure aimed at ensuring food safety by identifying and estimating the scale of hazards from the point of view of food health requirements and the risk of the occurrence of hazards during all stages of food production and trade. The system is also aimed at determining methods of eliminating or limiting hazards and implementing corrective actions.</p>
<p>Customer (Tourism Services Act)</p>	<p>A person who intends to conclude or who has concluded an agreement for the provision of tourism services for his/her own benefit or for the benefit of another person, whereas the conclusion of such an agreement is not the object of this person's economic activity, nor the economic activity of the person for whose benefit the agreement was concluded, as well as a person who was provided the right to use the tourism services encompassed by a previously concluded agreement. One of the basic groups of customers using food services are tourists and visitors.</p>
<p>Final consumer (Regulation of the European Parliament and of the Council (EC) No. 178/2002 of 28 January 2002 setting forth the general principles and requirements of food law)</p>	<p>This is the final consumer of food who will not use the food as part of any food operation business or activity. In particular, a final consumer is a tourist or visitor using hotel food services.</p>
<p>Institutional buyer (customer) (based on: Garbarski, L. (ed.). (2011). <i>Marketing. Kluczowe pojęcia i praktyczne zastosowania</i>. Warszawa: PWE.)</p>	<p>An organisational unit purchasing food services to satisfy needs resulting from the character and purpose of its operations. An institutional buyer is a tour operator purchasing food services for participants of an organised tourist event.</p>

Professional tasks

(own definition based on the Regulation of the Minister of Labour and Economy of 19 August 2004 on hotel facilities and other facilities where accommodation services are provided)

Tasks relating to the provision of food services in hotels and other establishments where accommodation services are provided.

SQFT – Food Services Level 2

A person with sectoral qualifications at SQFT level 2:

KNOWS AND UNDERSTANDS:

- **Basic terms and terminology** applied in **food services**.
- **Basic relations between providers of food services** and providers of other services meeting the needs of tourists, including providers of accommodation services.
- **Basic types of food services and their characteristics**.
- **Basic sub-processes** of providing food services, including the preparation of meals, presentation and serving of meals and beverages, cleaning and washing of appliances, devices, equipment and production machines and cleaning and disinfecting surfaces and premises used for servicing, production and storage, transport of food products, appliances and equipment, receipt of supplies and their storage.
- **Principles and procedures of the performance of selected simple professional tasks as part of a selected sub-process**, including the principles and procedures of assisting with the preparation of meals, presentation and serving of meals and beverages, washing and cleaning, transport of food products, appliances and equipment, receipt and storage of supplies, etc.
- **Basic principles of preparing and/or presenting** food products.
- **Basic principles of providing information about the food services offered**.
- **Principles of using materials and tools** to perform selected simple professional tasks of providing food services, including the principles of using equipment, small appliances and measuring apparatus, taking measures for personal protection and using OHS equipment, dosage and application of chemical agents, marking and storage of food products, initial processing of products and materials, portioning, etc.
- **Basic principles of safety relating to the health and life of final consumers** using food services, including principles pertaining to cleanliness and hygiene (GHP, GMP and HACCP).
- **OHS principles and procedures** of selected simple professional tasks and **basic sources of hazards** that may occur in a selected job at a food service facility.

IS ABLE TO:

- **Perform – under supervision or in line with detailed instructions – selected simple professional tasks** of providing food services, including the **tasks of assisting with the preparation** of semi-finished products and meals and serving products and beverages, as well as cleaning the premises where food services are prepared or provided, cleaning, washing and drying dishes, equipment, etc.
- **Use selected documents pertaining to the use of the materials and tools** for performing selected simple professional tasks of a selected job in food services, including user manuals and use of machines and devices, daily event plans, event orders, in general: menus, drafts of menus, daily and/or weekly hygiene plans, temperature control cards, waiters' orders, warehouse orders, etc.
- **Use basic equipment** in a selected job at a food service facility, including small tools for initial processing and preparation of products (e.g. knives, pots, pans, bowls, cutting boards), internal means of transport, measuring devices and equipment (e.g. weights, volume measures, thermometers), heating, cooling, cleaning, cutting, shredding, mixing and packing devices, etc. while observing safety principles.
- **Undertake relevant activities to prevent typical hazards**, such as those resulting from the violation of critical control points (CCP of the HACCP system), with special attention given to allergies, food poisoning and product contamination, as well as injuries, burns, slips, trips and falls, being crushed, aggressive action of chemical agents, etc. **which may occur during the performance of the simple professional tasks of a selected job**.
- Based on possessed knowledge – **offer assistance to final consumers when a hazard occurs**.

IS READY TO:

- **Establish and maintain necessary contacts in performing selected simple professional tasks** of providing food services.
- **Work in a team** when implementing selected simple professional tasks of providing food services.
- **Carefully perform assigned professional tasks** using appropriate tools and control procedures.
- **Be flexible in performing simple professional tasks** of providing food services.
- **Apply basic principles of savoir vivre** when performing professional tasks.

Polish Qualifications Framework level 2 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broadened set of elementary facts, simple concepts as well as the dependencies between selected natural and social phenomena and the products of human thought

A PERSON IS ABLE TO:

- complete simple tasks following general instructions most often under typical conditions
- solve simple, routine problems most often under typical conditions
- learn under guidance in a structured form
- understand moderately complex statements, formulate simple statements
- formulate and understand the simplest statements in a foreign language

A PERSON IS READY TO:

- assume the obligations arising from membership in various communities
- act and cooperate with others under direction in structured conditions
- evaluate the actions in which one participates and take responsibility for the results of those actions

SQFT – Food Services Level 3

A person with sectoral qualifications at SQFT level 3:

KNOWS AND UNDERSTANDS:

- **Terminology** applied in tourism, the hotel industry and food services.
- **Specific nature of food services** as one of the industries forming part of the tourism sector and the role of food services in the services chain of tourism.
- **Features and scope of food services** in relation to the type of facility in which they are provided.
- **Specific nature of providing food services and the distribution of tasks among** its departments and various jobs.
- **Principles and procedures of performing selected not very complex professional tasks** of providing food services, including preparation of meals and beverages, serving meals, etc.
- **Selected principles and procedures of cooperation with final consumers and institutional buyers**, including taking orders, providing information on offered food services and preparing offers of such services.
- **Principles of using tools, machines, devices and materials** to perform selected not very complex professional tasks of providing food services, including the principles of using cutting, shredding, mixing, rolling, cooking and baking equipment for traditional and steam processing, emulsifying, using very low temperatures and/or gases, pressure or vacuum equipment, automatic dispensers and automatic temperature measurement systems, blast chillers, computerised POS, wired and wireless terminals of various applications, communication and AV equipment, etc.
- **Legal regulations on nutrition and food safety, sanitation and fire prevention** governing food service facilities.
- **OHS principles and procedures** in the performance of professional tasks.

IS ABLE TO:

- **Perform selected not very complex professional tasks** of providing food services, including the **preparation of meals, beverages and their presentation and serving.**
- **Use typical documents pertaining to the performance of selected professional tasks** implemented in a given production or service section of a food service facility, including, among others, weekly and monthly event plans, detailed event orders, menus, receipts, spreadsheets, monthly hygiene plans, safety data sheets, booking charts, consumption settlement charts, monthly inventory documents, etc.
- **Search for, compare, evaluate and analyse the offers of food services** available in the market.
- **Use tools**, including computer equipment, AV, POS, payment and communication terminals, digital signage systems, etc., **and IT programmes**, including mail apps, planners and calendars, presentation programmes, text editors, spreadsheets, straightforward databases, CRM systems, etc. used at a selected job in the provision of food services.
- **Provide final consumers and institutional buyers with information about the offered services** in line with applicable standards.
- **Comply with required procedures relating to nutrition and food safety, sanitary and fire regulations.**

IS READY TO:

- **Communicate in the work environment to implement not very complex professional tasks** of providing food services to final consumers and institutional buyers.
- **Work in a team to implement not very complex professional tasks** of providing food services to final consumers and institutional buyers.
- **Perform entrusted professional tasks in a reliable manner**, including the tasks of servicing final consumers and institutional buyers and **assume responsibility for one's own autonomously made decisions and the results of performed tasks.**
- **Take into account** the delayed **effects of decisions made** relating to the provision of food services.
- **Self-evaluate** one's own work and accept critical remarks from the surrounding community.
- **Be flexible in the performance of professional tasks of servicing final consumers and institutional buyers.**
- **Observe the most basic ethical standards** in the professional community.
- **Apply the principles of savoir vivre** when performing professional tasks.

Polish Qualifications Framework level 3 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- basic facts and concepts as well as the dependencies between selected natural and social phenomena and the products of human thought
furthermore, a broader scope of selected facts, concepts and dependencies in specific areas
- the basic conditions of conducted activities

A PERSON IS ABLE TO:

- complete moderately complex tasks following general instructions under partially variable conditions
- solve simple, routine problems under partially variable conditions
- learn partially autonomously under guidance in a structured form
- understand moderately complex statements, formulate moderately complex statements
- understand and formulate very simple statements in a foreign language

A PERSON IS READY TO:

- be a member of various types of communities, function in various social roles and assume the basic obligations ensuing from this
- act and cooperate with others partially autonomously under structured conditions
- evaluate one's own actions and those of the team; take responsibility for the results of those actions

SQFT – Food Services Level 4

A person with sectoral qualifications at SQFT level 4:

KNOWS AND UNDERSTANDS:

- **A basic scope of all determinants, including economic and legal, for the development of tourism** and its constituent industries.
- **Basic determinants of phenomena, processes and most important innovations in the food service industry.**
- **Basic principles of starting and conducting economic activity** in the hotel industry and food services.
- **Various organisational solutions used in food service facilities**, depending on the type and size of the facility.
- **Principles of maintaining documents and the circulation of documents** in selected food service jobs.
- **A broad scope of principles and procedures on the servicing of final consumers and institutional buyers in a gastronomic facility**, relating to communication and taking orders, overall performance of food services and handling complaints.
- **Principles of market segmentation** of food services and its **distribution channels**, the **principles of identifying the main competitors** of a food service facility operating in the market.
- **Needs and expectations of the target group of buyers of food services**, including institutional buyers.
- **Principles of food law.**
- **Regulations on the provision of information about food services** and **advertising** food services.
- **Regulations on the requirements governing food service facilities.**
- **Basic regulations on the liability of providers of food services** for damages caused by the failure to perform or improper performance of such services.
- **Principles of documenting compliance with the requirements of hygiene, sanitation and fire prevention** in food service facilities.
- **Domestic and international codes of ethics and good practice** in food services.

IS ABLE TO:

- **Perform selected relatively complex professional tasks** of providing food services, including the **control and evaluation** of rooms, common areas, production and auxiliary premises, including warehouses, with respect to cleanliness and order, and controlling the course of the preparatory and technological processes in the production and serving of food.
- **Prepare documents pertaining to the performance of selected professional tasks**, including taking food service orders, hiring sub-contractors, cooperating with partners, sponsors, preparing customs documents and logistics documents, as well as public tenders relating to the acceptance and implementation of food services for final consumers and institutional buyers, etc.
- **Compile, analyse and process information on changes in the food services market.**
- **Compile and present attractive sales offers and the promotional and advertising materials** of a food service facility.
- **Monitor the process of providing information** to final consumers and institutional buyers about a food service facility.
- **Prepare and adapt**, as required by circumstances, a **plan for the performance of one's own professional tasks and the tasks of a subordinate team** in a food service facility.
- **Solve typical problems** reported by final consumers and institutional buyers.
- **Design work positions and plan work processes** required to implement a selected group of tasks in the provision of food services.
- **Manage a small team of employees implementing relatively complex professional tasks** in the provision of food services.
- **Reconcile one's own work and the work of a subordinate team with other persons or teams** participating in the provision of food services.
- **Manage a small team of employees implementing relatively complex professional tasks** in the provision of food services.
- **Reconcile one's own work and the work of a subordinate team with other persons** or teams participating in the provision of food services.

- **Offer training on the performance of professional tasks** to provide food services for a selected food service department.
- **Offer training on selected procedures required of a food service facility**, including OHS training for particular work positions, introductory and remedial training, product training, training on the principles of servicing appliances and using equipment, technological and operational processes, practices and code of conduct, etc.
- **Comply with the required procedures when a customer sustains damages as a result of the failure to perform or improperly performed food services.**

IS READY TO:

- **Communicate with various groups of recipients** (final consumers, institutional buyers, contractors, co-workers) **with the aim of implementing relatively complex professional tasks under routine conditions.**
- **Cooperate with others in the performance of relatively complex professional tasks.**
- **Assume responsibility for the management of a small team implementing relatively complex professional tasks**, including the quality control of its work and one's own decisions in the implementation of relatively complex professional tasks under routine conditions.
- **Observe basic ethical standards** in the provision of food services.

Polish Qualifications Framework level 4 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broadened set of basic facts, moderately complex concepts and theories and the dependencies between selected natural and social phenomena and the products of human thought furthermore, a broader scope of facts, moderately complex concepts and theories from specific fields and the dependencies between them
- the basic conditions of conducted activities

A PERSON IS ABLE TO:

- complete moderately complex tasks, partially without instructions, often under variable conditions
- solve moderately complex and somewhat non-routine problems often under variable conditions
- learn autonomously in a structured form
- understand complex statements, formulate moderately complex statements on a broad range of issues
- understand and formulate simple statements in a foreign language

A PERSON IS READY TO:

- assume responsibility for participating in various communities and functioning in various social roles
- act and cooperate with others autonomously under structured conditions
- evaluate one's own actions and those of the persons one is directing
- take responsibility for the results of one's own actions as well as those of the persons one directs

SQFT – Food Services Level 5

A person with sectoral qualifications at SQFT level 5:

KNOWS AND UNDERSTANDS:

- **The impact of the tourism economy** on the development of food service facilities.
- **A broad range of determinants of the phenomena and processes** pertaining to the provision of food services and related **selected theories**.
- **Development trends of the food service industry** in domestic and international markets.
- **Regulations on starting and operating business activities in food services.**
- **A broad range of principles of cooperation with tourism retailers** (travel agencies) applicable in the food service industry.
- **A broad range of the types of services comprising the offer of individual types of food service facilities.**
- **Principles of using computer systems supporting database management**, management of customer sales and purchase processes and supporting warehouse management in food services.
- **Types of marketing strategies** in food services, **principles of their design and implementation.**
- **Various technical and organisational solutions to ensure the safety of persons visiting food service facilities.**
- **A broad range of food law regulations.**

IS ABLE TO:

- **Perform professional tasks to provide food services under variable conditions**, including the performance of non-routine services for final consumers and **choose methods, technologies, procedures, machines, equipment and materials** needed in production, servicing and ensuring broadly understood safety with special attention given to food safety and OHS, cleanliness and order in a food service facility.
- **Prepare documentation on registering and conducting business activities** in the provision of food services.
- **Maintain documents on the performance of a selected group of tasks** in the provision of food services.
- **Evaluate the impact of changes occurring in the food service market on the functioning of food service facilities.**
- Based on the available data, **perform economic analyses of the operations of a food service facility** and, on this basis, **propose changes** in the operation of the facility.
- **Analyse the process of communication with final consumers, institutional buyers and collaborators** and, based on the conclusions from such analyses, **modify the sales offers** of the food services.
- **Manage the flow of information** in a food service facility to properly provide services to final consumers and institutional buyers.
- **Solve non-routine problems** reported by final consumers and institutional buyers.
- **Manage a small team of employees implementing professional tasks under variable conditions** to provide food services.
- **Resolve conflicts** with/among employees and customers.
- **Evaluate the training needs** of subordinate employees.
- **Act as a mentor** for less experienced employees.
- **Manage the safety of final consumers and employees of a food service facility**, including diagnosing the risks of hazards in the facility and selecting methods to eliminate them or limit their negative effects.

IS READY TO:

- **Communicate with various groups of recipients, in a manner adapted to the specific needs and determinants of such groups**, to implement all the professional tasks of providing food services.
- **Maintain proper relations with the local community**, including business-to-business and business-to-customer relations.
- **Assume responsibility for the management of a small team implementing professional tasks under variable conditions** and one's own decisions and activities undertaken under such conditions, in the implementation of professional tasks, **taking into account the economic and social contexts of operating a food service facility.**
- **Be flexible in performing professional tasks under variable conditions**, including the tasks of organising and providing food services for conferences, congresses, special events, etc.
- **Create a positive image** of the food service facility and the team providing food services.
- **Initiate and effectively introduce changes** in the operation of a food service facility.
- **Observe and promote high ethical standards** in the professional community.
- **Act in an impeccable manner in any situation.**

Polish Qualifications Framework level 5 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broad scope of facts, theories, methods and the dependencies between them
- the diverse conditions of conducted activities

A PERSON IS ABLE TO:

- complete tasks without instructions under variable, predictable conditions
- solve moderately complex and non-routine problems under variable, predictable conditions
- learn autonomously
- understand moderately complex statements, formulate moderately complex statements using specialised terminology
- understand and formulate very simple statements in a foreign language using specialised terminology

A PERSON IS READY TO:

- assume basic professional and social responsibilities, evaluate and interpret them
- independently act and cooperate with others under structured conditions, direct a small team under structured conditions
- evaluate one's own actions and those of others and the teams one directs; assume responsibility for the results of those actions

SQFT – Food Services Level 6

A person with sectoral qualifications at SQFT level 6:

KNOWS AND UNDERSTANDS:

- **The dependencies between the tourism economy and food services.**
- **A broad range** of theories explaining the processes and phenomena of providing food services.
- **Major development trends** of the food service industry.
- **All the determinants and standards for conducting business activities** in food service provision.
- **Various complex organisational solutions** used in the entire tourism industry.
- **Principles of the optimisation and management of revenues and profits in food services.**

IS ABLE TO:

- **Prepare analytical, diagnostic and planning documents** on conducted professional activities, taking into account the results of analyses of competitors' operations and changes occurring in the tourism and food service markets.
- **Monitor changes occurring in the food service market** and take them into account when planning long-term operations in such a market.
- **Adapt methods, technologies and procedures** relating to the performance of professional tasks in a food service facility.
- **Design the flow of information** for a team of employees.
- **Manage a medium-sized/large team of employees** performing professional tasks of varying degrees of complexity in providing food services or managing a food service facility.
- **Prevent the emergence of conflicts**, and should conflicts emerge, resolve them with the participation of employees, customers and contractors of the food service facility.
- **Transfer practical professional knowledge** in various forms and **evaluate the professional development potential of subordinate employees.**

IS READY TO:

- **Lead and inspire a subordinate team.**
- **Build and maintain long-term relations with the surrounding community.**
- **Assume responsibility for managing a medium-sized/large team** performing various professional tasks.
- **Promote the principles of quality assurance** of the food services offered and a culture of cooperation and fair competition in the food service market.
- **Be patient and composed in difficult situations** encountered during the performance of tasks in servicing the flow of tourists and **assume responsibility for the decisions and activities undertaken in such situations.**

Polish Qualifications Framework level 6 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- an advanced level of facts, theories, methods and the complex dependencies between them
- the diverse, complex conditions of conducted activities

A PERSON IS ABLE TO:

- innovatively complete tasks and resolve complex and non-routine problems under variable and not fully predictable conditions
- autonomously plan one's lifelong learning
- communicate in one's environment, substantiate one's position

A PERSON IS READY TO:

- cultivate and disseminate models of good practice in the workplace and beyond
- make decisions independently
- critically evaluate one's own actions, those of the team one directs and the organisations in which one participates; assume responsibility for the results of those actions

SECTORAL QUALIFICATIONS FRAMEWORK FOR TOURISM (SQFT)

Sub-framework: **ORGANISATION OF TOURISM**

Glossary of terms

<p>Travel agency (own definition based on: Konieczna-Domańska, A. (1999). <i>Biura podróży na rynku turystycznym</i>. Warszawa: Wydawnictwo Naukowe PWN.)</p>	<p>An entrepreneur whose only or main business activity is organising tourist events and/or concluding agreements for the provision of tourism services or acting as an agent in concluding such agreements. In particular, such entrepreneurs are tour operators, tourism retailers and travel agents.</p>
<p>Tour operator (Act of 29 August 1997 on Tourism Services – hereinafter, the Tourism Services Act)</p>	<p>An entrepreneur organising a tourist event.</p>
<p>Tourism retailer (Tourism Services Act)</p>	<p>An entrepreneur whose business activity is based on factual and legal activities to conclude agreements for the provision of tourism services commissioned by a client.</p>
<p>Travel agent (Tourism Services Act)</p>	<p>An entrepreneur whose business activity is based on acting as a permanent intermediary in concluding agreements for the provision of tourism services on behalf of registered tour operators in the country or on behalf of other service providers having registered offices in the country.</p>
<p>Offer of a tourist event (own definition based on the Tourism Services Act)</p>	<p>Commercialised programme of a tourist event having an audience and an established form, content and price.</p>
<p>Sales of tourism services (own definition based on the Tourism Services Act)</p>	<p>Sales of individual services or service packages (a package of services is a tourist event) based on concluding agreements with customers, including institutional buyers, for the provision of tourism services or intermediating in the conclusion of such contracts and carrying out related activities.</p>
<p>Developing a tourist event programme (own definition based on the Tourism Services Act)</p>	<p>The choice and combination of amenities and services resulting in a logical entirety comprising a tourist event programme.</p>
<p>Proposed tourist event programme (own definition based on the Tourism Services Act)</p>	<p>A programme that must be accepted by an authorised employee before being carried out.</p>
<p>Organising tourist events (Tourism Services Act)</p>	<p>Preparing or offering, as well as carrying out tourist events.</p>

<p>Carrying out tourist events (own definition based on the Tourism Services Act)</p>	<p>Providing tourists with the amenities and services included in a purchased tourist event, having the travel agency's agents supervise the course of the event, agreeing on all related matters with the service providers, as well as settling the event and handling complaints.</p>
<p>Preparing tourist events (own definition based on the Tourism Services Act)</p>	<p>Selection of the individual services comprising the event, establishing the conditions for cooperation and developing the event programme with the service providers, calculating and setting the prices, and developing the offer for participation in the event.</p>
<p>Offering tourist events (own definition based on the Tourism Services Act)</p>	<p>Promoting and providing information on events to distribution channels.</p>

SQFT – Organisation Of Tourism Level 3

A person with sectoral qualifications at SQFT level 3:

KNOWS AND UNDERSTANDS:

- **The terminology** applied in the organisation and sale of tourist events, including the terminology of retail tourism services.
- **Basic information** on tourism geography, tourism law, financial settlements in tourism, the values of tourism and the infrastructure of the **regions to which tours are offered**, as well as information about **basic legal acts** regulating sales in tourism, the calculation of prices of tourist events, etc.
- **Basic principles of conducting business activities** in organising and selling tourist events, including in retail tourism services.
- **Detailed information on offered events and tour services.**
- **Principles and procedures of performing the tasks of selling tourist events and services**, including in retail tourism services.
- **Principles of settling the sales of tourist events and services.**
- **Types of typical agreements concluded by travel agencies** in relation to selling tourist events and services.
- **Principles and procedures of cooperating with customers**, in particular, providing information on offered tourist events and services, signing sales agreements for tourist events and services, and providing information about the hazards that may exist in their travel destination.
- **Basic complaint procedures** set out in legal regulations.
- **General principles of organising tourist events.**
- **Principles of using IT programmes** to perform assigned professional tasks, including the principle of using IT booking systems, etc.
- **Typical sources of hazards to life, health and the luggage of tourists.**
- **Regulations on the provision of information about offered events and tourism services.**
- **Regulations on the obligation of informing customers about the level of the financial liability of an operator of a tourist event.**
- **Regulations on the obligation to inform customers about the hazards** to life and health in the destination where a tourist event or service is being organised.

IS ABLE TO:

- **Provide information on offered tourist events and services** and **conclude typical** sales agreements of events and services **with customers.**
- **Conduct activities that support sales.**
- **Use typical documents to perform the professional tasks** of organising and selling tourist events and services, including those of retail tourism services (catalogues, folders, price lists, general terms of participation, typical sales agreements, etc.).
- **Collect and provide important information** on organising and selling tourist events and services.
- **Use IT programmes, in particular the IT booking systems** of a selected work position in a travel agency.
- **Provide customers, including institutional buyers, with information** about the offered events and services, conditions of purchase and participation, as well as the hazards of using the purchased tourist events.
- **Provide customers with information about complaint procedures and process their filed complaints.**
- **Settle the sales** of tourist events and services.
- **Solve simple problems** arising during the sale of tourist events and services.
- **Communicate in a foreign language at a basic level** on issues relating to the sale of tourist events and services, including in retail tourism services.
- **Organise work positions** for the sale of tourist events and services.
- **Observe basic procedures** set out in legal regulations on concluding sales agreements of tourist events and services, complaint procedures and procedures ensuring the safety of customers and tourists.

IS READY TO:

- **Communicate in the work environment** to implement the professional tasks of selling tourist events and services, including in retail tourism services.
- **Establish and maintain contacts with customers.**
- **Work in a team to implement the professional tasks** of selling tourist events and services, including in retail tourism services.
- **Perform assigned professional tasks in a reliable manner**, including the tasks of implementing procedures to ensure the safety of tourists and **assume responsibility for one's own autonomously made decisions and the results of performed activities.**
- **Take into account** the delayed **effects of decisions made** in the course of providing services to tourists.
- **Evaluate** one's own work and accept critical remarks from the surrounding community.
- **Be flexible in performing typical professional tasks of selling tourist events and services**, including in retail tourism services.
- **Provide complete, true and objective information about the offered tourist events and services.**
- **Observe the most basic ethical standards** of the professional community.

Polish Qualifications Framework level 3 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- basic facts and concepts as well as the dependencies between selected natural and social phenomena and the products of human thought
- furthermore, a broader scope of selected facts, concepts and dependencies in specific areas
- the basic conditions of conducted activities

A PERSON IS ABLE TO:

- complete moderately complex tasks following general instructions under partially variable conditions
- solve simple, routine problems under partially variable conditions
- learn partially autonomously under guidance in a structured form
- understand moderately complex statements, formulate moderately complex statements
- understand and formulate very simple statements in a foreign language

A PERSON IS READY TO:

- be a member of various types of communities, function in various social roles and assume the basic obligations ensuing from this
- act and cooperate with others partially autonomously under structured conditions
- evaluate one's own actions and those of the team; take responsibility for the results of those actions

SQFT – Organisation Of Tourism Level 4

A person with sectoral qualifications at SQFT level 4:

KNOWS AND UNDERSTANDS:

- **A basic scope of all determinants, including the economic and legal ones, for the development of tourism** and its constituent sectors.
- **Basic determinants of phenomena and processes and the most important innovations in tourism.**
- **Information on sightseeing, history, geography, nature, culture, ethnography pertaining to the regions where trips are planned or offered,** including information on natural and anthropogenic attractions.
- **Basic principles of starting and conducting business activities** in tourism.
- **Principles of cooperation between travel agencies and providers of services meeting the needs of tourists,** in particular providers of accommodation services, food services, guiding services, the organisation of leisure time, including the types of agreements with providers of such services made by travel agencies to organise tourist events, etc.
- **Principles and forms of offering and providing various types of tourist events and services.**
- **Various organisational solutions applied in travel agencies.**
- **Principles of maintaining and circulating documents** in a travel agency, including the principles of accounting and settlements in tourism, particularly the financial settlements of domestic and international tourism activities, etc.
- **Principles and procedures of investigating complaints** about the improper provision of tourism services.
- **Principles of the segmentation of the tourism market.**
- **Principles of identifying and analysing the operation of the main competitors** of a travel agency operating in a given market.
- **Needs and expectations of target customer groups,** including institutional buyers.
- **Typical techniques of selling tourist events and services.**
- **General principles of preparing tourist events,** including programming.
- **Principles of using information technologies and programmes** to perform professional tasks, including the principle of using programmes to promote, book and sell tourist events and services, etc.
- **Basic regulations on protecting customers from the effects of the loss of the financial liquidity of travel agencies.**
- **Principles and procedures of assisting tourists** in hazardous situations.
- **Domestic and international codes of ethics and good practice in tourism.**

IS ABLE TO:

- **Offer and provide** various types of **tourist events and services.**
- **Prepare drafts** of moderately complex programmes of **tourist events** and **design offers of tourist events** based on typical programmes.
- **Calculate the prices** of offered tourist events and services in PLN and foreign currencies.
- **Prepare and provide,** in the proper form, **information, documents and materials** on the offer and sale of tourist events and services.
- **Analyse and process information on changes** in the tourism market and use it to offer, provide and sell various types of tourist events and services.
- **Prepare information** for customers, including institutional buyers, **about the offered events and services** not contained in the prepared offer, such as information on the financial guarantees of the tour operator and tourism retailer, circumstances and principles of using the services by tourists and the types of hazards that may exist in the place where the event or services are being offered.
- **Monitor the sales process** of tourist events and services and the **process of ensuring the provision of benefits and services for tourists** by contractors.
- **Manage the process of investigating complaints.**
- **Prepare and adapt,** as required by circumstances, **a plan of performing one's own tasks and the tasks of a subordinate team** to offer and sell various types of tourist events and services or to implement various tourist events.
- **Solve routine problems** arising during the preparation of moderately complex drafts of event programmes or events based on typical programmes, as well as when offering, providing and selling various tourist events and services.
- **Communicate in a foreign language** on issues relating to offering, providing and selling various tourist events and services, including in retail tourism services.
- **Design work positions and plan processes** required to perform the tasks of offering, implementing and selling various tourist events and services or purchasing tourism services.

- **Manage a small team of employees** implementing the professional tasks of offering, providing and selling various tourist events and services or purchasing tourism services.
- **Reconcile one's own work and the work of a subordinate team with other persons or teams** participating in the process of organising and selling tourist events, including in retail tourism services.
- **Offer training on the performance of the professional tasks** of offering, providing and selling various tourist events and services, including in retail tourism services as well as training on the procedures of such tasks.
- **Offer training on the principles of the functioning of booking systems in tourism.**
- **Observe the applicable procedures of offering assistance to tourists** in hazardous situations.
- **Undertake activities to eliminate or limit the negative effects of typical hazards** to life, health, luggage and the economic interests of tourists and customers.

IS READY TO:

- **Communicate with various groups of customers** (including institutional buyers), contractors and other employees of a travel agency to perform the professional tasks of offering and selling tourist events and services, including in retail tourism services.
- **Cooperate with other employees and external partners** with respect to offering, providing and selling tourist events and services, including compliance with complaint procedures and the initiation of procedures relating to various types of financial guarantees.
- **Assume responsibility for managing a small team** that is performing professional tasks pertaining to the offer, provision and sale of various tourist events and services, including the quality control of the team's work, and for one's own decisions and related activities undertaken under routine conditions.
- **Be flexible in performing typical professional tasks of offering, providing and selling various tourist events and services.**
- **Observe the basic ethical standards** of providing services to tourists.

Polish Qualifications Framework level 4 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broadened set of basic facts, moderately complex concepts and theories and the dependencies between selected natural and social phenomena and the products of human thought furthermore, a broader scope of facts, moderately complex concepts and theories from specific fields and the dependencies between them
- the basic conditions of conducted activities

A PERSON IS ABLE TO:

- complete moderately complex tasks, partially without instructions, often under variable conditions
- solve moderately complex and somewhat non-routine problems often under variable conditions
- learn autonomously in a structured form
- understand complex statements, formulate moderately complex statements on a broad range of issues
- understand and formulate simple statements in a foreign language

A PERSON IS READY TO:

- assume responsibility for participating in various communities and functioning in various social roles
- act and cooperate with others autonomously under structured conditions
- evaluate one's own actions and those of the persons one is directing
- take responsibility for the results of one's own actions as well as those of the persons one directs

SQFT – Organisation Of Tourism Level 5

A person with sectoral qualifications at SQFT level 5:

KNOWS AND UNDERSTANDS:

- **A broad range** of economic, social and legal **determinants of the development of the tourism economy.**
- **A broad range of phenomena and processes** relating to the organisation and functioning of providers of tourism services and **selected related theories.**
- **Development trends of tourism** in domestic and international markets.
- **Detailed information** on sightseeing, history, geography, nature, culture, ethnography **pertaining to the selected regions of tourists' destinations**, including, in particular, detailed information on the tourist attractions located in such regions (natural and anthropogenic).
- **Regulations pertaining to starting and conducting business activities** to organise and sell tourist events, including in the provision of retail tourism services.
- **Principles of preparing tourist events**, including the principles of preparing agendas of events and offers for customers.
- **Principles of preparing various types of agreements** with the customers and contractors of a travel agency.
- **A broad range of the principles of cooperation between travel agencies and the providers of various tourism services meeting the needs of tourists**, including, among others, the various standards of customer service used by such providers, etc.
- **A broad range of the principles of providing customers with information about offered events and tourism services**, including the principles pertaining to the type and scope of such information and media used for its provision.
- **Principles of market analysis and identifying the needs and expectations of travel agencies.**
- **Principles of managing the price and distribution** of tourism services through **on-line sale channels.**
- **Various methods of diagnosing the risk of hazards to tourists' safety.**
- **Various solutions aimed at ensuring tourists' safety** during their participation in different types of tourist events (including specialised ones).

IS ABLE TO:

- **Prepare various tourist events** – routine, non-routine and specialised ones – **including the preparation of programmes and offers** and relevant documents.
- **Evaluate the compliance** of service providers **with tourism service standards** and, based on such an evaluation, **select contractors.**
- **Maintain documents on the registration and conduct of business activities** to provide services to tourists.
- **Maintain the entire documentation** on the tasks performed to offer and sell tourist events and services, including in retail tourism services.
- **Evaluate the impact of changes in the tourism market and the institutional and legal environment of travel agencies on their functioning.**
- Based on available data, **analyse the operation of a travel agency and**, on this basis, **propose changes** in its operation and offer.
- **Select methods of operation appropriate to the specific nature of tourist events and services**, including the selection of methods and media to provide information to tourists, contractors and co-workers, adapted to their needs and possibilities of reception, as well as the type and scope of provided information, particularly information about the offers of non-routine and specialised tourist events and services.
- **Manage the flow of information** provided to tourists and contractors.
- **Prepare a plan to perform one's own tasks and** the tasks of a subordinate team **to organise non-routine and specialised tourist events.**
- **Solve non-routine problems** arising in the course of preparing and conducting tourist events, as well as make autonomous decisions should non-routine and unforeseeable hazards to tourists occur.
- **Communicate extensively in a foreign language** on issues relating to the organisation and sale of tourist events and in retail tourism services.

- **Manage a small team of employees performing professional tasks under variable conditions** for the comprehensive organisation and sale of tourist events and services, including non-routine and specialised events.
- **Resolve conflicts** with/among employees and customers.
- **Evaluate the training needs** of subordinate employees.
- **Mentor** less experienced employees.
- **Evaluate the risk of hazards** to customers in relation to planned tourist events or services.

IS READY TO:

- **Communicate with various groups of recipients, adapted to the specific determinants and needs of such groups**, with the aim of implementing all professional tasks.
- **Maintain proper relations with the local community**, including business-to-business and business-to-customer relations.
- **Assume responsibility for the management of a small team implementing professional tasks under variable conditions** and for one's own decisions and activities undertaken under such conditions, pertaining to the implementation of professional tasks, **taking into account the economic and social context of tourism.**
- **Be flexible in performing non-routine professional tasks.**
- **Establish a positive image of the** travel agency.
- **Initiate and effectively introduce changes** in the operation of a travel agency.
- **Enforce quality from contractors** with respect to the organised tourist events and provided services.
- **Observe and promote high ethical standards** in the professional community.
- **Act in an impeccable manner in any situation.**

Polish Qualifications Framework level 5 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broad scope of facts, theories, methods and the dependencies between them
- the diverse conditions of conducted activities

A PERSON IS ABLE TO:

- complete tasks without instructions under variable, predictable conditions
- solve moderately complex and non-routine problems under variable, predictable conditions
- learn autonomously
- understand moderately complex statements, formulate moderately complex statements using specialised terminology
- understand and formulate very simple statements in a foreign language using specialised terminology

A PERSON IS READY TO:

- assume basic professional and social responsibilities, evaluate and interpret them
- independently act and cooperate with others under structured conditions, direct a small team under structured conditions
- evaluate one's own actions and those of others and the teams one directs; assume responsibility for the results of those actions

SQFT – Organisation Of Tourism Level 6

A person with sectoral qualifications at SQFT level 6:

KNOWS AND UNDERSTANDS:

- **A broad range of the theoretical bases of methods and technologies** applied in the activities of tourism service providers.
- **A broad range of specialised information** on sightseeing, history, geography, nature, culture and ethnography pertaining to various regions of the world of interest to tourists.
- **General determinants and standards of conducting business activities in tourism**, including the management of a tourism company, marketing of tourism services, laws on tourism, etc.
- **Various complex organisational solutions** of providing services to organise and sell tourist events and in retail tourism services.
- **Principles of optimising and managing revenues and profits in a travel agency.**

IS ABLE TO:

- **Prepare analytical, diagnostic and planning documents** on the internal situation of a travel agency and its position in the local market, taking into account the results of analyses of competitors' operations and changes occurring in the tourism market.
- **Monitor changes occurring in the tourism market** and take them into account in the long-term planning of the operations of a travel agency.
- **Adapt methods, technologies and procedures** in the areas of offering and selling tourist events and services, including in retail tourism services, as well as in booking systems.
- **Design the flow of information** for a team of employees.
- **Manage a medium-sized/large team of employees** performing **professional tasks of various degrees of complexity** in a travel agency.
- **Prevent the emergence of conflicts**, and should they occur, resolve them together with employees, customers and contractors.
- **Offer practical professional knowledge in various forms**, including by preparing training sessions on the tasks performed in a travel agency and **evaluate opportunities for the professional development of subordinate employees.**

IS READY TO:

- **Lead and inspire a subordinate team.**
- **Build and maintain long-term relations with the surrounding community** to enhance the standards of providing services to customer.
- **Assume responsibility for managing a medium-sized/large team** performing various professional tasks.
- **Be flexible in performing unforeseen, extraordinary professional tasks**, including those relating to the supervision of activities performed by a subordinate team.
- **Promote the principles of the quality assurance** of offered tourist events and services, as well as a culture of cooperation and fair competition in the market of travel agencies.
- **Be patient and composed in difficult situations** encountered during the performance of various professional tasks and **assume responsibility for decisions and activities undertaken in such situations.**

Polish Qualifications Framework level 6 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- an advanced level of facts, theories, methods and the complex dependencies between them
- the diverse, complex conditions of conducted activities

A PERSON IS ABLE TO:

- innovatively complete tasks and resolve complex and non-routine problems under variable and not fully predictable conditions
- autonomously plan one's lifelong learning
- communicate in one's environment, substantiate one's position

A PERSON IS READY TO:

- cultivate and disseminate models of good practice in the workplace and beyond
- make decisions independently
- critically evaluate one's own actions, those of the team one directs and the organisations in which one participates; assume responsibility for the results of those actions

SECTORAL QUALIFICATIONS FRAMEWORK FOR TOURISM (SQFT)

Sub-framework: **GUIDING AND LEISURE TIME ANIMATION**

<p>Tourism (Regulation of the European Parliament and of the Council (EU) No. 692/2011 of 6 July 2011 concerning European statistics on tourism)</p>	<p>Activities of visitors taking a trip to a main destination outside their usual environment, for less than a year, for any main purpose, including business, leisure or other personal purpose other than to be employed by a resident entity in the place visited.</p>
<p>Visitor (Act of 29 August 1997 on Tourism Services – hereinafter, the Tourism Services Act)</p>	<p>A person taking a trip to another location outside their usual environment, for whom the purpose of the trip is not commencement of permanent work in the visited location and who does not use accommodation services.</p>
<p>Tourist (Tourism Services Act)</p>	<p>A person taking a trip to another location outside of their usual environment for a period not exceeding 12 months, for whom the purpose of the trip is not commencement of permanent work in the visited location and who uses accommodation services for at least one night.</p>
<p>Tourism services (Tourism Services Act)</p>	<p>Guiding services, accommodation services and any other services provided to tourists or visitors.</p>
<p>Tourist event (Tourism Services Act)</p>	<p>At least two tourism services forming a uniform programme and included under one price, if such services encompass accommodation or exceed 24 h or if the programme foresees a change in the place of stay.</p>
<p>Tour operator (Tourism Services Act)</p>	<p>An entrepreneur organising a tourist event.</p>
<p>Tour guide (Tourism Services Act)</p>	<p>A person employed to show tourists or visitors selected areas, locations and facilities, offering professional information about these places and taking care of tourists and visitors as stipulated in a contract.</p>
<p>Tour leader (Tourism Services Act)</p>	<p>A person accompanying the participants of a tourist event on behalf of tour operators, who takes care of the participants and supervises the manner in which services are provided to ensure that they are beneficial, and also provides basic information about the visited country and sites.</p>
<p>Leisure time animator (own definition based on: Litwicka, P. (2014). <i>Metodyka i technika pracy animatora czasu wolnego</i>. Kraków: Proksenia.)</p>	<p>Person involved in organising leisure time in hotels, tourist centres, on cruise ships and during events. Such a person prepares and carries out an animation programme (including recreational classes, music and fine arts classes, games and other forms of animation) intended to entertain tourists.</p>
<p>Leisure time animation (own definition based on the Tourism Services Act)</p>	<p>Organisation of the leisure time of persons staying in hotels, recreational and tourist centres.</p>

<p>Customer (Tourism Services Act)</p>	<p>A person who intends to conclude or who has concluded an agreement on the provision of tourism services for his/her own benefit or for the benefit of another person, whereas the conclusion of such an agreement is not the object of this person's economic activity, nor the economic activity of the person for whose benefit the agreement was concluded, as well as a person who was provided with the right to use the tourism services set out in a previously concluded agreement.</p>
<p>Institutional customer (buyer) (based on: Garbarski, L. (ed.). (2011). <i>Marketing. Kluczowe pojęcia i praktyczne zastosowania</i>. Warszawa: PWE.)</p>	<p>An organisational unit purchasing tourism services – including tourist events – to satisfy needs resulting from the character or object of its operations.</p>
<p>Professional tasks (own definition based on the Tourism Services Act)</p>	<p>Tasks performed by a person conducting professional activity in providing direct services to customers during their stay in a place of recreation. The group of such persons includes tour guides (city and field guides), mountain guides, tour leaders, travel agency representatives and leisure time animators. The tasks of tour leaders and tour guides are defined in the Tourism Services Act (Art. 20.2 and 3).</p>

SQFT – Guiding and Leisure Time Animation Level 3

A person with sectoral qualifications at SQFT level 3:

KNOWS AND UNDERSTANDS:

- **The terminology** applied in tourism, particularly relating to the provision of guiding and leisure time animation services.
- **Basic economic, social, legal and organisational determinants for developing tourism**, including the basic determinants for developing a selected area/tourist facility or a selected location.
- **Basic information on the major tourist attractions of a given area/tourist facility or a selected location.**
- **Basic principles of conducting business activities** to provide services in guiding and leisure time animation.
- **Standard principles and procedures of performing professional tasks** to provide direct services to tourists during an event or other form of tourism, including the principles and procedures of providing basic information about the tourist attractions of a given area/tourist facility or a selected location, important organisational information to effectively organise a tourist event or animation programme, and information about hazards that may occur in tourist destinations, as well as the basic principles and procedures of organising the leisure time of tourists, etc.
- **Types of typical agreements concluded by travel agencies with providers of guiding and leisure time animation services.**
- **Basic complaint procedures** set out in legal regulations and contractual provisions.
- **Basic styles of managing a group of tourists** in the course of a tourist event or other form of tourism.
- **Basic sources of information** required to perform professional tasks in guiding and leisure time animation.
- **Basic methods of providing information** to tourists during a tourist event or other form of tourism.
- **Basic methods of conducting animation classes based on simple animation programmes.**
- **Principles of using IT programmes** to perform professional tasks in guiding and leisure time animation, including the principles of using office applications and searching for information on the Internet.
- **Principles, standards and procedures of guaranteeing the safety of tourists** during a tourist event or other form of tourism.
- **Typical sources of hazards to the life, health, luggage and economic interests of tourists.**
- **Basic regulations** on the provision of services in guiding and leisure time animation.

IS ABLE TO:

- **Prepare and implement sightseeing programmes for typical tourist attractions** in a given area/tourist facility or a selected location.
- **Prepare and implement simple animation programmes.**
- **Provide tourists with basic information** about the major tourist attractions of a given area/tourist facility and/or a selected location.
- **Provide tourists with important organisational information** for a tourist event or other form of tourism, including information about the hazards that may exist in their destination, as well as complaint procedures, in line with applicable standards.
- **Oversee compliance with the adopted plan and schedule during the course of a tourist event or the performance of an animation programme.**
- **Communicate with a group of tourists**, using simple communication and motivation tools.
- **Use typical documents in the performance of professional tasks** to provide services in guiding and leisure time animation, including event agendas, vouchers, financial documents, guide's documents, reports, etc.
- **Search for, compare, evaluate and analyse** information required to perform the professional tasks of guiding and leisure time animation services.
- **Prepare and adapt, as required by circumstances, the plan of performing professional tasks.**
- **Solve simple problems** arising during the performance of the professional tasks of guiding and leisure time animation and, if necessary, **inform the tourist event organiser about problems arising in the course of performing such tasks.**
- **Communicate in a foreign language at a basic level** on issues relating to guiding and leisure time animation services.

- **Observe basic complaint procedures and those guaranteeing the safety of tourists** set out in basic legal and contractual provisions.
- **Provide a basic scope of first aid.**

IS READY TO:

- **Communicate and cooperate with tourists, tour operators and providers of tourism services** to perform the tasks of preparing and carrying out sightseeing programmes of typical tourist attractions or simple animation programmes.
- **Establish and maintain contacts with** tourists, tour operators and providers of tourism services.
- **Reliably perform assigned professional tasks** to provide guiding and leisure time animation services and **assume responsibility for one's own autonomously made decisions and the results of performed activities.**
- **Take into account** the delayed effects of decisions made on providing guiding and leisure time animation services.
- **Evaluate** one's own work and accept critical remarks from the surrounding community.
- **Be flexible** in performing the profession of providing guiding and leisure time animation services.
- **Observe the arrangements** made with tourists, tour operators and providers of tourism services pertaining to assigned professional tasks.
- **Observe the most basic ethical standards** of the professional community.
- **Act in an impeccable manner** during the performance of professional tasks.

Polish Qualifications Framework level 3 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- basic facts and concepts as well as the dependencies between selected natural and social phenomena and the products of human thought
- furthermore, a broader scope of selected facts, concepts and dependencies in specific areas
- the basic conditions of conducted activities

A PERSON IS ABLE TO:

- complete moderately complex tasks following general instructions under partially variable conditions
- solve simple, routine problems under partially variable conditions
- learn partially autonomously under guidance in a structured form
- understand moderately complex statements, formulate moderately complex statements
- understand and formulate very simple statements in a foreign language

A PERSON IS READY TO:

- be a member of various types of communities, function in various social roles and assume the basic obligations ensuing from this
- act and cooperate with others partially autonomously under structured conditions
- evaluate one's own actions and those of the team; take responsibility for the results of those actions

SQFT – Guiding and Leisure Time Animation Level 4

A person with sectoral qualifications at SQFT level 4:

KNOWS AND UNDERSTANDS:

- **A basic scope of all the determinants, including economic, social, legal and organisational ones, for the development of tourism** and its constituent sectors.
- **General theoretical bases of the methods and solutions** relating to the forms and principles of organising recreation and leisure time for tourists applied in the performed professional tasks.
- **Basic determinants of phenomena and processes and the most important innovations in tourism.**
- **Information on natural and anthropogenic tourist attractions of a given area/tourist facility or a selected location**, including information on geography, history, nature, culture and other areas of knowledge.
- **Basic principles of starting and conducting business activities** in tourism.
- **Various principles, procedures and standards pertaining to the professional tasks** of providing direct services to tourists during a tourist event or other form of tourism, including the principles of providing tourists with various types of information about the tourist attractions of a selected area/tourist facility or selected location, the principles of offering assistance to tourists in hazardous situations, ensuring safety, etc. in the context of the different needs and expectations of various groups of tourists.
- **Various organisational solutions used in travel agencies and by providers of tourism services.**
- **Principles of maintaining documents on the performance of professional tasks** in guiding and leisure time animation, including financial documentation, reporting, activity logbooks, etc.
- **Principles and procedures of filing complaints by tourists** on the improper performance of tourism services and forwarding such notifications to relevant entities.
- **Various styles of managing a group of tourists** during a tourist event or other form of tourism.
- **Various sources of information** required to implement the professional tasks of guiding and leisure time animation.
- **Various methods and media of providing information** to tourists in the course of a tourist event or other form of tourism.
- **Various methods of conducting animation activities based on extended animation programmes.**
- **Principles of identifying and analysing the operations of the main competitors** in a given market and the needs and expectations of the target group of tourists.
- **Principles, standards and procedures on assisting tourists in hazardous situations.**
- **A broad range of information on the sources of hazards to life, health, luggage and the economic interests of tourists.**
- **Regulations** on the provision of guiding and leisure time animation services.
- **Domestic and international codes of ethics and good practice for persons providing guiding and leisure time animation services.**

IS ABLE TO:

- **Prepare and implement** – in agreement with tourists and institutional buyers, tour operators and providers of tourism services – **sightseeing programmes of various tourist attractions** in a given area/tourist facility or selected location.
- **Prepare and implement** – in agreement with tourists and institutional buyers, tour operators and providers of tourism services – **extended animation programmes addressed to a specific group of tourists.**
- **Provide tourists with diverse information about the tourist attractions** of a given area/tourist facility and/or selected location.
- **Supervise the manner of providing services to tourists** by providers of tourism services during a tourist event and, if necessary, enforce the improvement of the quality of such services, as well as inform the tour operator about any irregularities.
- **Identify and choose the service standard for a specific group of tourists** and adapt communication and motivation tools to the needs and potential of this group.

- **Prepare elements of documentation on the performance of professional tasks** providing guiding and leisure time animation services, including financial documentation, reporting, activity logbooks, etc.
- **Analyse and process information** on the functioning of entities providing professional services in tourism, including **changes in the tourism market** and in the institutional environment of such entities.
- **Evaluate the utility of specific information, sources, methods and media to perform professional tasks** in guiding and leisure time animation, as well as their adequacy for the needs and expectations of a specific group of tourists.
- **Organise the work of a small team implementing various professional tasks** to prepare and implement a tourist event or other form of tourism (including drivers, stewardesses, local guides, etc.).
- **Prepare a plan of implementing professional tasks (one's own and those of the coordinated team)** and adapt it as required by circumstances.
- **Solve typical problems** arising in the course of performing the professional tasks of providing guiding and leisure time animation services, including adapting, as required by circumstances, the course of sightseeing at tourist attractions or the performance of an animation programme, etc.
- **Communicate in a foreign language** on issues of providing services in guiding and leisure time animation.
- **Offer training to tourists** on the proper behaviour during a tourist event or other form of tourism.
- **Observe required procedures on accepting complaints** relating to the the improper performance of tourism services and inform the tour operator about them, as well as the procedures of **assisting tourists in hazardous situations.**
- **Assist tourists in hazardous situations.**
- **Undertake activities to eliminate or limit the negative effects of typical hazards** to the health, life, luggage and economic interests of tourists.

IS READY TO:

- **Communicate in the professional community in a manner ensuring good cooperation** with tourists, tour operators and providers of tourism services and **observe** the principles of the **culture of cooperation.**
- **Control the quality of services provided** by providers of tourism services **to tourists** during a tourist event or other form of tourism **and assume responsibility for this with respect to the tourists.**
- **Accept responsibility for the management of a tourist group** during a tourist event or other form of tourism, and for **one's own decisions and activities made in this context**, undertaken **under typical conditions.**
- **Take into account the impact of failing to meet tourists' expectations** of a sightseeing or animation programme on **one's own reputation** and the reputation of the entities with which one is cooperating or on whose behalf one is acting.
- **Observe basic ethical standards** of providing services to tourists, including the **observance of the principles of loyalty** to the entities with which one is cooperating or on whose behalf one is acting.
- **Be open, polite and empathic** in performing tasks and **taking care of tourists.**

SQFT – Guiding and Leisure Time Animation Level 4

Polish Qualifications Framework level 4 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broadened set of basic facts, moderately complex concepts and theories and the dependencies between selected natural and social phenomena and the products of human thought furthermore, a broader scope of facts, moderately complex concepts and theories from specific fields and the dependencies between them
- the basic conditions of conducted activities

A PERSON IS ABLE TO:

- complete moderately complex tasks, partially without instructions, often under variable conditions
- solve moderately complex and somewhat non-routine problems often under variable conditions
- learn autonomously in a structured form
- understand complex statements, formulate moderately complex statements on a broad range of issues
- understand and formulate simple statements in a foreign language

A PERSON IS READY TO:

- assume responsibility for participating in various communities and functioning in various social roles
- act and cooperate with others autonomously under structured conditions
- evaluate one's own actions and those of the persons one is directing
- take responsibility for the results of one's own actions as well as those of the persons one directs

SQFT – Guiding and Leisure Time Animation Level 5

A person with sectoral qualifications at SQFT level 5:

KNOWS AND UNDERSTANDS:

- **A broad range of all determinants of the development of the tourism economy.**
- **Impact of the tourism economy** on the development of entities conducting professional tourism activities.
- **A broad range of phenomena and processes** on the organisation and functioning of entities providing services to tourists and **selected related theories.**
- **Development trends** of tourism in domestic and international markets.
- **Specialised information on a given area/tourist facility or selected location** adequate to the character of the conducted activities.
- **Regulations on starting and conducting business activities** in tourism.
- **A broad range of principles, procedures and standards of performing professional tasks** in the provision of direct services to tourists during a tourist event or other form of tourism, including the principles and procedures of assisting tourists depending on the type of hazard, the principles of performing tasks in high risk situations, etc.
- **A broad range of the principles of cooperation between travel agencies and the providers of various tourism services**, including the various standards of customer service used by such providers, etc.
- **A broad range of the principles of selecting the methods and media of providing information**, including in the context of the specific needs of tourists participating in a tourist event or other form of tourism.
- **A broad range of the principles of selecting the methods of conducting animation activities**, e.g. in the context of the specific needs of the tourists participating in them.
- **A broad range of tools, materials and technologies** applied in the professional activities of tourism, including specialised and didactic materials.
- **The consequences** (economic, legal and reputational) **of failing to perform or improperly performing the services** that constitute the professional activities of tourism.
- **Various methods of diagnosing the risk of hazards** with respect to the safety of tourists.
- **Various solutions aimed at ensuring the safety of tourists** during their participation in various tourist events or other forms of tourism (including specialised events).

IS ABLE TO:

- **Prepare and implement specialised sightseeing programmes of tourist attractions** requiring participants to use relevant techniques and specialised equipment, especially with regard to guaranteeing the safety of the participants of such programmes.
- **Prepare and implement specialised animation programmes** taking into account the specific needs of various groups of tourists.
- **Provide tourists with specialised information about the tourist attractions** of a given area/tourist facility and/or selected location.
- **Evaluate the standards of tourism services used by providers** and, based on such an evaluation, recommend a selection to tour operators.
- **Choose methods, materials and tools** (including maps, navigation devices, didactic materials, etc.) **required to perform professional tasks** and various communication and motivation tools in the context of the specific needs and determinants of participation in a tourist event or other form of tourism.
- **Prepare documents to register and conduct business activities** in the provision of guiding and leisure time animation services.
- **Maintain comprehensive documentation** (including financial) required in conducting business activities.
- **Follow the changes occurring in a given area** of professional tourism activities, including the legal determinants and local contexts.
- Based on the available data, **analyse** the business activities conducted in the tourism sector.
- **Prepare a plan to implement one's own tasks and the tasks of a coordinated team, take into account variable, predictable conditions** and adapt the plan as required by circumstances.

- **Solve non-routine problems** arising in the course of performing professional tasks in the provision of guiding and leisure time animation services, including making autonomous decisions in situations of non-routine and unforeseeable hazards to tourists.
- **Communicate extensively in a foreign language** on issues of providing guiding and leisure time animation services.
- **Provide tourists with assistance depending on the type of hazard.**
- **Undertake activities to prevent** the negative consequences of failing to perform or improperly performing services purchased by customers and institutional buyers.

IS READY TO:

- **Communicate with various groups of recipients, in a style adapted to the specific determinants and needs of such groups**, to implement all professional tasks.
- **Maintain relevant relations in the local professional community.**
- **Assume responsibility for the management of a group of tourists** during a specialised tourist event or other specialised form of tourism and for one's own decisions and activities relating to this, undertaken under **variable conditions.**
- **Take into account the social and economic consequences of failing to meet tourists' expectations.**
- **Enforce the quality of services provided to tourists by providers of tourism services.**
- **Establish one's own positive reputation** and the reputation of entities with which one cooperates.
- **Observe and promote high ethical standards** in the professional community.
- **Act in an impeccable manner in any situation.**

Polish Qualifications Framework level 5 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- a broad scope of facts, theories, methods and the dependencies between them
- the diverse conditions of conducted activities

A PERSON IS ABLE TO:

- complete tasks without instructions under variable, predictable conditions
- solve moderately complex and non-routine problems under variable, predictable conditions
- learn autonomously
- understand moderately complex statements, formulate moderately complex statements using specialised terminology
- understand and formulate very simple statements in a foreign language using specialised terminology

A PERSON IS READY TO:

- assume basic professional and social responsibilities, evaluate and interpret them
- independently act and cooperate with others under structured conditions, direct a small team under structured conditions
- evaluate one's own actions and those of others and the teams one directs; assume responsibility for the results of those actions

SQFT – Guiding and Leisure Time Animation Level 6

A person with sectoral qualifications at SQFT level 6:

KNOWS AND UNDERSTANDS:

- **A broad range of theoretical bases of methods and technologies** applied in the work of tourism service providers.
- **A broad range of specialised information** in the area of sightseeing, history, geography, nature, culture, ethnography pertaining to various attractive regions of the world.
- **An advanced level of knowledge on the methodology of performed professional tasks and the characteristics and specific nature of serviced tourist destinations.**

IS ABLE TO:

- **Perform complex and non-routine professional tasks under variable and not fully predictable conditions.**
- **Adapt methods, technologies and procedures** in the performance of professional tasks.
- **Consciously select communication tools** to resolve difficult situations and prevent conflicts involving the participants of a tourist event or other form of tourism.
- **Prepare analytical, diagnostic and planning documents on professional activities** in guiding and leisure time animation.
- **Monitor changes occurring in the tourism market and take them into account when planning long-term professional activities.**
- **Prepare a plan to implement professional tasks (one's own and those of a coordinated team), take variable and not fully predictable conditions into account,** and adapt the plan as required by circumstances.
- **Provide advanced practical and theoretical professional knowledge in various forms,** as well as prepare in-house training on professional activities in guiding and leisure time animation.

IS READY TO:

- **Lead and inspire tourists in the course of a tourist event or other form of tourism.**
- **Build and maintain long-lasting relations in the professional community.**
- **Present an innovative approach** to the performed professional tasks.
- **Promote the principles of quality assurance** in professional tourism activities.
- **Be patient and composed in non-routine situations** encountered during the implementation of various professional tasks and **assume responsibility for the decisions made and activities undertaken in such situations.**

Polish Qualifications Framework level 6 descriptors

A PERSON KNOWS AND UNDERSTANDS:

- an advanced level of facts, theories, methods and the complex dependencies between them
- the diverse, complex conditions of conducted activities

A PERSON IS ABLE TO:

- innovatively complete tasks and resolve complex and non-routine problems under variable and not fully predictable conditions
- autonomously plan one's lifelong learning
- communicate in one's environment, substantiate one's position

A PERSON IS READY TO:

- cultivate and disseminate models of good practice in the workplace and beyond
- make decisions independently
- critically evaluate one's own actions, those of the team one directs and the organisations in which one participates; assume responsibility for the results of those actions

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