

# Learning outcomes as defined in Slovenia for Tourism services agent

---

DARKO MALI

ANICA JUSTINEK

**Institute  
of the Republic of Slovenia  
for Vocational Education  
and Training**



# Learning outcomes introduction in Slovenian VET

---

By introduction of **vocational competences** in VET programs

- we moved from subjects-based model to **vocational competences-based model**
- we **integrated theoretical and practical teaching** by introducing competence based vocational modules
- we moved from content (and time)-based curricula to LOs-based curricula: to give **more autonomy to schools**
- we introduced **competence-based assignments** for assessment and final examination

*Shortcomings: only partial integration of practical training in companies with unclear connection to the learning outcomes*

Basis for definition of learning outcomes are formed by

- **occupational tasks / vocational competences** defined in occupational standards and by
- set of **key competences** in VET.

# Definition used in VET programs

---

**Competence** is defined as “evolving ability of individuals to use their knowledge, skills and attitudes for creative, effective and ethical performance in complex, unpredictable and changing circumstances in working, social and private life”.

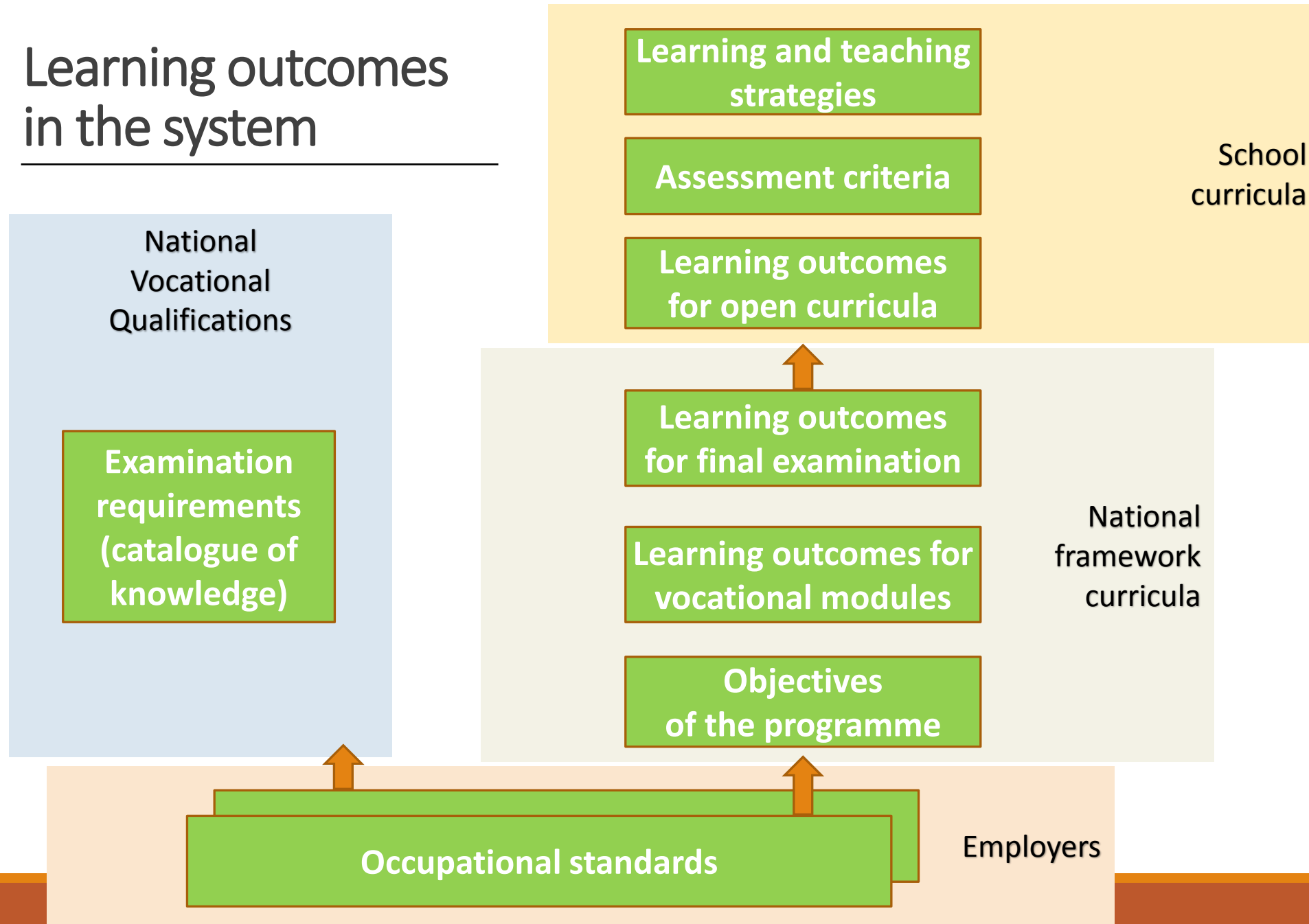
The **steering objectives** steer teaching process and emphasis development of personal and professional attitudes (personal and ethical aspects), as responsibility, autonomy, learning ability, as well as development of attitudes.

**Operational goals** expressed by informative and formative goals:

- With “**informative goals**” we define outcomes that are related to the acquisition of knowledge and understanding (declarative and content knowledge, especially as the use of theories, concepts, definitions, professional systematics)
- By formulating “**formative goals**” we define outcomes related to application of knowledge and to development of manipulative and psychomotor skills (procedure, work methods, use of tools and as skills)

# Learning outcomes in the system

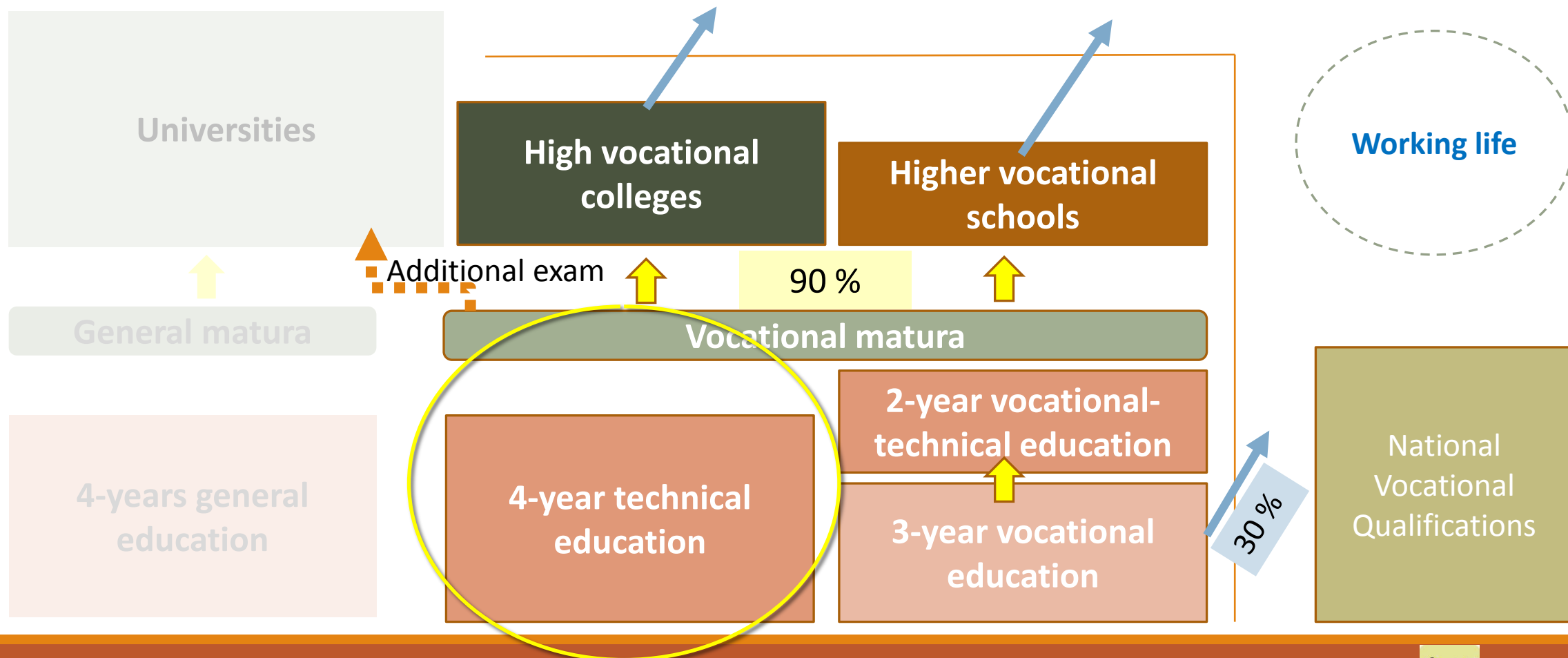
---



# LOs in basic curricula documents

OCCUPATIONAL STANDARD	NATIONAL FRAMEWORK CURRICULA															
<p><b>Vocational competencies</b></p>	<p><b>Objectives of the programme</b></p>		<p><b>Requirements for final examination</b></p>													
<p><b>Description of the occupational standard:</b></p>	<p><b>Catalogue of knowledge (of the professional module):</b></p> <ul style="list-style-type: none"> <li>- Steering objectives</li> <li>- Vocational competencies</li> <li>- Operational goals:</li> </ul>		<ul style="list-style-type: none"> <li>- Assessment objectives</li> <li>- Learning outcomes to be assessed</li> </ul>													
<table border="1" data-bbox="270 779 715 941"> <tr> <td data-bbox="270 779 491 891">Core tasks</td> <td data-bbox="491 779 715 891">Skills and knowledge</td> </tr> <tr> <td data-bbox="270 891 491 941"></td> <td data-bbox="491 891 715 941"></td> </tr> </table>	Core tasks	Skills and knowledge			<table border="1" data-bbox="930 888 1439 1055"> <tr> <td data-bbox="930 888 1184 999">Informative goals</td> <td data-bbox="1184 888 1439 999">Formative goals</td> </tr> <tr> <td data-bbox="930 999 1184 1055"></td> <td data-bbox="1184 999 1439 1055"></td> </tr> </table>		Informative goals	Formative goals			<table border="1" data-bbox="1630 833 2140 1001"> <tr> <td data-bbox="1630 833 1882 945">Vocational competencies</td> <td data-bbox="1882 833 2140 945">Knowledge and skills</td> </tr> <tr> <td data-bbox="1630 945 1882 1001"></td> <td data-bbox="1882 945 2140 1001"></td> </tr> </table>		Vocational competencies	Knowledge and skills		
Core tasks	Skills and knowledge															
Informative goals	Formative goals															
Vocational competencies	Knowledge and skills															
			<ul style="list-style-type: none"> <li>- Examples of exam assignments</li> </ul>													

# Gastronomy and tourism program in the Slovenian educational system



# Occupational standard: Tourism services agent

## VOCATIONAL COMPETENCIES/ CORE TASKS

**plans and organises own work** (by making rational use of e

**ensures safety at work and observes environmental protection**

**communicate with co-workers, clients and customers**

(develops entrepreneurial characteristics, skills and behavior)

(uses computer equipment and software)

**prepares tourism services offerings and advises customers**

**sells other travel services and advise customers**

**makes bookings**

**makes payments and uses the necessary documentation**

**provides information via various media**

**analyses work and resolves simple complaints**

*ensures and takes responsibility for the quality and efficiency of services provided and work performed*

## SKILLS:

reviews daily offers

familiarises himself with new features in an offering

reviews and verifies special offers (last & first minute)

advises and consults with customers

verifies the needs and wishes of customers

supports customers and understand their wishes

cooperates with sales departments of travel organisers

## KNOWLEDGE:

knows various ways of presenting fresh offerings

knows the content and special features of a new offering

knows the content and features of special offers

knows how to offer advice on the basis of knowledge of the "tourism history" of individual customers

knows methods to verify customers' needs and wishes

identifies customers' wishes and needs and provides advice on this basis

knows the channels of cooperation with sales departments of travel organisers

# Tourist service agent as a specialisation in Gastronomy and Tourism program

---

1. General subjects (110/240 credit points – CP)

2. Basic (mandatory) vocational modules (32 CP):

- Catering and tourism basics (8 CP) - Entrepreneurship and legislation (8 CP) - Business communication and ICT (8 CP) - Natural and cultural heritage (8 CP)

3. Specialist (optional) modules (43 CP):

- Tourist guide and accompanying services (12 credits) - Advise and sell tourist products (8 credits) - Processing of tourist information (12 credits) - Organization of tourist services (6 credits) - Tourist destination management (3 credits) ...

*(in combination with catering and hotel service modules)*

3. Open curricula (27 CP): vocational modules prepared by school

4. Practical training in companies (10 CP)

5. Optional activities: career orientation, sports, cultural activities..., also individual choices (14 CP)

6. Project work for final examination (4 CP)



# Vocational module: TOURIST ADVICE AND TOURISM PRODUCTS SALES

## STEERING OBJECTIVES

*The student will be able to:*

- work productively in a company providing services,
- plan and implement package programmes,
- find information on tourism and transport services and advise customers,
- show familiarity with bookings, sell tourism products and use the most common booking systems,
- work in accordance with quality requirements and professional development.

## VOCATIONAL COMPETENCES

Present the offering of travel organisers

Provide information with the help of various media and include world natural and cultural heritage

Carry out booking and payment procedures

Presents terms and conditions

Provide advice in the case of difficulties and complications

Plan transport services

## OPERATIONAL GOALS

**INFORMATIVE GOALS** (extract)

*The student will be able to:*

- show knowledge of methods of presenting services to a market segment
- show familiarity with European and world natural and cultural heritage
- use various forms of communication
- show familiarity with the possibilities of ICT for the presentation of a tourism offering
- show knowledge of calculations relating to tourism products
- show knowledge of booking procedures
- show knowledge of payment methods
- show knowledge of content of terms and conditions

**FORMATIVE GOALS** (extract)

*The student will be able to:*

- present an offering and provide advice
- include world natural and cultural heritage in a tourism offering
- acquire knowledge about existing travel agents
- select and analyse the effects of presentation of an offering to a market segment
- present a tourism offering in an effective manner
- provide information on world natural and cultural heritage with the help of modern ICT
- calculate the price of a tourism product
- make a booking
- issue an invoice and accept payment
- present terms and conditions and attention to particular details

---

**Thank you for your attention!**