



1. Title of the certificate ¹

Ervaringsbewijs: Heftruckchauffeur

In the original language

2. Translated title of the certificate ²

Certificate of professional competence: forklift driver (m/f) (EN)

Titre de compétence professionnelle: conducteur de chariot élévateur (h/f) (FR)

3. Profile of skills and competences

A holder of the certificate:

- **Advises and informs the client/customer about the organisation of the tour/escort service**
- **Gathers information on the duration, number of visitors/passengers, nature of the group and details of the tour/escort performance**
- **Works out the programme organisationally and substantively**
- **Takes care of administrative formalities when accompanying a group (confirmation of stays, payment of expenses,...)**
- **Organises, if necessary, the administrative process of the guided tour/escort service (permission requests, reservations,...)**
- **Seeks solutions in unforeseen circumstances**
- **Continuously develops its own expertise**
- **Takes stock of the tour/escort performance and determines adjustments, new projects,...**
- **Suggests to the client/customer the geographical, historical, natural and cultural particularities of the programme and adjusts visitor information**
- **Guides visitors/travellers in an interactive, target (group) oriented and quality manner**
- **Informs visitors/travellers about the practical aspects of the tour**

The detailed overview of the competencies of the professional qualification can be found at:

<https://cresco-app.onderwijs-apps.vlaanderen.be/home>

¹ In the original language. | ² If applicable. This translation has no legal status. | ³ If applicable.

The Certificate supplement provides additional information about the certificate and does not have any legal status in itself. Its format is based on the Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass) and repealing Decision No 2241/2004/EC.

4. Range of occupations accessible to the holder of the certificate ³

The holder of the certificate of experience can work as a guide

5. Official basis of the certificate

Body awarding the certificate

Testing center recognized by the Flemish government:

<https://cresco-app.onderwijs-apps.vlaanderen.be/home?soort=EVC&naam=gids>

Authority providing accreditation / recognition of the certificate

Vlaams Ministerie voor Werk en Sociale Economie
Koning Albert-II laan 35 bus 20
1030 Brussel

www.vlaanderen.be/departement-werk-sociale-economie

Vlaams Ministerie van Onderwijs en Vorming
Koning Albert-II laan 15 bus 132
1210 Brussel

www.vlaanderen.be/onderwijs-en-vorming

Level of the certificate (national or European) ¹

Flemish level: VKS level 4

EVC (Recognition of Acquired Competencies)

Grading scale / Pass requirements

All competencies as described in point 3 must be proven.

Access to next level of education / training ¹

Access to VKS level 5

International agreements on recognition of qualifications ¹

Legal basis

- Decision of the Flemish Government on the implementation of the decree of April 26, 2019 on quality supervision for vocational qualification pathways based on a common quality framework (GKK)
- Decree of the Flemish Government on the implementation of the decree of 26 April 2019 on an integrated policy for the recognition of acquired competences (CVDC)
- Ministerial Decree of February 28, 2020 recognizing the EVC standard guide (= certificate of experience)

6. Officially recognised ways of acquiring the certificate

Description of vocational education and training	Percentage of total programme (%)	Duration (hours/weeks/months/years)
School / training center	100 %	520 hours
Recognition of acquired competencies	100%	16 hours

¹ If applicable.

7. Additional information

Entry requirements ¹

None

More information (including a description of the national qualifications system)

<https://www.vdab.be/laat-je-ervaring-erkennen>

<https://europass-vlaanderen.be/certificaatsupplement/>

<https://vlaamsekwalficatiestructuur.be/wat-is-vks/kwalificatieniveaus/>

National Europass Centre

<http://europass-vlaanderen.be>

¹ If applicable.