Title of qualification	**Further Vocational Qualification in Tourism Services**
Total Competence	150 competence points
Duration	1.5 years
Tuition fee	9,600 EUR/year
Exam Date	October 2026 - January 2027
Planned start	April 2027
Student selection	Pre-assessment test and online entrance interviews (English)
Location	School campus in Turku City
Target group and Requirements	• Age: 22 - 45. No prior experience required, start from scratch. • Upper secondary education or higher. • Fluent English language skills. • The school may require motivation letter (to be updated). • Interest in the tourism industry, motivation to study, learn and complete the degree. • Good interaction skills and the ability to work both independently and as part of a team. • Clean criminal record.
Language of instruction	• **English and Finnish.** • The Finnish language is taught on arrival. Studies begin in English, but Finnish is required for graduation and working life in Finland. Finnish language instruction is provided throughout your studies to help you transition.

Language of instruction	• If you have not reached the required Finnish level by the end of your standard study period, you may opt for a 6-month language extension. The language extension module is subject to a fee of 1,500 EUR/ 6-month period, and expects students to take active, independent responsibility for their learning progress. • **Degree type: Finnish Vocational Qualification.**
Program content	**Further Vocational Qualification in Tourism Industry is certified by Turun AKK. Holders are specialized as Tourism Service Agents.** **Training format:** delivered in a hybrid learning format, combining classroom instruction, independent study, and online learning. The program also includes workplace learning periods **Training content:** Total of 150 competence points (cps), including: Compulsory units (50 cps): • Working in customer service in tourism industry (50 cps) Optional units (100 cps): • Working in cleaning services for hotel facilities (25 cps) • Managing a tourism customer services and sales point (30 cps) • Working as a safety expert in tourism industry (45 cps) • Working in meeting or conference service tasks (25cps) • Promoting the green transition (15 cps) • Promoting digital competence in the working community (15 cps) • Utilisation of artificial intelligence in the work process (15 cps) *You can choose optional units for a total of 100cps* **Job description and Career orientation:** In this Vocational Qualification, the students can specialise in many areas by selecting the relevant optional units: • Receptionist: Hotel and accommodation services, front desk, reservations, and customer service at the office and on digital platforms. • Tourism activities organizer: Restaurant and conference services. Experience services as well as nature and archipelago tourism. Event and cultural tourism. • Travel adviser: Tourism sales, customer service, and digital roles. Tourism information and development roles. Entrepreneurship or multi-skilled roles Finland is known as a safe, natural and peaceful tourist destination. Finnish tourism is divided into two seasons and attraction factors: • Winter tourism and Lapland in North part of Finland • Summer and the archipelago in South part of Finland In addition to professional responsibilities, personnel also need to proactively acquire competencies in service-oriented thinking, experience design, digitalization, sustainable operations, customer safety, multilingual work, and the ability to assess and continuously develop self-professional expertise. Some typical workplaces in the industry include: • to the hotel • to the spa • Agritourism business • to the tourist center • a programme and ancillary service company • event and cultural services • experience and adventure services

Hotline for Consultation Booking

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