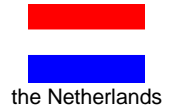


CERTIFICATE SUPPLEMENT (*)



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Facilitair medewerker
Kwalificatiedossier: Facilitaire dienstverlener
In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Facility services worker
Qualification file: Facility services provider
This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Facility services worker are:

Core task 1: Carrying out facility services

- 1.1 Carries out hospitality work
- 1.2 Prepares and distributes simple meals and domestic drinks
- 1.3 Carries out light administrative work
- 1.4 Undertakes post and printing activities
- 1.5 Maintains the stock
- 1.6 Carries out logistic work
- 1.7 Identifies and remedies unsafe situations
- 1.8 Incidentally carries out cleaning tasks

Core task 2: Carrying out organisation-related tasks

- 2.1 Maintains contact with internal and external customers
- 2.2 Identifies and processes complaints and improvement points
- 2.3 Plans the implementation of his own work
- 2.4 Takes part in work consultation meetings

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

A Facility services worker is employed in constantly changing work environments and can be employed by facility service providers or works in facility service of an organisation (either profit or non-profit). Examples of organisations where the Facility services worker is employed are (semi) government institutions, care institutions, educational institutions, facility services providers, business service providers and production environments. The working environments where the Facility services worker carries out his tasks range from front office (facility service desk) to the back office and from warehouse to kitchen.

* Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://www.europass.cedefop.europa.eu/>

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5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Name and status of the body awarding the certificate The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education, Culture and Science</p>																				
<p>Level of the certificate (national or international) Qualification level 2 of the Dutch VET qualification structure Characteristics: intended as an initial qualification, which everyone should at least obtain. The participant develops skills in order to be able to carry out practical tasks and is responsible for his or her own block of tasks. NLQF level 2 - EQF level 2 - ISCED 3C</p>	<p>Grading scale / Pass requirements</p> <table border="0"> <tr><td>10</td><td>excellent</td></tr> <tr><td>9</td><td>very good</td></tr> <tr><td>8</td><td>good</td></tr> <tr><td>7</td><td>very satisfactory</td></tr> <tr><td>6</td><td>pass</td></tr> <tr><td>5</td><td>fail</td></tr> <tr><td>4</td><td>unsatisfactory</td></tr> <tr><td>3</td><td>very unsatisfactory</td></tr> <tr><td>2</td><td>poor</td></tr> <tr><td>1</td><td>very poor</td></tr> </table>	10	excellent	9	very good	8	good	7	very satisfactory	6	pass	5	fail	4	unsatisfactory	3	very unsatisfactory	2	poor	1	very poor
10	excellent																				
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6	pass																				
5	fail																				
4	unsatisfactory																				
3	very unsatisfactory																				
2	poor																				
1	very poor																				
<p>Access to next level of education/professions The Facility services worker can transfer horizontally to the position of: catering assistant, administrative assistant, receptionist, telephonist, cleaner, archive/post and/or printing assistant, operational services assistant. He can also advance to the position of: logistics assistant (warehouse and transport), security and event organisation assistant. The Facility services worker can advance to the position of: Facility services manager.</p>	<p>International agreements</p>																				
<p>Legal basis Adult and Vocational Education Act (WEB), registered number of qualification (crebo): 95751 The education and training for this qualification is offered as of August 1, 2012.</p>																					

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

<p>Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl). In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week. In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.</p>	
<p>Average duration of the education/ training leading to the certificate</p>	<p>2 years (3200 study hours) (depending on previous education)</p>
<p>Entry requirements The certificate preparatory vocational secondary education (vmbo) basic vocational programme, or a comparable level.</p>	

7. ADDITIONAL INFORMATION

Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information included in part 3 and 4 is derived directly from the qualification file, that is composed by the Centre of Expertise. The complete qualification file can be found at <http://kwalificaties.s-bb.nl/>, only in Dutch.

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): www.s-bb.nl. The NRP is the information centre for vocational qualifications in the Netherlands. SBB has been appointed in this capacity by the Ministry of Education, Culture and Science.