



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Facilitair leidinggevende
Kwalificatiedossier: Facilitaire dienstverlener

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Facility services manager
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 manager are:

Core task 1: Manages buildings and apparatus

- 1.1 Carries out cleaning working duties
- 1.2 Takes care of textiles
- 1.3 Manages textiles
- 1.4 Makes and/or keeps various apparatuses ready for use
- 1.5 Sets up suitable spaces and manages these
- 1.6 Identifies unsafe situations
- 1.7 Carries out activities in the area of risk prevention
- 1.8 Carries out admissions policy
- 1.9 Carries out fire and closing rounds
- 1.10 Coordinates the implementation of security tasks

Core task 2: Prepares food components and carries out catering duties

- 2.1 Makes preparations for preparing food components and sales
- 2.2 Gives information and advice to clients and guest in their menu choice
- 2.3 Prepares (warm and bread) meals
- 2.4 Prepares household drinks and distributes these
- 2.5 Provides drinks and dishes and distributes/ serves these
- 2.6 Puts together menu plans
- 2.7 Designs and implements the routing of the kitchen

Core task 3: Supports the secretarial office and assists in the organisation of meetings and events

- 3.1 Sorts and processes incoming and outgoing post
- 3.2 Carries out reception duties
- 3.3 Carries out light administrative work
- 3.4 Carries out meetings service
- 3.5 Facilitates the organisation of events

Core task 4: Manages the stock and is responsible for logistics

- 4.1 Maintains the stock

* 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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3. PROFILE OF SKILLS AND COMPETENCES

- 4.2 Requests quotations and selects suppliers
- 4.3 Orders materials and aids
- 4.4 Receives goods and stores these away
- 4.5 Is responsible for the internal flow of goods

Core task 5: Is in charge and carries out management tasks

- 5.1 Makes a plan for the department
- 5.2 Makes a plan for the staffing
- 5.3 Makes analyses for budgets and makes suggestions
- 5.4 Monitors the budgets
- 5.5 Provides support in the recruitment and selection of new colleagues
- 5.6 Carries out performance and assessment interviews
- 5.7 Plans and divides up the working duties
- 5.8 Supervises and manages colleagues
- 5.9 Motivates and stimulates collaboration within the team
- 5.10 Monitors and evaluates processes and procedures on the workforce
- 5.11 Holds work meeting
- 5.12 Reports to the management

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

The Facility services manager works in facility services with institutes and companies. Supporting services are rendered in facility services.

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 4 of the Dutch VET qualification structure Characteristics: non-job related skills such as tactical and strategic capacities. The professional bears his or her own responsibility, which is not only related to practical implementation in terms of monitoring and supervision, but also a more formal, organisational responsibility. The range of tasks also includes drafting new procedures. NLQF level 4 - EQF level 4 - ISCED 3A</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
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<p>Access to next level of education/professions The Facility services manager can develop and specialize in various sectors into manager or do a higher vocational education programme (hbo) such as Facility management or the Hotel management school so as to rise to become facility services manager or department head in large companies.</p>	<p>International agreements The profession of Facility services manager is not regulated in the Netherlands. However the education and training for this profession on qualification level 4 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.</p>																				
<p>Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 94180 The education and training for this qualification is offered as of August 1, 2009.</p>																					

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

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

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

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.

Average duration of the education/ training leading to the certificate

4 year(s) (6400 study hours) (depending on previous education)

Entry requirements

The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.

7. ADDITIONAL INFORMATION

Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information in section 3 and 4 is drawn directly from the qualification file, that is composed by the Centre of Expertise. The complete qualification file is available at www.kwalificatiesmbo.nl, only in Dutch.

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP) for VET: www.nlgrp.nl

SBB has been appointed by the Ministry of Education, Culture and Science as NRP.