



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Manager/ondernemer horeca
Kwalificatiedossier: Ondernemer horeca/bakkerij
In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Manager/entrepreneur hotel and catering
Qualification file: Entrepreneur hotel and catering/bakery
This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Manager/entrepreneur hotel and catering are:

Core task 1: Runs a business

- 1.1 Develops a business plan
- 1.2 Starts up a business
- 1.3 Implements a business plan
- 1.4 Makes market analyses
- 1.5 Innovates the business
- 1.6 Determines the financial policy
- 1.7 Determines staff planning
- 1.8 Determines purchasing and stock policies
- 1.9 Maintains external contacts

Core task 2: Manages the business

- 2.1 Is responsible for the financial administration and registration
- 2.2 Monitors and is responsible for the financial situation
- 2.3 Monitors the stock
- 2.4 Buys in articles and receives them
- 2.5 Recruits, selects and sacks colleagues
- 2.6 Introduces new colleagues
- 2.7 Carries out interviews with colleagues
- 2.8 Is responsible for providing information to colleagues
- 2.9 Plans and divides up the working duties
- 2.10 Supervises and manages colleagues
- 2.11 Implements (legal) regulations and conditions
- 2.12 Monitors, evaluates and improves processes and procedures on the workflow
- 2.13 Promotes the business
- 2.14 Investigates customer friendliness
- 2.15 Identifies and deals with complaints
- 2.16 Sets up the business space and maintains the inventory

Core task 3: Works in food and drink businesses

* 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

- 3.1 Takes table reservations
- 3.2 Carries out preparatory working duties in the catering business
- 3.3 Receives and gives information and/or advice to the client
- 3.4 Takes and serves the order
- 3.5 Makes up the bill and bids the guests farewell
- 3.6 Creates and monitors the atmosphere
- 3.7 Takes on special arrangements, parties or orders
- 3.8 Carries out finishing off working duties
- 3.9 Closes up the business

Core task 4: Works in businesses providing lodgings

- 4.1 Takes reservations
- 4.2 Checks in guests
- 4.3 Offers services to guests during their stay
- 4.4 Monitors the security
- 4.5 Checks out guests
- 4.6 Makes up night reports about the turnover
- 4.7 Develops arrangements and special activities

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

The Manager/entrepreneur hotel and catering is qualified to start a business in the catering or bakery sector. The Manager/entrepreneur hotel and catering is purely an entrepreneur of one or more businesses. In many cases, he will be the owner of the business (or businesses).

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 Manager/entrepreneur hotel and catering can develop into an entrepreneur of several bakery branches (director). Within the education, he can do a programme at the hotel management school or a teacher training.</p>	<p>International agreements The profession of Manager/entrepreneur hotel and catering 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): 90303 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).

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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.

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.