



## 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: Carrying out facility services

- 1.1 Carries out hospitality work
- 1.2 Carries out light administrative work
- 1.3 Maintains the stock
- 1.4 Carries out logistic work
- 1.5 Identifies and remedies unsafe situations
- 1.6 Manages buildings and apparatus

Core task 2: Carrying out organisation-related tasks

- 2.1 Maintains contact with internal and external customers
- 2.2 Assesses offers and delivery contracts and prepares delivery conditions
- 2.3 Identifies and processes complaints and improvement points
- 2.4 Takes part in work consultation meetings

Core task 3: Is in charge and carries out management tasks

- 3.1 Makes a plan for the department
- 3.2 Makes analyses for budgets and makes suggestions
- 3.3 Monitors the budgets
- 3.4 Plans and divides up the working duties
- 3.5 Supervises colleagues
- 3.6 Manages colleagues
- 3.7 Holds formal interviews with employees
- 3.8 Motivates and stimulates collaboration within the team
- 3.9 Monitors and evaluates processes and procedures on the work floor
- 3.10 Holds work meeting
- 3.11 Prepares reports

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

A Facility services manager can be employed by facility service provider or work in facility service of an

**\* 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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#### 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

organisation (either profit or non-profit). These organisations can include: (semi-) governmental institutions, health institutions, educational institutions, business service providers and manufacturing companies.

#### 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b> The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Ministry of Education, Culture and Science
<b>Level of the certificate (national or international)</b> 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	<b>Grading scale / Pass requirements</b> 10 excellent 9 very good 8 good 7 very satisfactory 6 pass 5 fail 4 unsatisfactory 3 very unsatisfactory 2 poor 1 very poor
<b>Access to next level of education/professions</b> 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.	<b>International agreements</b> 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.
<b>Legal basis</b> Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 95750 The education and training for this qualification is offered as of August 1, 2012.	

#### 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 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.

<b>Average duration of the education/ training leading to the certificate</b>	<b>4 years (6400 study hours) (depending on previous education)</b>
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#### 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.kwalificaties.s-bb.nl](http://www.kwalificaties.s-bb.nl), only in Dutch.

Additional information, including a description of the Dutch national qualifications system, is available at the

#### 7. ADDITIONAL INFORMATION

Netherlands National Reference Point (NRP) for VET: [www.nlntp.nl](http://www.nlntp.nl)

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