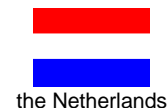


# CERTIFICATE SUPPLEMENT (\*)



## 1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: Servicemedewerker**  
 In the original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Certificate Senior Secondary Vocational Education**  
**Qualification: Service worker**  
 This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Service worker are:

Core task 1: Is point of contact for visitors

- 1.1 Receives visitors
- 1.2 Helps ensure safety

Core task 2: Undertakes service-oriented, service provision tasks

- 2.1 Assists in the implementation of activities
- 2.2 Undertakes simple administrative tasks
- 2.3 Assists in stock control
- 2.4 Carries out simple maintenance and repair tasks
- 2.5 Processes and registers incidents

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

The Service worker is employed in large organisations or institutions at the interface between service provision, welfare, care, facility, administration and (non-profit) sales. The target group with whom the Service worker interacts is extremely diverse and varies in terms of age, culture, lifestyle and social position. A Service worker could be employed in:

- the healthcare & welfare context: for example as an Life care assistant for homes for the elderly or community centres, Assistant health carer in hospitals or as Activity supervisory at clubs for the elderly.
- the business and commercial context: for example as a Reception assistant or Host/Hostess at large institutions, All-round assistant at conference centres or schools, Sales assistant.
- the sports & recreation context: for example as an Activities supervisor at a community centre or Supervisor at a sports centre.

## 5. OFFICIAL BASIS OF THE CERTIFICATE

**Name and status of the body awarding the certificate**

**Name and status of the national/regional authority providing accreditation/recognition of the certificate**  
 Ministry of Education, Culture and Science

### \* 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>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><b>Level of the certificate (national or international)</b>                  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><b>Grading scale / Pass requirements</b></p> <table style="border: none;"> <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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3	very unsatisfactory																				
2	poor																				
1	very poor																				
<p><b>Access to next level of education/professions</b>                  After obtaining the diploma, the Service worker level 2 is in principle legally admissible for all level 3 and 4 study programmes. Logical follow-up courses at level 3 include: Pedagogical worker, Personal health care provider, Commercial assistant or Secretary. Logical follow-up courses at level 4 include: Agogic worker mental health care, Teaching assistant, Hospitality entrepreneur or Retail manager.</p>	<p><b>International agreements</b></p>																				
<p><b>Legal basis</b>                  Adult and Vocational Education Act (WEB), registered number of qualification (crebo): 26007</p> <p>The cross-over qualification may only be offered by the educational institution if it has received a decision from the Minister of Education, Culture and Sciences permitting it to offer the cross-over qualification.</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><b>Average duration of the education/ training leading to the certificate</b></p>	<p><b>2 years (3200 study hours) (depending on previous education)</b></p>
<p><b>Entry requirements</b>                  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 determined by the Minister of Education, Culture and Science. The complete qualification file can be found at <http://kwalificaties.s-bb.nl/>, only in Dutch.

Optional subjects are linked to the qualification. The optional subjects have a total size of 15% of the course duration. The optional subjects completed by the student are listed on the certificate.

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): [www.s-bb.nl](http://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.