



## 1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: Manager/bedrijfsleider fastservice**  
**Kwalificatiedossier: Fastservice**

In the original language

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

**Certificate Senior Secondary Vocational Education**  
**Qualification: Manager fast food service**  
**Qualification file: Fast food service**

This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Manager fast food service are:

Core task 1: Makes business areas ready for work and prepares and/or assembles fasts service products

- 1.1 Checks machines and tools and carries out simple repairs
- 1.2 Cooperates in the production process
- 1.3 Closes up the fast food establishment or the catering location

Core task 2: Sells fast service products and offers hospitality to guests

- 2.1 Deals with behavior that deviates from the norm
- 2.2 Acts under the framework of first aid at work
- 2.3 Takes and deals with complaints from guests
- 2.4 Cooperates in the sales process and the distribution process

Core task 3: Manages and orders stock

- 3.1 Inspects and orders the stock
- 3.2 Receives and inspects raw materials and goods
- 3.3 Transports and stores raw materials and goods
- 3.4 Plans inventory levels

Core task 4: Is in charge and carries out management tasks

- 4.1 Assists in the development of policy
- 4.2 Makes analysis for budgets and cost prices, asks for quotations and makes proposals
- 4.3 Carries out the daily administration
- 4.4 Monitors the budgets
- 4.5 Provides support in the recruitment and selection of new colleagues
- 4.6 Carries out performance and assessment interviews
- 4.7 Plans and divides up the working duties
- 4.8 Supervises and manages colleagues
- 4.9 Motivates and stimulates collaboration within the team
- 4.10 Monitors and evaluates processes and procedures on the workflow
- 4.11 Organises staff meetings and periodical work meetings
- 4.12 Reports to the manager/ entrepreneur fast service

**\* 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

The Manager fast food service works in fast service companies. The companies he actually works for have various kinds of formula. There are three different kinds of companies in the fast food sector: fast food establishments from independent entrepreneurs, fast food establishments from franchisee and fast food establishments which belong to a franchisee organisation or chain organisation. All these different kind of fast food establishments have positions for a Manager fast food service. The Manager fast food service works in all cases under immediate responsibility of the Manager fast food service or the Franchisee fast food service.

#### 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 Manager fast food service can on the basis of experience and education develop into a manager fast food service or choose for a training Manager at hbo level, which will prepare him for the position of region manager. The Manager fast food service can by means of education and experience transfer horizontally to the position of manager catering. The manager fast food service can transfer to hbo such as the <i>Hoge Hotelschool</i> (Hotel management school), the course Facility management, the course Small business & retail management or the course Catering management.	<b>International agreements</b> The profession of Manager fast food service 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): 95432 The education and training for this qualification is offered as of August 1, 2011.	

#### 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 <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) for VET: [www.nlgrp.nl](http://www.nlgrp.nl)

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