



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: 1e Medewerker fastservice
Kwalificatiedossier: Fastservice

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Skilled fast food service worker
Qualification file: Fast food service

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Skilled fast food service worker are:

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

- 1.1 Makes business areas ready for work
- 1.2 Carries out preparatory working duties for the production and distribution processes
- 1.3 Carries out production working duties
- 1.4 Keeps the production and distribution areas clean during the shift
- 1.5 Carries out finishing off working duties for the production and distribution processes
- 1.6 Maintains apparatus and tools and carries out simple repairs

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

- 2.1 Answers the telephone and takes messages and/or orders
- 2.2 Sells fast service products
- 2.3 Serves and manages the cash register
- 2.4 Distributes orders
- 2.5 Deals with risky and inappropriate behaviour
- 2.6 Acts under the framework of first aid at work
- 2.7 Takes and deals with complaints from guests

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

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

- 4.1 Plans and divides up the working duties
- 4.2 Supervises and manages colleagues
- 4.3 Motivates and stimulates collaboration in the team
- 4.4 Monitors and evaluates processes and procedures on the work floor
- 4.5 Reports to the manager/ entrepreneur fast service

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

* 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 Skilled fast food service worker works in fast service companies. The companies he actually works for have various kinds of formula. For instance, fast food restaurants, buffet restaurants, company canteens, snack bars, and beach pavilions, ice-cream parlours, coffee shops and tearooms, bake-off companies, sandwich bars, lunch venues, pizza takeaway and delivery companies and pancake restaurants.

5. OFFICIAL BASIS OF THE CERTIFICATE

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.	Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education, Culture and Science
Level of the certificate (national or international) Qualification level 3 of the Dutch VET qualification structure Characteristics: implementation of more than just the own block of tasks. The professional is able to account for his or her actions towards colleagues, and monitors and supervises the work of others. The range of tasks also includes drafting work preparation procedures. NLQF level 3 - EQF level 3 - ISCED 3C	Grading scale / Pass requirements 10 excellent 9 very good 8 good 7 very satisfactory 6 pass 5 fail 4 unsatisfactory 3 very unsatisfactory 2 poor 1 very poor
Access to next level of education/professions Through experience and training, the Skilled fast food service worker can further develop into manager fast service or manager/entrepreneur fast service. In addition, the Skilled fast food service worker can also develop horizontally, through training and experience, into the position of experienced cook or bartender.	International agreements The profession of Skilled fast food service worker is not regulated in the Netherlands. However the education and training for this profession on qualification level 3 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.
Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 94200 The education and training for this qualification is offered as of August 1, 2009.	

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 (bbi).

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	3 year(s) (4800 study hours) (depending on previous education)
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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.kwalificatiesmbo.nl, only in Dutch.

7. ADDITIONAL INFORMATION

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

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