



## 1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: Leidinggevende leisure & hospitality**  
**Kwalificatiedossier: Travel, Leisure & Hospitality**

In the original language

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

**Certificate Senior Secondary Vocational Education**  
**Qualification: Manager leisure & hospitality**  
**Qualification file: Travel, leisure & hospitality**

This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Acts as contact person for customers/guests

- 1.1 Receives customers/guests
- 1.2 Informs and advises customers/guests
- 1.3 Sells and/or rents products and/or services
- 1.4 Identifies and handles complaints
- 1.5 Maintains internal and external contacts
- 1.6 Attracts customers/guests and acquires orders

Core task 2: Carries out administrative and financial processes

- 2.1 Compiles information material
- 2.2 Updates financial administration and processes transactions
- 2.3 Updates the administration
- 2.4 Makes proposals for after-sales or adjustment of services

Core task 3: Organises activities and provides support with tasks

- 3.1 Makes a plan for the organisation of activities
- 3.2 Prepares for implementation of activities
- 3.3 Supervises activities
- 3.4 Completes activities
- 3.5 Contributes to a safe and pleasant stay at a recreation company or location
- 3.6 Supports activities at a recreation company or location

Core task 4: Provides leadership

- 4.1 Plans and distributes the work
- 4.2 Instructs and supervises new colleagues, interns and/or volunteers
- 4.3 Conducts formal discussions

Core task 5: Carries out management tasks

- 5.1 Makes an operational plan
- 5.2 Makes a budget proposal
- 5.3 Monitors finances

**\* 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 leisure & hospitality is employed in companies specialising in recreation, tourism and leisure activities. He is employed in a variety of contexts including:

- The reception of an (international) hotel or recreation company.
- Companies in the travel industry. He may be employed in the sector holiday travel/business travel/tour operating or within the sales channels travel agency, contact centre or Internet.
- Companies in the leisure recreation industry. He may be employed at campsites and bungalow parks, group accommodation facilities and mixed businesses in the leisure sector. Within these companies he may undertake front office activities or activity organisation.
- Companies specialising in day excursions. He may be employed in indoor and outdoor centres/sport-related companies and leisure parks.

The Manager leisure & hospitality undertakes his tasks in a leisure context.

#### 5. OFFICIAL BASIS OF THE CERTIFICATE

<p><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.</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Ministry of Education, Culture and Science</p>																				
<p><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-niveau 4 - EQF level 4 - ISCED 3A</p>	<p><b>Grading scale / Pass requirements</b></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><b>Access to next level of education/professions</b> The Manager leisure &amp; hospitality can transfer to the position company manager, head of recreation or (assistant) manager. The Manager leisure &amp; hospitality can also transfer to an add-on programme such as higher professional education Event management or a job-specific bachelor in Tourism and recreation or a higher professional education study programme such as Higher tourist &amp; recreation education or Leisure management.</p>	<p><b>International agreements</b> Manager leisure &amp; hospitality is not a regulated profession 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><b>Legal basis</b> Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25646 The education and training for this qualification is offered as of 01-08-2020.</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).  
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><b>Average duration of the education/ training leading to the certificate</b></p>	<p><b>3 years (4800 study hours) (depending on previous education)</b></p>
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## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

### **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 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 [kwalificaties.s-bb.nl](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.