



1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: Leidinggevende international hospitality**  
**Kwalificatiedossier: International hospitality**

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Certificate Senior Secondary Vocational Education**  
**Qualification: Manager international hospitality**  
**Qualification file: International hospitality**

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Works in companies selling food and drink

- 1.1 Receives and informs/advises/customers/travellers/visitors
- 1.2 Takes and serves orders
- 1.3 Prepares the bill and bids farewell to guests/customers/travellers/visitors
- 1.4 Creates and maintains the ambiance
- 1.5 Takes bookings for special arrangements and parties

Core task 2: Works in companies providing logistic services

- 2.1 Takes bookings for rooms and/or event accommodation and arrangements
- 2.2 Checks in guests/customers/travellers/visitors
- 2.3 Provides services to guests/customers/travellers/visitors during their stay
- 2.4 Monitors safety
- 2.5 Checks out the guests/customers/travellers/visitors

Core task 3: Acts as contact person for guests/customers/travellers/visitors

- 3.1 Informs and advises guests/customers/travellers/visitors
- 3.2 Sells and/or rents out products and/or services
- 3.3 Identifies and deals with complaints
- 3.4 Maintains internal and/or external contacts

Core task 4: Fulfils commercial services

- 4.1 Acquires guests/customers/travellers/visitors and orders
- 4.2 Promotes products and services
- 4.3 Assembles a customised offer
- 4.4 Prepares a price quotation for the offer

Core task 5: Manages and carries out supervisory tasks

- 5.1 Draws up an operational plan
- 5.2 Plans and allocates tasks
- 5.3 Budgets financing
- 5.4 Monitors financing
- 5.5 Supervises and manages staff
- 5.6 Holds internal formal interviews

**\* 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 International hospitality is employed in the cross-sector hospitality industry where a number of sectors come together including travel, tourism, hotel, restaurant and catering. Wherever guests, customers, travellers and visitors come together, the Manager international hospitality can be deployed. The Manager international hospitality works in an international context characterised by chain integration of different sectors, for example in companies that offer various forms of hospitality.

#### 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> With a diploma at qualification level 4, transfer is possible to higher professional education. For example to higher professional education study programmes Higher Tourism &amp; Recreation Education (htro), Facility (Event) Management, Higher Hotel School and International hotel and hospitality management. Within the cross sector hospitality industry, advancement is possible to more senior management positions such as (Senior) hotel manager, with a focus on direct customer relationship, Hospitality &amp; event manager, Sales representative or Business development manager.</p>	<p><b>International agreements</b> Manager international 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): 25842 The education and training for this qualification is offered as of 01-08-2023.</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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**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.