



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Gastheer/-vrouw
Kwalificatiedossier: Bediening

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Waiter/waitress
Qualification file: Service

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Works in service

- 1.1 Performs preparatory tasks
- 1.2 Accepts reservations
- 1.3 Receives guests
- 1.4 Advises guest and takes orders
- 1.5 Makes beverages ready to be served
- 1.6 Serves the order(s) and cleans up
- 1.7 Creates and maintains an appropriate atmosphere
- 1.8 Takes payment for the order(s) and bids guests farewell
- 1.9 Performs closing tasks
- 1.10 Works with the cash register

Core task 2: Monitors the stock

- 2.1 Checks the inventory
- 2.2 Receives and checks the order
- 2.3 Unpacks and stores the order

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

The Host/hostess mainly works in catering companies such as hotels, (roadside) restaurants, cafes, catering companies and meeting/conference centers. In these companies, service is central. Activities, products and services are primarily tailored to the wishes and expectations of the guest, insofar as this fits within the company's formula. The Host/hostess works in a context with international guests.

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

*** 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>Level of the certificate (national or international) 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-niveau 2 - EQF level 2 - ISCED 3C</p>	<p>Grading scale / Pass requirements</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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6	pass																				
5	fail																				
4	unsatisfactory																				
3	very unsatisfactory																				
2	poor																				
1	very poor																				
<p>Access to next level of education/professions Based on experience and training, the Host/hostess can progress as skilled host/hostess or bartender. The Host/hostess can also transfer horizontally on the labour market to fast-service worker.</p>	<p>International agreements</p>																				
<p>Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25168 The education and training for this qualification is offered as of 01-08-2015.</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>Average duration of the education/ training leading to the certificate</p>	<p>2 years (3200 study hours) (depending on previous education)</p>
<p>Entry requirements The certificate preparatory vocational secondary education (vmbo) basic vocational programme, or a comparable level.</p>	

7. ADDITIONAL INFORMATION

<p>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, only in Dutch.</p> <p>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.</p> <p>Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): 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.</p>
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