



## 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

Core task 1: Prepares company areas and prepares and/or assembles fast food products

- 1.1 Performs preparatory work for the production- and distribution process
- 1.2 Performs production tasks
- 1.3 Keeps the production- and distribution spaces and other guest areas clean during work shift
- 1.4 Performs finishing tasks in the production- and distribution spaces
- 1.5 Maintains equipment and appliances

Core task 2: Sells fast food products and provides hospitality to customers

- 2.1 Provides hospitality
- 2.2 Sells products
- 2.3 Operates and manages the pay desk
- 2.4 Distributes orders
- 2.5 Deals with conduct that deviates from the standard
- 2.6 Deals with complaints from guests

Core task 3: Manages inventory

- 3.1 Checks inventory
- 3.2 Receives and checks products and goods
- 3.3 Transports and stores ingredients and goods

Core task 4: Leads and carries out management tasks

- 4.1 Assists with business development
- 4.2 Budgets finances
- 4.3 Monitors budgets
- 4.4 Performs the daily administration
- 4.5 Plans inventory levels
- 4.6 Plans and assigns tasks
- 4.7 Conducts formal internal meetings
- 4.8 Manages employees
- 4.9 Reports to the manager/entrepreneur
- 4.10 Closes up the fast food establishment

**\* 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/>

© European Communities 2002

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

The Manager fast service works in fast service companies or catering organisations. There are many different fast service companies such as buffet restaurants, cafeterias, beach pavilions, ice cream parlors, coffee shops, tea rooms, bake-off companies, sandwich shops, lunch rooms, pizza takeaway, delivery companies and pancake restaurants.

#### 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
10	excellent																				
9	very good																				
8	good																				
7	very satisfactory																				
6	pass																				
5	fail																				
4	unsatisfactory																				
3	very unsatisfactory																				
2	poor																				
1	very poor																				
<p><b>Access to next level of education/professions</b> A Manager fast food service can develop to become a manager/entrepreneur through experience and further education or choose to do a highr professional education, such as Hotel management.</p>	<p><b>International agreements</b> Manager fast food service 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): 25177 The education and training for this qualification is offered as of 01-08-2015.</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>
--	--

#### 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.

## 7. ADDITIONAL INFORMATION

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.