



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Medewerker secretariaat en receptie
Kwalificatiedossier: Ondersteunende administratieve beroepen
 In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Secretariat and reception worker
Qualification file: Supporting administrative professions
 This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Providing support for reception and secretarial work

- 1.1 Responsible for incoming and outgoing post
- 1.2 Manages a diary
- 1.3 Operates the communication systems and deals with telephone calls
- 1.4 Receives visitors

Core task 2: Providing support for administrative tasks

- 2.1 Enters administrative details in an automated system
- 2.2 Checks entered administrative details
- 2.3 Archives administrative details

Core task 3: Providing support and logistic and facility services activities

- 3.1 Keeps stock records
- 3.2 Receives and sends goods by post, parcel service and/or courier
- 3.3 Processes internal bookings for conference rooms and facilities, equipment and catering

Core task 4: Business correspondence

- 4.1 Collects and processes data in business (draft) texts
- 4.2 Checks business texts and sends e-mails/correspondence

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

The secretariat and reception worker covers a wide range of tasks and can be employed in larger and smaller organisations in industry or government. He carries out support tasks in an administrative environment. The secretariat and reception worker handles (standard) commercial correspondence in Dutch and in a modern foreign language.

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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<p>Access to next level of education/professions Transfer within the economic-administrative domain into for example secretarial professions, financial administrative professions and commercial professions at senior secondary vocational education level 3 is a natural progression. Transfer to another domain is also possible for example logistic and facility services professions at senior secondary vocational education level 3.</p>	<p>International agreements</p>																				
<p>Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25150 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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