


Title of the qualification (FI, SV)

Majoitus- ja ravitsemisalan esimiestyön erikoisammattitutkinto
Specialyrkesexamen i chefskap inom inkvarterings- och kosthållsbranschen
Qualification requirements entered into force on 01.01.2019 (OPH-1156-2018)

Translated title of the qualification (EN)

Specialist Vocational Qualification in First-Level Management in the Hotel and Catering Sector

This translation has no legal status.

Profile of skills and competences
Composition of the qualification

The scope of the Specialist Vocational Qualification in First-Level Management in the Hotel and Catering Sector is 180 competence points.

The qualification is composed of three compulsory units: Supervising daily activities (50 competence points), Working as a first-line manager (60 competence points) and Managing customer and stakeholder relationships (40 competence points) as well as optional units (30 competence points).

Vocational skills and competences required for completion of the qualification

Holders of a Specialist vocational qualification in First-Level Management in Hotel and Catering Sector work in hotel and catering sector companies or organisations of varying sizes as managers, duty managers or unit heads who also take part in the hands-on work.

Holders of a Specialist vocational qualification in First-Level Management in Hotel and Catering Sector know how to

- plan, organise, direct, supervise and develop the daily work in line with the profit and quality targets of different hotel and catering sector companies and organisations
- plan, organise and manage day-to-day production and customer service processes in a customer-oriented manner, striving for best possible customer satisfaction
- scale the number and quality of personnel to the operations
- guide, direct and supervise their personnel in changing situations, taking into consideration the perspectives of customers, the personnel, occupational safety and product safety
- comply with the legislation, official instructions and regulations applicable to their sector and the operation of their organisation, enabling them to direct and supervise work
- lead by their example and understand the significance of communication and interaction in a supervisor's work
- show willingness to serve and act responsibly and cooperatively, looking after the internal and external customers of the organisation
- manage customer, stakeholder and network relationships
- work with commitment and a responsible attitude, show initiative and preserve confidentiality.

Range of occupations accessible to the holder of the certificate

Qualification holders work in demanding first-level management tasks in different hotel and catering businesses, including hotels, restaurants, public sector catering services, cafés, fast-food restaurants, transport station restaurants, or on passenger or cargo ships. They may also work as independent hotel and catering sector entrepreneurs.

Official basis of the certificate	
<p>Name and status of the body awarding the certificate An education provider with an authorisation to provide education and award qualifications granted by the Ministry of Education and Culture.</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education and Culture Finnish National Agency for Education, the national agency subordinate to the Ministry of Education and Culture</p>
<p>Level of the certificate (national or international) National Qualifications Framework (nqf) 5 European Qualifications Framework (eqf) 5 ISCED 4</p>	<p>Grading scale/Pass requirements pass/fail</p>
<p>Access to the next level of education/training The qualification confers eligibility for higher education studies.</p>	<p>International agreements -</p>
<p>Legal basis Vocational Education and Training Act 531/2017 and the decrees that complement it.</p>	

Officially recognised ways of obtaining the certificate
<p>The vocational skills required for completing the modules are demonstrated by performing practical tasks in authentic situations and work processes (demonstration of knowledge and skills). The student's knowledge and skills are assessed diversely by a teacher and a working life representative and compared to the competence defined in the qualification requirements. The education provider awards the student a qualification certificate once the qualification has been completed acceptably in accordance to the qualification requirements laid down by the Finnish National Agency for Education.</p>
<p>Entry requirements No formal qualifications are required to take the competence test.</p>
<p>Additional information Finnish National Agency for Education P.O. Box 380, FI-00531 Helsinki, Finland www.oph.fi</p>

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.

For more information on transparency, visit <http://www.cedefop.europa.eu/en/themes/understanding-qualifications>