

1. TITLE OF THE CERTIFICATE (ES)

**Certificado de Profesionalidad de nivel 3 en
HOTR0409 GESTIÓN DE PROCESOS DE SERVICIO EN RESTAURACIÓN**

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Professional Certificate Level 3 in
HOTR0409 PROCESS MANAGEMENT IN RESTAURANT AND CATERING SERVICES
(This translation has no legal status)**

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to define and supervise all kinds of food and beverages services in restaurants and catering services, prepare culinary products in front of clients, and apply established protocol to customers, giving advice on the beverage list offers and how they match the course with the aim of giving a quality service while meeting health and safety conditions. This general competence is divided into the following **skill units** (UC):

- Assist in the design and planning of restaurant and catering services (UC1098_3).
- Supervise and develop restaurant and catering services (UC1103_3).
- Manage restaurant and catering service departments (UC1104_3).
- Give advice on beverages, others than wine, and prepare and present them (UC1047_2).
- Serve wines and provide basic information on them (UC1048_2).
- Apply protocol rules in restaurant and catering services (UC1105_3).
- Act in accordance with health & safety and environmental protection regulations in hospitality services (UC0711_2).
- Communicate in English with an independent user level, in restaurant and catering services (UC1051_2)

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Design processes of restaurant and catering services (MF1098_3).
- Supervise and development of restaurant and catering service processes (MF1103_3).
- Management of food and beverage service departments (MF1104_3).
- Beverage services (MF1047_2).
- Wine services (MF1048_2).
- Protocol rules in restaurant and catering services (MF1105_3).
- Safety & health and environmental protection in hospitality services (MF0711_2).
- Professional English for restaurant and catering services (MF1051_2).
- Practical training at the workplace in Process management in restaurant and catering services (MP0117).

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Participate in the design and planning of restaurant and catering services processes.
- Cooperate in the development of restaurant and catering services processes.
- Take part in the management of the food and beverages department.
- Take part in definition of the beverages, other than wines, list that may be attractive for potential customers and that can help achieve the establishment's sales targets.
- Assist in the management of wine supply and service.
- Apply techniques and protocols rules in restaurants and catering services and analyse their procedures.
- Cooperate in the analysis and implementation of hygienic and sanitary rules with respect to production units or food and beverages services, to prevent food poisoning risks and environmental pollution.
- Speak with one or more people in English, expressing and understanding simple messages of limited complexity in a variety of formal and informal situations that are inherent to the restaurant and catering services.
- Take part in the company's working processes, following the rules and instructions established at the workplace.

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

The holder of this certificate may work in sectors and companies that prepare and serve food and beverages mainly in the hospitality sector, and within it, the hotels, restaurant and catering services. The most pertinent occupations and positions are:

- Head and Master waiter/waitress.
- Maître.
- Maître Assistant.
- Head bartender.
- Banqueting manager.

The holder of this Certificate has received the training that fulfills the skills requirements for food handling.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the national/regional authority providing accreditation/recognition of the certificate

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

Level of the certificate

The Professional Certificate Level 3 of the National Repertoire of Professional Certificates corresponds to level 4 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

Grading scale/Pass requirements

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

Access to next level of education/training

This Professional Certificate Level 3 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

Legal basis

Royal Decree 685/2011 of May 13th, establishing six professional certificates in the professional family Hospitality and Tourism, which are included in the National Repertoire of Professional Certificates, and updating the professional certificates established as Appendix III of Royal Decree 1376/2008 of August 1st, and the professional certificates established under Royal Decree 1256/2009 of 24 July. (Appendix V, Code: HOTR0409)

Amended by Royal Decree 619/2013 of August 2nd, establishing two professional certificates in the professional family Hospitality and Tourism, which are included in the National Repertoire of Professional Certificates, and updating the professional certificates established as Appendices I, II, III, IV, V, VI, VII, VIII, IX and X of Royal Decree 1376/2008 of August 1st, as Appendices I and II of Royal Decree 1256/2009 of July 24th, amended by Royal Decree 685/2011 of May 13th, and as Appendices II, III and V of Royal Decree 685/2011 of May 13th.

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	87	530
Practical training at the workplace	13	80
Total duration of training leading to the certificate		610

Entry/access requirements:

- *Bachiller* Diploma (upper secondary education); or
- Professional Certificate Level 2 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

Additional information: Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: www.sepe.es

National Europass Centre: www.sepie.es

(*) Explanatory note: This document is designed to provide additional information about the specified certificate, but has no 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://europass.cedefop.eu.int>

Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

