

1. Title of the certificate ¹

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5 Ειδικότητα Ι.Ε.Κ.:
ΕΙΔΙΚΟΣ ΞΕΝΟΔΟΧΕΙΑΚΩΝ ΥΠΗΡΕΣΙΩΝ ΚΑΙ ΤΡΟΦΟΔΟΣΙΑΣ**

2. Translated title of the certificate ²

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5. Specialty of I.E.K.:
HOTEL SERVICES AND CATERING SPECIALIST**

3. Profile of skills and competences

LEARNING OUTCOMES (KNOWLEDGE, SKILLS, COMPETENCES). A typical holder of the certificate is able to:

KNOWLEDGE

- Recognise the basic economic theories.
- Identify the forms of tourism and the impact of tourism on a financial, social, environmental, and psychological level.
- Describe the organization, and operation of hotel businesses.
- Describe the financial exploitation of the hotel, accounting methods and theories for marketing referring to the hotel industry.
- Describe the organization, the operation of restaurant businesses, the kitchen in catering services and restaurant techniques.
- Present the organization and technique of bars, the principles of wine-making, and the different types of wines.
- Recognise the types of raw and processed foods, the specificities thereof, along with the basic principles for preparing a menu.
- Describe the basic principles for preserving food and for safe working in catering.
- Understand English and German tourism terminology as the basic languages of tourism, both orally and in writing.
- Summarise the basic principles of IT and the method of operation of the operating systems and office application, along with the operation of hotel computer applications.

SKILLS

- Communicate in writing and orally in English and in German.
- Apply financial theories, principles of business management, accounting methods, and marketing techniques in the hotel and catering area.
- Use the restaurant techniques.
- Apply techniques for the preparation of beverages.
- Recognise the needs in terms of quantity and type of wine for a business, by matching wines to food, and by properly storing, suggesting, presenting, and serving wine, depending on the type and kind of meal.
- Recognise the needs in terms of quantity and type of beverages for a catering business, by preparing menus, depending on the type and size of the meal.
- Match the methods of storage and preservation to the specificities of foods.
- Work with safety, by applying health and safety methods in the hotel and catering branch.
- Use IT systems and hotel applications in the hotel and catering branch.

COMPETENCES

- Collaborate with others inside and outside the hotel and the catering business.
- Show responsibility in the effective and customer-oriented service for tourists and hotel customers and in the catering business.
- Manage any department of the hotel and catering business either autonomously or under supervision, or by supervising other, non-specialised, personnel.

4. Range of occupations accessible to the holder of the certificate ³

The holder of this diploma can be employed in hotels.

The Vocational Training Diploma is recognised as a qualification for appointment in the public sector falling in the category S.E. (Secondary Education) according to the Presidential Decree no.50/2001 (Greek Official Gazette 39/Vol.A/5-3-2001).

¹ In the original language. | ² If applicable. This translation has no legal status. | ³ If applicable.

5. Official basis of the certificate

Body awarding the certificate

E.O.P.P.E.P.
(National Organisation for the Certification of
Qualifications and Vocational Guidance)
Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia
<https://www.eoppep.gr/>

Level of the certificate (national or European) ¹

Level 5 National and European Qualifications Framework

Access to next level of education / training ¹

Yes

Legal basis

Law 2009/1992 on the National System of Vocational Education and Training
Law 4186/2013 on the Restructure of Secondary Education
Law 4763/2020 on National System of Vocational Education, Training and Lifelong Learning

Authority providing accreditation / recognition of the certificate

E.O.P.P.E.P.
(National Organisation for the Certification of Qualifications
and Vocational Guidance)
Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia
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Grading scale / Pass requirements

a) acquisition of the Vocational Training Certificate (V.E.K.) after successful completion of study at the Vocational Training Institute (I.E.K.)
b) acquisition of the Vocational Training Diploma after:
1. success in the theoretical part of Initial Vocational Training certification examinations (Grading scale = 1-20, Pass = 10) and
2. success in the practical part of the Initial Vocational Training certification examinations (Pass/Fail)

International agreements on recognition of qualifications¹

No

6. Officially recognised ways of acquiring the certificate

Total duration of the education / training leading to the certificate
Success in the the Initial Vocational Training certification examinations
4 semesters (until law 4186/2013) / 5 semesters (after law 4186/2013)

7. Additional information

Entry requirements ¹

Certificate of Upper Secondary School. Qualification of Level 4 (NQF/EQF) // Certificate Vocational Training School (SEK) – Qualification of Level 3 (NQF/EQF)
Following the voting of L. 4763/2020, only by an Upper Secondary Education certificate or an equivalent title of studies (Qualification of Level 4 NQF/EQF)

Indicative subjects taught:

Finance Principles, Tourism I & II, Hotel Organisation and Operation I & II, Hotel Enterprises Finance, Restaurant Organisation and Operation, Kitchen Organisation and Operation, Hotel Enterprises Accountancy, Hotel Management, Bar – Oenology, Food Science – Menu, Hygiene, English, German, Computing, Computer Hotel Applications.

More information

National Qualifications Framework : <https://nqf.gov.gr/> and <https://proson.eoppep.gr/en>

National Europass Centre: **EL/NEC - E.O.P.P.E.P.** National Organisation for the Certification of Qualifications and Vocational Guidance, Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia, Greece. T.0030 2102709000 europass@eoppep.gr
<http://europass.eoppep.gr> www.eoppep.gr

¹ If applicable.