

### 1. Title of the certificate<sup>1</sup>

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5. Ειδικότητα Ι.Ε.Κ.:  
ΤΕΧΝΙΚΟΣ ΤΟΥΡΙΣΤΙΚΩΝ ΜΟΝΑΔΩΝ & ΕΠΙΧΕΙΡΗΣΕΩΝ ΦΙΛΟΞΕΝΙΑΣ  
(ΥΠΗΡΕΣΙΑ ΥΠΟΔΟΧΗΣ - ΥΠΗΡΕΣΙΑ ΟΡΟΦΩΝ – ΕΜΠΟΡΕΥΜΑΤΟΓΝΩΣΙΑ)**

### 2. Title of the certificate <sup>2</sup>

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5. Specialty of I.E.K.:  
TOURIST UNITS AND HOSPITALITY BUSINESS TECHNICIAN  
(FRONT OFFICE, HOUSEKEEPING, FOOD AND BEVERAGES' SERVICES)**

### 3. Profile of skills and competences

Learning outcomes: Knowledge, skills and competences

The holder of the certificate is able to:

#### KNOWLEDGE

- Recognise the forms of tourism and identify the main tourism markets, the most important tourism destinations and sights locally and worldwide.
- Describe how reception and housekeeping hotel departments are organised and operate.
- Understand the technique of keeping customer account and hotel businesses accounting.
- Describe the organisation and operation of a restaurant, bar, kitchen department in a hotel.
- Understand the foreign (mainly English and German) tourism terminology orally and in writing.
- Recognise the basic health and safety principles at hotel premises.
- Recognise the winemaking procedure, the wine characteristics and the presentation technique.
- Summarize the basic principles of information technology, the way operating systems, office applications and the specialized modern computer applications in the tourism sector work.

#### SKILLS

- Apply economic theories, principles of business administration and marketing in the tourism and hotel sector.
- Apply techniques for proper hotel businesses and their departments operation.
- Apply techniques for rooms' reservations and hotel customer service.
- Communicate in writing and orally in foreign languages (mainly in English and German).
- Recognise a hotel's accounting methods and keep customer accounts.
- Apply health and safety measures at the hotel premises.
- Apply restaurant practice and beverage preparation techniques.
- Use information technology systems and tourism-related computer applications.

#### COMPETENCES

- Cooperate with all employees in all hotel departments and with external associates and suppliers.
- Responsibly manage all operations in a Hotel's Reception and Housekeeping departments.
- Advocate an effective customer-centered servicing of guests in hotel units.

### 4. Range of occupations accessible to the holder of the certificate <sup>3</sup>

The VET graduate of this specialty may work across the entire spectrum of hospitality and catering businesses, including small and large hotel units, holiday resorts, catering enterprises, cruise-ship businesses, camping businesses.

The Diploma is recognized as a formal qualification for recruitment in the public sector in the category Secondary Education by virtue of the PD 50/2001 (Government Gazette. 39/A/5-3-2001), as in effect.

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

## 5. Official basis of the certificate

Body awarding the certificate	Authority providing accreditation / recognition of the certificate
E.O.P.P.E.P. (National Organisation for the Certification of Qualifications and Vocational Guidance) 41 Ethnikis Antistaseos Avenue, 14234 N. Ionia <a href="https://www.eoppep.gr/">https://www.eoppep.gr/</a>	E.O.P.P.E.P. (National Organisation for the Certification of Qualifications and Vocational Guidance) Ethnikis Antistaseos 41 Avenue, 14234 N. Ionia <a href="https://www.eoppep.gr/">https://www.eoppep.gr/</a>
Level of the certificate (national or European) <sup>1</sup>  Level 5 National and European Qualifications Framework	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: <ol style="list-style-type: none"> <li>success in the theoretical part of Initial Vocational Training certification examinations (Scoring scale = 1-20, Pass = 10)</li> <li>success in the practical part of the Initial Vocational Training certification examinations (Pass/Fail)</li> </ol>
Access to next level of education / training <sup>1</sup>  Yes	International agreements on recognition of qualifications <sup>1</sup>  No
<b>Legal basis</b> 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	

## 6. Officially recognised ways of acquiring the certificate

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

## 7. Additional information

### Entry requirements<sup>1</sup>

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 for the specialty:** Economic Principles, Tourism, Business Administration, Marketing, Restaurant Management, Bar, Enology, Product Knowledge-Menu Engineering, Computers-CRM Hotel Applications, Hotel Accounting, Hotel Management, Kitchen Organisation and Operation, English, German, Health and Safety.

### 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 EOPPEP Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia. T.0030 2102709000 [europass@eoppep.gr](mailto:europass@eoppep.gr) <http://europass.eoppep.gr> [www.eoppep.gr](http://www.eoppep.gr)

<sup>1</sup> If applicable.