

**1. TITLE OF THE CERTIFICATE (HU)**

52 7822 04 SZÁLLODAI PORTÁS

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)RECEPTION CLERK
(THIS TRANSLATION HAS NO LEGAL STATUS)**3. PROFILE OF SKILLS AND COMPETENCES****A typical holder of the certificate is able to:**

- receive guests and appoint their rooms;
- control and handle guests' documents;
- render services;
- build up rapport with guests;
- recommend programs;
- recommend cultural, geographical, ethnographical etc. attractions of our country;
- perform invoicing-related tasks, receive payments, change currency;
- account for the cash and papers that he is in charge of during the performance of his/her activities;
- show customer-oriented, ethical behaviour;
- organize work, with special attention to his/her own activities;
- perform tasks related to environmental protection;
- perform tasks related to economic management activities;
- manage subordinate employees;
- handle guest-related records;
- perform tasks arising during the guests' stay at the hotel;
- make sure that the health and safety as well as security of property is ensured;
- control the effectiveness of the activities supervised or performed by him/her;
- ensure the appropriate condition of fixtures and equipment that he/she is in charge of or are necessary for the services rendered by him/her as well as the appropriate condition of the manipulation area.

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

3643 Reception clerk

(*) Explanatory notes:

This document is designed to provide additional information about the specified certificate and does not serve as a legal certificate of vocational qualification. The format of the description is based on the following documents:

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 on transparency is available at: <http://europass.cedefop.europa.eu/>

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5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Name and status of the institute issuing the certificate</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate</p> <p>In the case of vocational qualifications belonging to the competence of the Ministry of Education (ME), a vocational qualification-related independent professional committee commissioned by the ME</p>																										
<p>Level of the certificate (national or international)</p> <p>Level of vocational qualification according to the National Qualification Register: 52 Intermediate vocational qualification entitling the holder to fill positions requiring physical or intellectual work, which is based on the input competence determined in the vocational and examination requirements, on preliminary vocational qualification or on the baccalaureate.</p> <p>ISCED97 code: 4CV</p>	<p>Grading scale / Pass requirements</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Five -grade:</td> <td style="width: 10%; text-align: center;">5</td> <td style="width: 75%;">excellent</td> </tr> <tr> <td></td> <td style="text-align: center;">4</td> <td>good</td> </tr> <tr> <td></td> <td style="text-align: center;">3</td> <td>satisfactory</td> </tr> <tr> <td></td> <td style="text-align: center;">2</td> <td>pass</td> </tr> <tr> <td></td> <td style="text-align: center;">1</td> <td>fail</td> </tr> </table> <p>Vocational qualification examination after the completion of vocational training</p> <p>Parts of the examination: - Vocational theory - Vocational practice</p> <p>A successful vocational qualification examination requires a pass grade both in vocational theory and practice.</p>	Five -grade:	5	excellent		4	good		3	satisfactory		2	pass		1	fail											
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<p>Certificate number: PT K</p> <p>Serial number: 123456</p> <p>Certificate issue date: 2023.09.14</p>	<p>Description of vocational theoretical and practical subjects and their grades according to the five-grade scale</p> <p>1. Grades of vocational theoretical examination subjects</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Topics/subjects of written examination</td> </tr> <tr> <td style="width: 80%;">Hotel Management, Tourism, Economic Management and Administration Skills</td> <td style="width: 20%; text-align: center;">5</td> </tr> <tr> <td>Grade of Written Examination</td> <td style="text-align: center;">5</td> </tr> <tr> <td colspan="2">Topics/subjects of oral examination</td> </tr> <tr> <td>Hotel Management Studies</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Economic Management and Geography of Tourism</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Professional foreign language</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Grade of Vocational Theory</td> <td style="text-align: center;">5</td> </tr> <tr> <td colspan="2">2. Assessment of vocational practical preparedness</td> </tr> <tr> <td colspan="2">Subjects of practical examination</td> </tr> <tr> <td>Hotel Management Studies</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Information Technology Studies</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Grade of Vocational Practice</td> <td style="text-align: center;">5</td> </tr> </table>	Topics/subjects of written examination		Hotel Management, Tourism, Economic Management and Administration Skills	5	Grade of Written Examination	5	Topics/subjects of oral examination		Hotel Management Studies	5	Economic Management and Geography of Tourism	5	Professional foreign language	5	Grade of Vocational Theory	5	2. Assessment of vocational practical preparedness		Subjects of practical examination		Hotel Management Studies	5	Information Technology Studies	5	Grade of Vocational Practice	5
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<p>Access to next level of education/training</p> <p>To higher education</p>	<p>International agreements</p>																										
<p>Other information concerning the vocational training process</p>																											
<p>Legal basis</p> <p>Act LXXVI of 1993 on vocational training, Decree 27/2001 (VII. 27.) OM of the Minister of Education on the amendment of Decree 7/1993 (XII. 30.) MüM of the Minister of Labour on the National Qualifications Register, Decree 26/2001 (VII. 27.) OM of the Minister of Education on the general rules and rules of procedure of vocational examinations, Decree no. 50/1999. (IX.10.) GM of the Minister of Economic Affairs on the amendment of Decree no. 5/1997. (III.5.) IKIM of the Minister of Industry, Trade and Tourism on qualifications required for performing specific industrial, commercial and tourism related activities, Decree 20/1996. (III.28.) of the Minister of Industry and Trade (IKM) on vocational and examination requirements of reception clerks, Central programme approved by the Minister of Labour (MüM) under approval number 1857/97. III.23.</p>																											

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Description of vocational education and training received	Percentage of total programme %	Duration (hours/weeks/months/years)
School-/training centre-based	Theory: 60 % Practice: 40 %	
Workplace-based		
Accredited prior learning		
Total duration of the education/training leading to the certificate		800 hours

Entry requirements:

- Baccalaureate + preliminary vocational qualification

Further information:

MANDATORY VOCATIONAL THEORETICAL SUBJECTS

Economics of Tourism and Catering Trade	100 hours
Hotel Management Studies	100 hours
Basic studies in economics	100 hours
Initial Vocational Education in Catering	100 hours
Computer skills	100 hours
communication	100 hours
Tourism Geography	100 hours
Professional foreign language	100 hours

MANDATORY VOCATIONAL PRACTICAL SUBJECTS

Hotel Practical Training	100 hours
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Further information (including the description of the national grading method):

The basis of the grading system is a list of vocational and examination requirements compiled in accordance with uniform criteria and structure, issued in the form of legal regulation that includes the following:

- identification number and description of the vocational qualification as specified in OKJ and the relevant FEOR number,
- school and vocational prequalification required for the start of the training, aptitude and vocational competence requirements and prescribed practice,
- the most typical occupation or activity accessible to the holder of the vocational qualification certificate, the short job description, and the list of related vocational qualifications,
- the duration of the training required for the vocational qualification; maximum number of hours; the ratio of theoretical and practical training; the number of vocational training classes in the vocational training school; the duration of initial training period; the possibility of organising a grade examination assessing the efficiency of practical training,
- occupational requirements of vocational qualification,
- requirements pertaining to vocational examination.

The vocational and examination requirements will be classified by the occupational group committees of the National Qualification Register (OKJ) and by the National Council for Vocational Training, and subsequently they will be issued in the form of legal regulations.

Vocational and examination requirements are available at: <http://www.nive.hu>

This certificate supplement was prepared on the basis of the instruction for filling in the Certificate Supplement published on the homepages of the National Reference Point and the National Europass Centre.

National Reference Point – NSZFH – <http://nrk.nive.hu>

Head of Examination Organiser:

Issue date: 2023.09.14

SEAL