



1. Title of the certificate ^(A)

Diploma di Istruzione Professionale
Indirizzo SERVIZI PER L'ENOGASTRONOMIA E L'OSPITALITÀ ALBERGHIERA
Articolazione: "ACCOGLIENZA TURISTICA"

^(A) In the original language

2. Translated title of the certificate ^(B)

Upper secondary education diploma – Vocational schools
SERVICES FOR HOTEL HOSPITALITY, FOOD AND BEVERAGE
Specialization: "TOURISM AND HOSPITALITY"

^(B) If applicable. This translation has no legal status.

3. Profile of skills and competences (**)

On completion of the education/training pathway, the holder of the certificate is able to:

Skills common to all vocational schools

- use the Italian vocabulary and expressions according to the communication needs in different contexts: social, cultural, scientific, economic, technological;
- establish links between local, national and international cultural traditions, in a cross-cultural perspective and in terms of study and work mobility;
- use the cultural tools and methodologies acquired to have a rational, critical, creative and responsible attitude towards reality, the phenomena and problems encountered, even for lifelong learning purposes;
- use and develop visual communication and multimedia tools also with reference to the expressive strategies and technical tools of online communication;
- command the English language and, if applicable, another EU language and use the sectorial language related to the education pathway in order to interact within various communicative and professional contexts, at level B2 of the Common European Framework of Reference for Languages (CEFR);
- use the language and methods of mathematics to organise and adequately evaluate qualitative and quantitative information;
- apply project management methods and techniques;
- write technical reports and document individual and group activities with regard to specific work situations;
- identify and use communication and team-working tools which are more appropriate to use in organizational and professional contexts of reference.

Skills of the *Tourism and Hospitality* specialization

- work fulfilling the quality requirements of the relevant supply chain;
- use process techniques and management tools in developing food and beverage, restaurant and hotel services and products;
- integrate customer-oriented professional skills with language skills while using communication and relational methods to optimise service quality and coordination with the rest of the workforce;
- promote local, national and international traditions by singling out new trends taking place along the supply chain;
- apply the national and international regulations in force on product safety, transparency and traceability;
- apply planning, adjustment and monitoring strategies in order to optimise the production of goods and services in the light of the specific context;
- use promotion, sale, marketing, support, information and intermediation methods applied to the tourist/hotel business;
- adapt the production and sale of reception and hospitality services based on market and client demand;
- promote and manage tourist/hotel services also by developing tourist services that focus on promoting local natural, art and history, cultural and food & wine resources;
- supervise the organisation of reception and hospitality services, applying financial management methods to hotels and tourism enterprises.

The “Tourism and hospitality” specialization is intended to provide students with the necessary knowledge and skills to operate in the reception business by managing and organising services based on seasonal demand, and to promote and manage tourist/hotel services also by proposing tourist products based upon local existing resources.

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

The certificate holder can work as a mid-level employee in either private or public companies providing services to people, such as: companies in the tourism/hospitality industry (hotels, camping sites, tourist resorts), cruise companies, tourist information and promotion desks, event organisation and management agencies, in the following positions:

- reception operator, front desk receptionist
- concierge
- cashier
- tourist entertainment operator
- trade fair and convention centre operator
- cruise ship operator
- tourist bus escort
- travel agency booking office operator
- air and airport hostess/steward (upon specific training course)

Furthermore, he/she can work as a freelancer, in compliance with the applicable law, as:

- local product promoter in supermarkets, wine cellars and wine shops
- manager of a reception establishment.

5. Official basis of the certificate

Name and status of the body awarding the certificate (***)	Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education, University and Research www.istruzione.it
Level of the certificate (national or international) EQF level 4	Grading scale / Pass requirements State examination. Final grade out of 100. The full scale is used. Minimum passing grade to obtain the certificate: 60/ 100 A final grade of 100/100 cum laude can also be obtained.
Access to next level of education/training <ul style="list-style-type: none"> • Higher Technical Education and Training (IFTS) • Higher Technical Education (ITS) • Universities • Military Academies • Higher Level Arts and Music Education (AFAM) 	International agreements
Legal basis Decree of the President of the Republic no. 87 of 15 March 2010	

6. Officially recognised ways of acquiring the certificate

Description of education/ vocational training received	Percentage of total education/training programme (%)	Duration (hours/weeks/months/years)
School-/training centre-based		Standard learning: 1056 hours/year for 5 years
Workplace, internship / work placement / apprenticeship /school-work alternation		The certificate holder can have completed school-work alternation, internship, work placement or apprenticeship pathways and activities documented and officially recognised for the acquisition of the certificate.
Accredited prior learning		
Total duration of the education/training leading to the certificate		5 years
<p>Entry requirements Lower secondary school leaving diploma.</p> <p>Additional information Yearly school hours are divided into mandatory subjects and activities and optional subjects if provided for in the Educational Plan drawn up by each school. Schools can allocate a percentage of the total hours of the national study plans (up to 20% in the first two years, 20% in the third and fourth years and 20% in the fifth year) to tailor curricula to local needs. Schools can flexibly allocate a percentage of the total hours of the national study plans to carry out regional professional qualification pathways (up to 25% in the first two years) Schools can set up a scientific committee made up of teachers and work experts. Activities and modules related to "Citizenship and Constitution" are envisaged in the historical-geographical and historical-social fields.</p>		

Details regarding the School/Certificate holder

School awarding the certificate:

Name of the holder of the certificate:

Attachment of certificate no.:

(*) 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.

More information available at: <http://europass.cedefop.europa.eu>

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() The present document does not constitute/replace certification of the competencies of the certificate holder**

(*) The reference data of this supplement are indicated in the last box**