



European Training Foundation

EUROPEAN TRAINING FOUNDATION

Network of national qualifications databases
ETF use cases: ESCO and Qualifications



NETWORK OF NATIONAL QUALIFICATIONS DATABASES

Master of hotel service

Accommodation managers are in charge of managing the operations and overseeing the strategy for a hospitality establishment. They manage human resources, finances, marketing and operations through activities such as supervising the staff, keeping financial records and organising activities.

KEY INFORMATION

Country	Ukraine
Language	Ukrainian
ISCED level	3
EQF	-
ISCED-F	-
Workload	1320 hours
Entry requirements	Basic or full secondary education

LEARNING OUTCOMES

- LO 1. Prepare hotel premises for reception and accommodation of guests
- LO 2. Receive and accommodate guests
- LO 3. Serving guests
- LO 4. Organize checking out of guests from the hotel

RELATIONS

ESCO Skills

- [communicate with customers](#)
- [clean rooms](#)
- [performing calculations](#)
- [make reservations](#)
- [maintain customer service](#)
- [accompanying and welcoming people](#)

Read more ▾

Skills

- Ability to organize the cleaning of hotel rooms
- Communicative competence
- Mathematical competence
- Ability to clean the hotel premises
- Environmental and energy efficiency competence
- Ability to check the technical condition of the premises

Read more ▾

Esco Occupations

- [Hotel managers](#)
- [hospitality establishment receptionist](#)
- [hotel concierge](#)

Occupations -

SOURCE OF INFORMATION

Qualification URL
[Master_hotelnoho_obslyuhovuvannya-22-1-2.01.2022.pdf \(men.gov.ua\)](#)

Source
[HQ.projektu_Derzh_osv_stand_prof.5129-Mayst_hotel_obslyuhov.06.12.docx \(live.com\)](#)

ELEMENTS TO DESCRIBE QUALIFICATIONS

- Title and short description
- Key information (level and field)
- Learning outcomes and related skills and occupations
- ESCO skills and occupations

SOURCES OF INFORMATION

- Europass database (QDR)
- National databases
- Qualification descriptions

QUALIFICATIONS MONITORING

Home > Search Results

Search Results

Search keywords

Hotel

Country Language ISCED level Skills Occupations Field of education and training

34 Results

Results per page

Sort by:

Master of hotel service

Accommodation managers are in charge of managing the operations and overseeing the strategy for a hospitality establishment. They manage human resources, finances, marketing and operations through activities such as supervising the staff, keeping financial records and organising activities.

Ministry of Education and Science of Ukraine

Ukraine Ukrainian 3 n/a

n/a

Higher Technician's Certificate (BTS) "Higher Technician in Hospitality with Accommodation Option"

The Higher Technician in Hospitality with a focus on accommodation aims to ensure a smooth and efficient operation of accommodation services in an establishment (floors, reception) while ensuring compliance with standards, policies and procedures in force, in accordance with the quality approach aimed at customer satisfaction. He coordinates departmental (...)

Ministry of Vocational Training and Employment

Search by:

- key words
- advanced search

Search filters:

- Country
- Language
- ISCED level
- Skills (ESCO)
- Occupations (ESCO)
- Field of education and training (ISCED-F)

[← Back](#)

Search Results

Search keywords

Enter search term



Search

Country

Language

ISCED level

Skills

Occupations

Field of education and training

Similarity Level **3**

Clear all filters

Higher Technician's Certificate (BTS) "Higher Technician in Hospitality with Accommodation Option"

[Save](#)

[Compare](#)

The Higher Technician in Hospitality with a focus on accommodation aims to ensure a smooth and efficient operation of accommodation services in an establishment (floors, reception) while ensuring compliance with standards, policies and procedures in force, in accordance with the quality approach aimed at customer satisfaction. He coordinates departmental (...)

Publisher

Ministry of Vocational Training and Employment

Country

Language

ISCED level

EQF

Tunisia

French

4

n/a

Field of education and training

Hotels and tourism

Hotels and restaurants

Related



Hotel Accommodation Technician

[Save](#)

[Compare](#)

Planning and executing the activities of the reception service and floors in hotels, in order to guarantee a quality service and customer satisfaction.

Publisher

National Agency for Qualification and Professional Education, I.P.

Country

Language

ISCED level

EQF

Portugal

Portuguese

3

n/a

Search for similar qualifications

Criteria for similarity:

- ESCO occupations and skills
- ISCED level, EQF level
- Field of education and training ISCED-F
- Language and country

USE IN PRACTICE

The tool can allow:

Employers to

- (1) identify third-country qualifications comparable to a national qualification that they are looking for
- (2) identify third-country qualifications that match the desired skills

Recognition bodies to

- (3) identify national qualifications, skills and occupations that match a third-country qualification

Third-country nationals/ migrants to

- (4) better present their qualifications and skills, including before departure

NAVIGATING THE DATABASE

Search

- by key words
- advanced search by specific parameters

Visualization

- key information
- learning outcomes
- relation to skills and occupations

Comparison of qualifications

Similar qualifications

Intelligent analysis monitoring

Reuse of data by external users

LIMITATIONS AND CHALLENGES

- **Lack of data**

Qualifications not tagged with ESCO skills and occupations

- **Validation by experts**

ESCO linking should be part of the qualification development process

- **Level of detail for ESCO referencing**

- Short or full descriptions of qualifications?

- Overall qualification description or parts/units of qualifications?

List of (unit/ module) learning outcomes

1. Prepare a sales hall, bar counter, shelves for serving visitors (Bartender 4th grade)
2. Organize the production and sale of bar products (Bartender 4th grade)
3. Organize and conduct special types of banquets, catering services (Bartender 5th grade)
4. Develop and sell branded drinks (Bartender 5th grade)

Learning outcomes (unit)	Competence	ESCO skills
1. Prepare a sales hall, bar counter, shelves for serving visitors	1.1. Organization of preparation of the sales hall, bar counter, shelves, compartments for the process of customer service	stock the bar setup the bar area clear the bar at closing time handover the service area maintain bar cleanliness
	1.2. Organization of the bartender's workplace	change kegs create decorative food displays clean beer pipes
	1.3. Polishing of glassware and its handling	handle glassware
	1.4. Polishing of porcelain tableware and cutlery and its handling	

NEXT STEPS

- **Testing the model with a greater number of qualifications**

Focus on Talent partnership countries

- **Fully functional model integrated with QDR and ESCO**

- **Functional Proof of Concept**

<https://etf-qd-dev.cogni.zone/qualification/search>

- **Mockups Demo video**

<https://www.awesomescreenshot.com/video/17351488?key=d970a53d6a75580a714559ad2abcbfaa>

- **Dissemination event on a network of national databases | [ETF \(europa.eu\)](https://etf.europa.eu)**