

1. Title of the certificate (TR)
Servis Görevlisi Mesleki Yeterlilik Belgesi (Seviye 2)
⁽¹⁾ In the original language

2. Translated title of the certificate (EN)
Serviceman VQA Vocational Qualification Certificate (Level 2)
⁽¹⁾ If applicable. This translation has no legal status.

3. Profile of skills and competences		
A typical holder of the certificate is able to:		
UNIT CODE	TYPE	UNITS
12UY0093-2/A1	MANDATORY	Occupational Health and Safety Activities and Environmental Protection Legislation <ul style="list-style-type: none"> Explains the OHS and Environmental Protection Legislation. Describes methods of reducing environmental risks.
12UY0093-2/A2	MANDATORY	Work Organisation <ul style="list-style-type: none"> Explains the personal care and hygiene rules. Defines the work flow between shifts. Participates in the meetings related to the work and obtains information.
12UY0093-2/A3	MANDATORY	Pre-Service Operations <ul style="list-style-type: none"> Cleans the front and back fields of service. Cleans the equipment and hardwares. Prepares the service materials. Prepares the buffet. Replaces the dirty fabric materials. Helps dressing up the table and chairs at feasts. Helps preparing the table arrangement. Helps preparing service carts for service.
12UY0093-2/A4	MANDATORY	Service Operations <ul style="list-style-type: none"> Takes the orders. Serves water and bread. Prepares drinks for service. Brings dirty service materials to dish washing area. Intervenes in the accidents which occur during service. Explains the problems which occur at workflow.
12UY0093-2/A5	MANDATORY	End of Day/Shift Operations <ul style="list-style-type: none"> Prepares the saloon for the next day/shift. Cleans the equipment and hardwares. Accepts gifts given by guests in accordance with the business practices. Applies business practices related to lost and found items.
12UY0093-2/A6	MANDATORY	Periodical Operations <ul style="list-style-type: none"> Assists the periodical cleaning and maintenance services. Participates in the works for identifying and preventing pests. Assists material inventory. Arranges service storages.
12UY0093-2/A7	MANDATORY	Activities Related to Professional Development <ul style="list-style-type: none"> Describes all kinds of professional publications, innovations and technological developments.
12UY0093-2/B1	OPTIONAL	Foreign Language <ul style="list-style-type: none"> Has listening skill at A1 level at foreign language. Has reading skill at A1 level at foreign language. Has conversation skill at A1 level at foreign language. Has verbal expression skill at A1 level at foreign language. Has written expression skill at A1 level at foreign language.

4. Range of occupations accessible to the holder of the certificate (1)
-
⁽¹⁾ If applicable

(*) 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.

© European Union, 2002-2014 | <http://europass.cedefop.europa.eu> | <http://www.europass.gov.tr>

5. Official basis of the certificate

Name and status of the body awarding the certificate Serviceman (Level 2) Vocational Qualification Certificate, is awarded by Authorised Certification Bodies authorised by Vocational Qualification Authority. The list of Authorised Bodies available at: http://www.myk.gov.tr/ybk	Name and status of the national/regional authority providing accreditation/recognition of the certificate Vocational Qualification Authority (Mesleki Yeterlilik Kurumu) Ziyabey Caddesi 1420. Sokak No:12 Balgat Çankaya/ANKARA TURKIYE www.myk.gov.tr
Level of the certificate (national or international) ISCO 08: 5131 and Level 2- Turkish Qualifications Framework Detailed information on Turkish Qualifications Framework available at: http://www.tyc.gov.tr	Grading scale / Pass requirements It is required that the candidate must be successful at the stages of A1,A2,A3,A4,A5,A6,A7,B1 for obtaining Serviceman (Level 2) Vocational Qualification Certificate.
Access to next level of education/training -	International agreements -
Legal basis Vocational Qualification Authority Law No. 5544	

6. Officially recognised ways of acquiring the certificate

This document is prepared for candidates applying to authorised certification bodies, in the case of meeting the performance criteria after theoretical and applied assessments are made and each required unit for obtaining the qualification is successfully completed.

The performance criteria and assessment rates may be different for each qualification.

Entry requirements

There is not an entry requirement for this national qualification.

Information

12UY0093-2 - 23/07/2014 Rev. No:01

Additional information

It is an equitable, transparent and confidential system including rules and activities regarding the development and application of technical and vocational education standards and qualifications, and accreditation, authorisation, audit, assessment, certification related to them, based on national and international occupational standards.

The levels of VQA Vocational Qualification Certificates in relation to Turkish Qualifications Framework are defined as a result of comparing the learning outcomes of the related national qualification to TQF level descriptors. TQF level descriptors, defining the minimum learning outcomes required for the qualifications levelled according to TQF, are available at <http://www.tyc.gov.tr/st>. Since TQF is referenced to European Qualifications Framework (EQF), eight TQF levels correspond to eight EQF levels. Level 2 qualifications for which this certificate herein is issued are defined as "Employee works or studies under supervision with limited autonomy."

More information (including a description of the national qualifications system) available at:**Vocational Qualifications Authority**

www.myk.gov.tr

www.tyc.gov.tr

Europass

www.europass.gov.tr

<https://europass.cedefop.europa.eu/>

