

1. Title of the certificate ^(TR)
Servis Yöneticisi Mesleki Yeterlilik Belgesi (Seviye 5)
⁽¹⁾ In the original language

2. Translated title of the certificate (EN)
Serviceman VQA Vocational Qualification Certificate (Level 5)
⁽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
12UY0095-5/A1	MANDATORY	Occupational Health and Safety Activities and Environmental Protection Legislation <ul style="list-style-type: none"> Establishes operating practices in accordance with the Occupational Health, Safety and Environmental Protection Legislation. Evaluates the activities aimed at the reduction of environmental risks.
12UY0095-5/A2	MANDATORY	Food Safety and Quality Management System <ul style="list-style-type: none"> Evaluates the activities related to the Food Safety and Quality Management System. Controls the food safety and the quality of performed work. Analyses improvement activities aimed at increasing guest satisfaction.
12UY0095-5/A3	MANDATORY	Work Organisation <ul style="list-style-type: none"> Performs personal preparation. Establishes communication between subordinates and superiors. Supervises subordinates. Develops activities in the area of responsibility. Controls the preparation of the service products according to the procedures. Controls having service products ready for service and in enough quantity all the time. Arranges the borrowed goods register book.
12UY0095-5/A4	MANDATORY	Management and Monitoring of the Operation <ul style="list-style-type: none"> Monitors the operation. Discharges managerial responsibilities. Evaluates the service forms available at service departments. Deals with the guests' wishes and complaints. Controls the run of the service without disruption.
12UY0095-5/A5	MANDATORY	Procedures after Operation <ul style="list-style-type: none"> Analyzes food and beverage income and expenses. Applies business practices related to lost and found items. Has the service area cleaned. Controls the cleaning of the equipment and hardwares by related unit.
12UY0095-5/A6	MANDATORY	Periodical Operations <ul style="list-style-type: none"> Coordinates the countings. Performs budget preparation works. Provides maintenance and calibration of the equipment and hardwares belonging to the department by the relevant units. Controls the service storages. Helps the housekeeping department work in areas that are related to the department in the accommodation enterprises. Controls the pest prevention works.
12UY0095-5/A7	MANDATORY	<ul style="list-style-type: none"> Activities Related to Professional Development Evaluates all kinds of professional publications, innovations and technological developments. Organizes the on-the-job training program of the newly working personnel.
12UY0095-5/B1	OPTIONAL	Foreign Language <ul style="list-style-type: none"> Has listening skill at B1 level at foreign language. Has reading skill at B1 level at foreign language. Has conversation skill at B1 level at foreign language. Has verbal expression skill at B1 level at foreign language. Has written expression skill at B1 level at foreign language.

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

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5. Official basis of the certificate

Name and status of the body awarding the certificate Service Delivery Manager (Level 5) 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: 1412 and Level 5- 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 and B1 for obtaining Service Delivery Manager (Level 5) 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

12UY0095-5 - 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 5 qualifications for which this certificate herein is issued are defined as "Employee exercises management and supervision of work or study activities where there is unpredictable change; reviews and develops performance of self and others."

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/>