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| 1. Title of the certificate (LT) <sup>1</sup>                                                                |
| <b>Kvalifikacijos pažymėjimas. Viešbučio administratoriaus mokymo programa (valstybinis kodas 362101303)</b> |
| <sup>1</sup> in original language                                                                            |

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| 2. Translated title of the certificate (EN) <sup>1</sup>                                 |
| Qualification certificate. Hotel administrator training programme (state code 362101303) |
| <sup>1</sup> If applicable. This translation has no legal status.                        |

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| 3. Profile of skills and competences                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>Receive guests and plan their accommodation at hotels; register arrival and departure of guests as required.</b><br/> <b>Take advance bookings and provide information on the telephone about hotel services.</b><br/> <b>Identify room occupation of the hotel.</b><br/> <b>Manage room occupation accounts and complete other required documentation. Ensure safe storage of documents and provide hotel management with the required information.</b><br/> <b>Account for payments received from hotel guests.</b><br/> <b>Use hotel computer software.</b><br/> <b>Operate equipment used for hotel administration.</b><br/> <b>Speak fluently in Lithuanian and at least one foreign language.</b><br/> <b>Use material resources of the hotel economically.</b><br/> <b>Observe health and safety and good hygiene requirements for accommodation institutions.</b><br/> <b>Serve guests politely, be civil with hotel employees, and quickly solve any arising problems.</b></p> |

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| 4. Range of occupations accessible to the holder of the certificate <sup>1</sup>                                                                |
| The holder may work as an administrator (manager) at hotels, guest houses, camp sites, and other institutions providing accommodation services. |
| <sup>1</sup> If applicable                                                                                                                      |

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| <p><b>(*) Explanatory note</b><br/>         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.</p> <p>© European Union, 2002-2014   <a href="http://europass.cedefop.europa.eu">http://europass.cedefop.europa.eu</a></p> |
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| 5. Official basis of the certificate                                                                                                                                                                                                                                                                         |                                                                                                                                                                                    |
| <b>Name and status of the body awarding the certificate</b><br>Legal entity with licence to provide formal vocational training programmes                                                                                                                                                                    | <b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b><br>Ministry of Education and Science of The Republic of Lithuania |
| <b>Level of the certificate (national or international)</b><br>ISCED 454; LTKS III; EKS 3                                                                                                                                                                                                                    | <b>Grading scale / Pass requirements</b><br>10 grade scale.<br>A Pass Grade - Grade 7-10 or entry "Passed"                                                                         |
| <b>Access to next level of education/training</b><br>Possibility to continue studies at the higher level of education programme                                                                                                                                                                              | <b>International agreements</b>                                                                                                                                                    |
| <b>Legal basis</b><br>Law on Education of the Republic of Lithuania<br>Law on Vocational Education and Training of the Republic of Lithuania<br>Resolution No. 535 of 4 May 2010 of the Government of the Republic of Lithuania "On the approval of the description of the National Qualifications Framework |                                                                                                                                                                                    |



## 6. Officially recognised ways of acquiring the certificate

**Aggregate duration of learning required to get the certificate (in weeks):** 21

**Ratio of theoretical and practical learning (%):** 66/34

**Duration and place of apprenticeship (in weeks):** (7)

**Possibility to include passed education:** passed education included by evaluating the knowledge

| Description of vocational education and training received                   | Part of programme (%) | Duration (in weeks) |
|-----------------------------------------------------------------------------|-----------------------|---------------------|
| School-/training centre-based                                               | 66                    | 14                  |
| Workplace-based                                                             | 34                    | 7                   |
| Accredited prior learning                                                   |                       |                     |
| <b>Total duration of the education/ training leading to the certificate</b> |                       | 21                  |

### Entry requirements

### Additional information

More information (including the description of the national system of qualifications) at:

[www.aikos.smm.lt](http://www.aikos.smm.lt), [www.europass.lt](http://www.europass.lt), [www.euroguidance.lt](http://www.euroguidance.lt), [www.kpmc.lt](http://www.kpmc.lt)

### The National Reference Points:

[www.europass.lt](http://www.europass.lt), [www.smpf.lt](http://www.smpf.lt)