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|  | Supplement to a vocational qualification certifying document(\*) | http://upload.wikimedia.org/wikipedia/commons/thumb/8/84/Flag_of_Latvia.svg/125px-Flag_of_Latvia.svg.pngLatvia |

Vocational qualification certifying document serial \_\_\_\_\_\_\_\_\_\_\_\_ No.\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **1. Title of the vocational qualification certifying document(1)** |
| Atestāts par arodizglītību  Profesionālās kvalifikācijas apliecība  Profesionālā kvalifikācija: **Viesnīcas istabenis** |
| (1) in the original language |

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| **2. Translation of the title of the vocational qualification certifying document(2)** |
| A certificate of vocational basic education  A vocational qualification certificate  Vocational qualification: **Hotel Cleaner \*\*** |
| (2) If necessary. This translation does not have a legal status. |

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| **3. Description of competences** |
| A hotel cleaner cleans and maintains in order premises and environment of the accommodation places. Carries out the guest reception works and observes confidentiality principles    Has acquired competences for performance of the following professional duties and tasks:  3.1. Shaping and maintaining the work environment:  - to maintain the work environment, premises and work place clean and tidy;  - to observe personal and occupational hygiene;  - to plan own work in accordance with deadlines, resources and placed orders;  - to use professional technology and equipment according to the operating rules;  - to store chemical cleaning agents according to the requirements;  - to work individually and in a team;  - to ensure own appearance according to the position and company requirements.  3.2. Preparation of premises:  - to design the guest rooms and their equipment according to the categories and instructions of the guests;  - to be familiar with laundry circulation in the company;  - to prepare guest rooms for accommodation of the guests;  - to use professional cleaning agents and equipment;  - to place the necessary information in guest rooms.  3.3. Cleaning of premises:  - to apply premise cleaning agents according to the premises and surfaces finishing materials;  - to clean guest rooms, public spaces and work environment;  - to be familiar with types of cleaning of guest premises: daily, outing, general cleaning;  - to use chemical cleaning agents according to the instructions;  - to ensure laundry care operations;  - to observe in own work the sequence of premise cleaning work procedures;  - to observe cleanliness standards;  - to observe bed making standards.  3.4. Application of the basic principles of communication.  - to be familiar with the products and services of the company;  - to work in a team and individually;  - be loyal to colleagues and the employer;  - to observe the basic brinciples of professional and general ethics and confidentiality in own work;  - to maintain business relations and cooperate with the guests and colleagues.    3.5. Application of the basic principles of hospitality.  - to be familiar with the company's operating structure and operational organisation;  - to be responsible for the result of own and team's work;  - to offer consistent and sustainable quality services to the guests;  - to observe hospitality and cooperation principles with colleagues and the guests;  - to use the official language;  - to communicate in at least one foreign language;  - to apply the basic principles of shaping of business image.  3.6. Compliance with labour protection requirements:  - to observe labour and environmental protection requirements and rules;  - to observe fire safety and electrical safety rules;  - to act in accordance with the company's internal rules and instructions;  - to work, applying safety working methods and personal protective equipment;  - to observe the hygiene and sanitary requirements;  - to provide first medical aid.  Additional competences:   * *<<Filled in by the education institution>>;* * *...;* * *...;* * *...* |

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| **4. Employment opportunities according to the vocational qualification(3)** |
| To work in the household service of tourism and hospitality industry company. |
| (3) If possible |

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| **5. Description of the vocational qualification certifying document** | |
| **Name and status of the institution that has issued the vocational qualification certifying document** | **State intitution that ensures recognition of the vocational qualification certifying document** |
| *<<Full name, address, phone No., website address; e-mail address of the document issuing institution.* *Legal status of the issuing institution>>* | The Ministry of Education and Science of the Republic of Latvia, website: [*www.izm.gov.lv*](http://www.izm.gov.lv/) |
| **Level of the vocational qualification certifying document**  **(national or international)** | Grading scale/Grade, which certifies fulfilment of requirements |
| Nationally recognised document, corresponding to the Level 3 of the Latvian Qualifications Framework (LQF 3) and the Level 3 of the European Qualifications Framework (EQF 3). | The grade received in the vocational qualification exam not less than “satisfactory – 5”  (the 10-point grading system is used). |
| **Access to the next education level** | **International contracts or agreements** |
| Certificate of vocational education or secondary education allows to continue education in LQF 4/ EQF 4 | *<<if applicable.* *Filled in by the education institution, if the concluded international contracts or agreements provide for issuance of additional certificates. Delete the comment, if not applicable>>* |
| **Legal basis** | |
| Vocational Education Law (Section 6). | |

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| **6. Type of acquisition of the vocational qualification certifying document** | | | |
| Formal education:  Full-time  Full-time (work environment-based studies)  Extramural studies | | Education acquired outside the formal education system | |
| **Total duration of studies\*\*\*** (hours/years) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| **A: Description of the acquired vocational education** | B: Percentage of full (100%) programme | | C: Duration (hours/weeks) |
| Part of the education programme acquired at the education institution | *<<Enter the volume (%) of the education programme acquired in classrooms of the education institution>>* | | *<<Enter the volume (hours or study weeks) of the education programme acquired in classrooms of the education institution>>* |
| Part of the education programme acquired in internship at a workplace, incl., work environment-based studies | *<<Enter the volume (%) of the education programme acquired outside classrooms of the education institution,*  *i.e., practical studies at a company/-ies, internship at a workplace, work environment-based studies>>* | | *<<Enter the volume (hours or study weeks) of the education programme acquired outside classrooms of the education institution,*  *i.e., practical studies at a company/-ies, internship at a workplace, work environment-based studies>>* |
| \*\*\*Applicable to acquired formal education.  **Additional information:**  [*www.izm.gov.lv*](http://www.izm.gov.lv/)  [*https://visc.gov.lv/profizglitiba/stand\_saraksts\_mk\_not\_626.shtml*](https://visc.gov.lv/profizglitiba/stand_saraksts_mk_not_626.shtml)  **National information centre:**  Latvian National Europass Centre, [*http://www.europass.lv/*](http://www.europass.lv/) | | | |