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Series of the Certificate \_\_\_\_\_\_\_\_\_\_\_\_ No \_\_\_\_\_\_\_\_\_\_\_\_\_

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| **1. Title of the Certificate(1)** |
| ☐ Atestāts par arodizglītību☐ Profesionālās kvalifikācijas apliecībaProfesionālā kvalifikācija: **Viesnīcas istabenis** |
| (1) in the original language |

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| **2. Translated title of the Certificate(2)** |
| ☐ Certificate of vocational basic education☐ Certificate of professional qualificationProfessional qualification: **Hotel Cleaner\*\*** |
| (2) If applicable. This translation has no legal status. |

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| **3. Profile 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:* <<To be completed by the education institution>>;
* ...;
* ...;
* ...
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| **4. Employment opportunities in line with the professional 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 Certificate** |
| **Name and status of the body issuing the Certificate** | **National authority providing recognition of the Certificate** |
| *<<Full name, address, telephone number, website address; e-mail address of the issuing body.* *Legal status of the issuing body>>* | Ministry of Education and Science of the Republic of Latvia, website: *www.izm.gov.lv* |
| **Level of the Certificate****(national or international)** | Grading scale/Grade attesting fulfilment of the requirements |
| State-recognised document, corresponding to the third level of the Latvian Qualifications Framework (LQF level 3) and the third level of the European Qualifications Framework (EQF level 3). | A mark of at least "average - 5" in the professional qualification examination (using a 10-point scale). |
| **Access to the next level of education** | **International treaties or agreements** |
| Certificate of vocational basic education or secondary education enables further education at LQF level 4/EQF level 4. | *<<If applicable.* *To be completed by the education institution in case international treaties or agreements provide for the issue of additional certificates. If not applicable, delete comment>>* |
| **Legal basis** |
| Vocational Education Law (Section 6) |

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| **6. Means of obtaining the Certificate** |
| ☐ Formal education:☐ Full-time☐ Full-time (work-based training)☐ Part-time | ☐ Education acquired outside the formal education system |
| **Total duration of training\*\*\*** (hours/years) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **A: Description of the vocational training received** | B: Percentage of total (100%) programme  | C: Duration (hours/weeks) |
| Part of the education programme completed in the education institution | *<<Indicate the amount (%) of the education programme completed on the premises of the education institution>>* | *<<Indicate the amount (in hours or training weeks) of the education programme completed on the premises of the education institution>>* |
| Part of the education programme completed in workplace internship, including work-based training | *<<Indicate the amount (%) of the education programme completed outside the premises of the education institution,**i.e. practical training in enterprises, workplace internships, work-based training>>* | *<<Indicate the amount (in hours or training weeks) of the education programme completed outside the premises of the education institution,**i.e. practical training in enterprises, workplace internships, work-based training>>* |
| \*\*\* Applicable to formal education.**Further information available at:**[*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:**National Europass Centre in Latvia, [*http://www.europass.lv/*](http://www.europass.lv/) |