SLOVENSKO
OGRODJE
KVALIFIKACIJ

Concierge – Skrbnik/skrbnica gostov

Selected qualifications

Name of qualification	Concierge – Skrbnik/skrbnica gostov
Translated title (no legal status)	Concierge - Guest administrator
Type of qualification	Nacionalna poklicna kvalifikacija, SOK raven 6
Category of qualification	Poklicna kvalifikacija

Admission requirements

• Education at least at SQF level 5 and
• at least three years of work experience in the hotel industry, as evidenced by the candidate's employment contract or other employment contract and the employer's letter of reference, and
• Knowledge of foreign languages:
    ◦ 1. English - knowledge at least at a level comparable to B1 (which the candidate proves with a final certificate of secondary general education for the subject of English or with a general or vocational matura in English at a level of at least B1, with another valid certificate for a level of at least B1, with a certificate of successfully completed at least primary education where classes are conducted in English, issued in Slovenia or abroad) and
    ◦ 2. foreign language - optional, knowledge at least at the level comparable to B1 (which the candidate proves with a final certificate of secondary general education for the selected foreign language or passed general or vocational matura in the selected language at level B1 or other publicly valid certificate for level at least B1 or with a certificate of successfully completed at least primary education, where classes are conducted in the selected language or for a selected subject, issued in Slovenia or abroad)

ISCED field

Field
Transport, varnost, gostinstvo in turizem, osebne storitve

ISCED subfield

subfield hotelirstvo in gostinstvo

Qualification level

SQF 6
EQF 5

Learning outcomes

The candidate is able to:

- plan, prepare and control own work,
- lead, supervise and coordinate the work of employees in the hotel reception and coordinate the work between different departments of the hotel,
- receive and accommodate hotel guests and grant them statuses,
- provide regular and exclusive services for guests of various statuses,
- communicate with colleagues, business partners and guests,
- communicate in English and at least one foreign language in everyday work situations,
- master verbal and non-verbal communication and assess the personality profile of the guest,
- use entrepreneurial skills and work in a team,
- use modern information and communication technology and software tools,
- manage the offer of the hotel and destination and perform offer and sale activities for good visibility of the hotel and destination,
- rational use of energy, material and time,
- ensure occupational safety and comply with environmental principles.

Accessors

Verification and assessment are carried out by committees for the verification and validation of national vocational qualifications, appointed by the National Examination Centre (NEC). Committee members must be licensed by the National Examination Centre. Licences may be found here .

Assessment and completion

VALIDATION

During the guidance process the candidate prepares a portfolio, which is assessed by a committee. If the portfolio submitted by the candidate contains authentic, valid and adequate proof of the knowledge, skills and competences defined in the occupational standard, the committee may:

- validate the contents of the occupational standard in full,
- validate the contents of the occupational standard in part and define the knowledge, skills and competence to be verified,
- refuse to validate any of the contents of the occupational standard because the candidate has not provided proof of any of the knowledge, skills and competences defined in the occupational standard, in which case it will verify the occupational standard in full.

METHOD OF VERIFICATION

Practical verification with an oral presentation.

Condition for obtaining certificate

Candidates demonstrate attainment of the knowledge, skills and competences defined in the catalogue of standards of vocational knowledge and skills.

Awarding body

Providers of procedures for identifying and validating NVQs are entered in a register of providers maintained in the collection of the national information centre for vocational qualifications. These are: vocational schools, businesses, B2B training centres, adult education centres and chambers of commerce.

URL

https://www.nrpslo.org/podrobnosti/npk/01365511