

1. Title of the certificate (HR) and programme number <sup>(1)</sup>

**Pomoćni ugostitelj/Pomoćna ugostiteljica**  
(321020)

<sup>(1)</sup> In the original language.

2. Translated title of the certificate (EN) <sup>(2)</sup>

**Catering assistant**

<sup>(2)</sup> This translation has no legal status.

## 3. Profile of skills and competences

## A) GENERAL EDUCATION COMPETENCES

- Effective oral and written communication in the Croatian language
- Basic communication in a foreign language
- Apply basic mathematical operations
- Use basic digital tools and devices according to instructions
- Develop responsibility, work habits and team collaboration skills
- Care for personal health and hygiene
- Basic understanding of cultural and social differences when working with people

## B) VOCATIONAL COMPETENCES

- Distinguish the type and purpose of rooms, equipment, devices, inventory and food in a catering facility
- Maintain personal hygiene, cleanliness of utensils, dishes, equipment and devices in catering facilities
- Perform preparatory work in the facilities and areas of catering departments
- Participate in the preparation and mechanical processing of food according to instructions
- Participate in the storage of food
- Perform auxiliary tasks as instructed (washing, cleaning, and disinfecting catering premises) and carry out final cleaning tasks in the facilities and areas of the catering department.
- Communicate within the catering facility according to the principles of business hierarchy, ethics and business etiquette
- Dispose of waste in accordance with legal regulations on environmental protection and sustainable development
- Adhere to occupational safety and personal protection measures by wearing prescribed clothing when performing work tasks

## 4. Range of occupations accessible to the holder of the certificate

A catering assistant can work as a kitchen assistant, assistant cook, dishwasher worker, fast food worker, or line food service worker in a cafeteria or canteen.

## 5. Official basis of the certificate

<p><b>Name and status of the body awarding the certificate</b></p> <p>The certificate is issued by the secondary education institution (vocational education and training school).</p>	<p><b>Name and status of the national authority providing accreditation/recognition of the certificate</b></p> <p>Ministry of Science, Education and Youth Donje Svetice 38 10000 Zagreb <a href="http://www.mzom.gov.hr">www.mzom.gov.hr</a></p>
<p><b>Legal basis</b></p> <p>Primary and Secondary School Education Act (Official Gazette No. 87/2008, 86/2009, 92/2010, 105/2010-corr., 90/2011, 16/2012, 86/2012, 94/2013, 152/2014, 7/2017, 68/2018, 98/2019, 64/2020, 151/2022 and 156/2023) Vocational Education and Training Act (Official Gazette, No. 30/2009, 24/2010, 22/2013, 25/2018 and 69/2022) Croatian Qualifications Framework Act (Official Gazette No. 22/2013, 41/2016, 64/2018, 47/2020 and 20/2021)</p>	<p><b>National grading system / Pass requirements</b></p> <p>Excellent 5 (10) A Very good 4 (9) B Good 3 (8) B Sufficient 2 (6-7) C Insufficient 1 (0-5) F In order to pass the exam, it is necessary to get the grade 2 (sufficient).</p>
<p><b>Level of qualifications</b></p> <p>Level 3 in the Croatian Qualifications Framework</p>	<p><b>Access to next level of education/training</b></p> <p>Access to higher level of qualification in accordance with the Croatian Qualifications Framework.</p>

## 6. General data of acquiring the certificate

	Percentage of total programme (%)	Total number of hours
General education part	42,00	1364
Vocational part – occupational technology	13,00	420
Vocational part – professional practice	45,00	1460
<b>Duration of education</b>		3 years

**Entry requirements:** The completion of primary education

**More information available at:**

Ministry of Science, Education and Youth ([www.mzom.gov.hr](http://www.mzom.gov.hr))  
Education and Teacher Training Agency ([www.azoo.hr](http://www.azoo.hr))  
Agency for Vocational Education and Adult Education ([www.asoo.hr](http://www.asoo.hr))

National Europass Centre in Croatia ([www.europass.hr](http://www.europass.hr)) at the Agency for Mobility and EU Programmes ([www.ampeu.hr](http://www.ampeu.hr)).

**(\*) Explanatory note**

This document provides additional information about the school certificate and does not have any legal status in itself. Its format is based on the Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass) and repealing Decision No 2241/2004/EC.

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