

1. Title of the certificate (HR) and programme number ⁽¹⁾**Konobar (dualni model obrazovanja)**

(441333)

⁽¹⁾ In the original language.2. Translated title of the certificate (EN) ⁽²⁾**Waiter (dual model of education)**⁽²⁾ This translation has no legal status.

3. Profile of skills and competences

A) GENERAL EDUCATION COMPETENCES

- Use actively mother tongue and foreign languages by applying language activities and basic communication skills in different situations
- Apply basic mathematical knowledge, skills and processes
- Use modern information and communication technology safely and actively
- Apply consistently ethical principles, respect diversity and cultivate a tolerant relationship towards others
- Behave responsibly towards nature and protect the environment
- Manage one's own learning and work and implement entrepreneurial competences
- Foster physical and health culture by exercising regularly, maintain hygiene for the purposes of maintaining one's own and other people's health

B) VOCATIONAL COMPETENCES

- Use appropriate work clothes, shoes and work accessories, according to the situation and catering facility
- Organise work processes in the service department in accordance with the timetable
- Prepare tables in regard to space and occasion
- Serve food, drinks, beverages and festive meals, in accordance with the rules and techniques of serving
- Prepare food in front of the guest in accordance with the rules of the profession
- Create recipes for drinks and beverages in accordance with norms
- Apply HACCP standards as well as the standards for personal hygiene and hygiene of workspace and inventory
- Apply the rules of intercultural communication with guests and colleagues in native and foreign languages
- Keep records of stocks and documentation in the catering industry using information and communication technology
- Apply legal regulations concerning work safety, fire protection and environmental protection
- Use modern gastronomic trends in serving food and drinks

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

The job of a waiter/waitress includes serving guests and providing additional services in catering. A waiter/waitress can be employed in various types and categories of catering facilities, such as restaurants, bars, cafés and such. A waiter/waitress has the opportunity to advance in the profession to the positions of bar manager, restaurant manager and head of the food and drinks department. Self-employment is possible by setting up a catering trade.

5. Official basis of the certificate

<p>Name and status of the body awarding the certificate</p> <p>The certificate is issued by the secondary education institution (vocational education and training school).</p>	<p>Name and status of the national authority providing accreditation/recognition of the certificate</p> <p>Ministry of Science, Education and Youth Donje Svetice 38 10000 Zagreb www.mzom.gov.hr</p>
<p>Legal basis</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>National grading system / Pass requirements</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</p> <p>In order to pass the exam, it is necessary to get the grade 2 (sufficient).</p>
<p>Level of qualifications</p> <p>Level 4.1 in the Croatian Qualifications Framework</p>	<p>Access to next level of education/training</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	21,91	816
Vocational part – theoretical	14,80	551
Vocational part – exercises/ work-based learning	63,29	2357
Duration of education		3 years

Entry requirements: The completion of primary education

More information available at:

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

National Europass Centre in Croatia (www.europass.hr) at the
Agency for Mobility and EU Programmes (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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