



Europass certificate supplement (*)



1. Title of the certificate ⁽¹⁾

Resepsjonsfaget

⁽¹⁾ In the original language

2. Translated title of the certificate ⁽¹⁾

Reception desk services

⁽¹⁾ If applicable. This translation has no legal status.

3. Profile of skills and competences

The holder of this document is a skilled reception desk assistant and has the competence to work at a reception desk. S/he

- has knowledge of the company, the industry and their framing conditions
- has knowledge of the company's goods and services and development of them, is capable of carrying out sales and providing good service to customers and colleagues
- is familiar with the company's reception desk procedures, is capable of carrying out bookings and presenting relevant information
- is capable of carrying out work tied to courses and conferences, and simple tasks relating to waiting on tables and business economy activities
- is able to carry out this work in a proper manner bearing in mind health, safety and the environment

The final on-the-job training in a company comprises the modules 1: Business knowledge, 2: Sales, service and customer relations, 3: Reception desk procedures and booking, 4: Courses and conferences, 5: Waiting on tables, 6: Housekeeping administration, Business economy studies.

The holder of this document also has skills on the upper secondary school level in Norwegian, English, mathematics, natural science, social studies and physical education. Adult students may in some cases be exempted from the requirement for these common-core general studies subjects.

4. Range of occupations accessible to the holder of the certificate ⁽¹⁾

Receptionist

⁽¹⁾ If applicable

⁽¹⁾ Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.eu.int>

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5. Official basis of the certificate	
Name and status of the body awarding the certificate Craft certificate issued by the county administration through the Vocational Training Board	Name and status of the national/regional authority providing accreditation/recognition of the certificate The Royal Norwegian Ministry of Education and Research
Level of the certificate (national or international) No certificate levels are used in Norway. The education/training corresponds to completed upper secondary education	Grading scale / Pass requirements Passed with distinction, Passed, Failed
Access to next level of education/training The training/education together with further instruction in general studies subjects qualifies the candidate for admission to higher education	International agreements
Legal basis Act dated 17 July 1998 no 61: Act relating to Primary and Secondary Education (The Education Act), Regulations dated 28 June 1999 no 722: Regulations relating to the Education Act, and the General Curriculum (with subject syllabuses) for Upper Secondary Education	

6. Officially recognised ways of acquiring the certificate		
Description of vocational education and training received	Percentage of total programme (%)	Duration (hours/weeks/months/years)
School-/training centre-based	50	2 years
Workplace-based	50	2 years
Accredited prior learning		
Total duration of the education/ training leading to the certificate		4 years
Entry requirements		
Additional information The first two years of the training take place in a school/training centre. This comprises a total of 19 periods per week in general studies subjects, 47 periods per week in specialised subjects and four periods per week in elective subjects. This is followed by two years of training in a company, where one year is training and one year is value creation. Adult students may in some cases be exempted from the requirement for the general studies subjects.		
More information (including a description of the national qualifications system) available at: www.nonrp.no		
National reference point www.nonrp.no		