

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

(441333)

<sup>(1)</sup> In the original language.2. Translated title of the certificate (EN) <sup>(2)</sup>**Waiter (dual model of education)**<sup>(2)</sup> 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><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.hr">www.mzom.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</p> <p>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 4.1. 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	21,91	816
Vocational part – theoretical	14,80	551
Vocational part – exercises/ work-based learning	63,29	2357
<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.hr](http://www.mzom.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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