

**1. TITLE OF THE CERTIFICATE (DE) <sup>(1)</sup>****Lehrabschlussprüfungszeugnis Systemgastronomiefachkraft**<sup>(1)</sup> in original language**2. TRANSLATED TITLE OF THE CERTIFICATE (EN) <sup>(2)</sup>****Certificate of Apprenticeship "System Catering Specialist" (f/m)**<sup>(2)</sup> This translation has no legal status.**3. PROFILE OF SKILLS AND COMPETENCES****Specialist areas of competence:****Guest service**

The system catering specialist acts professionally in contact with guests and puts the needs of the guest first. He/she takes orders or advises the guests on the company's offer. He/she responds to modification and special requests in accordance with the operational requirements. He/she deals with complaints/claims and guests' requirements competently. He/she handles the payment process with the guest. In carrying out these tasks, the system catering specialist uses digital ordering and order entry systems as well as the company's cash register system. Another essential task is product delivery. The system catering specialist prepares food and/or drinks in line with the system, serves them to guests or brings them to the table.

**Product preparation**

The system catering specialist prepares and dresses food and/or drinks using specified working techniques and recipes. He/she uses suitable equipment, machines and tools for this purpose. When processing ready-made products, he/she observes processing stages and recipes and works economically and according to the operational requirements. As part of product preparation, he/she also carries out standardised preparation activities. This includes the collection of foodstuffs/drinks and other goods from various storage locations, checking the condition of the goods and the preparation of ingredients and work utensils based on recipes.

**Product management**

The system catering specialist has knowledge of procurement, handles various standardised tasks in this area based on this knowledge and communicates with people inside and outside the company in the process. In this way he/she identifies the demand for goods and cooperates in the ordering of goods. The system catering specialist receives goods, checks the delivery and stores them properly. He/she takes appropriate measures in the event of defective deliveries and services. In addition, he/she carries out inventories and evaluates inventory results.

**Ensuring system catering processes**

The system catering specialist ensures structured processes on the basis of checklists and therefore actively and systematically helps to shape the operational processes. He/she uses various measures to ensure quality, service and cleanliness. For example, he/she adapts checklists or analyses turnover and guest planning and implements appropriate measures in cooperation with the branch management. In marketing, the system catering specialist participates in company promotions and campaigns and works on the company's external image. With regard to communication, he/she organises and participates in meetings. In addition, he/she is able to estimate costs and act in a cost-conscious manner according to budget guidelines. He/she can interpret and present operational key figures and reports. The system catering specialist carries out daily and/or shift accounting with a digital accounting system and checks the cash balance in the process. He/she receives information from colleagues and passes it on (e.g. at shift handover).

**Staff**

The system catering specialist is able to act as a contact person for delegated groups of employees and to manage stations. He/she prepares schedules or duty rosters, taking into account the estimated staffing requirements and compliance with the legal basis. In addition, he/she takes on tasks for personnel development and team leadership, such as the training of new colleagues. The system catering specialist participates in the preparation, implementation and follow-up of staff training. As part of staff administration, the system catering specialist takes on tasks such as entering data into predefined systems or forwarding forms to the personnel office.

**Interdisciplinary areas of competence:****Working in an operational and professional environment**

The system catering specialist has basic knowledge of the operational range of services and business management and ecological contexts in order to organise and carry out his/her activities efficiently. He/she acts within the operational structure and process organisation in a self-competent and socially and methodically competent manner and handles the tasks assigned to him/her in a solution-oriented manner and in accordance with the situation on the basis of his/her understanding of intrapreneurship. Furthermore he/she communicates in a target group-oriented manner, in a way appropriate for the profession including in English, and acts in a guest-oriented manner.

**Quality-oriented, safe, hygienic and sustainable work**

The system catering specialist applies the principles of operational quality management and is involved in the further development of operational standards. He/she reflects on his/her own approach and uses the knowledge gained in his/her area of responsibility. The system catering specialist observes the legal and operational regulations for his/her personal safety and health at work and acts appropriately in the event of accidents, injuries or personal assaults (in particular sexual harassment, violence, bullying). The system catering specialist correctly applies operational health and hygiene standards. He/she implements the necessary measures in the areas of personal hygiene, kitchen hygiene, hygiene in the service area and food hygiene. Among other things, he/she takes into account the HACCP Directive and applies "Good Hygiene Practice". Within the scope of his/her area of responsibility he/she takes into account significant ecological impacts of his/her activities and therefore acts in a sustainable and resource-conserving manner.

**Digital work**

The system catering specialist selects and makes efficient use of the most appropriate digital equipment, operational software and digital forms of communication for his/her tasks within the framework of the legal and operational requirements. He/she digitally procures the internal and external information required for handling tasks. The system catering specialist acts purposefully and responsibly on the basis of his/her digital competence. This includes, in particular, the sensitive and secure handling of data, taking into account operational and legal requirements (e.g. the General Data Protection Regulation).

**4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(3)</sup>**

**Range of occupations:**

Employment including in catering establishments and catering chains as well as in the dining car service of railway operations

<sup>(3)</sup> if applicable

**(\*) Explanatory note**

This document has been developed with a view to providing additional information on individual certificates; it has no legal effect in its own right. These explanatory notes refer to 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).

More information on Europass is available at: <http://europass.cedefop.europa.eu> or [www.europass.at](http://www.europass.at)

<b>5. OFFICIAL BASIS OF THE CERTIFICATE</b>	
<b>Name and status of the body awarding the certificate</b> Lehrlingsstelle der Wirtschaftskammer (Apprenticeship Office of the Economic Chamber; for the address, see certificate)	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Bundesministerium für Wirtschaft, Energie und Tourismus (Federal Ministry of Economy, Energy and Tourism)
<b>Level of the certificate (national or international)</b> NQF/EQF 4 ISCED 35	<b>Grading scale / Pass requirements</b> Overall performance: Pass with Distinction Good Pass Pass Fail
<b>Access to next level of education/training</b> Access to the <i>Berufsreifeprüfung</i> (i.e. certificate providing university access for skilled workers) or a vocational college for people under employment. Access to relevant courses at a <i>Fachhochschule</i> (i.e. university level study programme of at least three years' duration with vocational-technical orientation); additional examinations must be taken if the educational objective of the respective course requires it.	<b>International agreements</b> Between Germany, Hungary, South Tyrol and Austria, international agreements on the mutual automatic recognition of apprenticeship-leave examinations and other vocational qualifications have been concluded. Information on equivalent apprenticeship occupations can be obtained from the Federal Ministry of Economy, Energy and Tourism.
<b>Legal basis</b> 1. Training Regulation for System Catering Specialist BGBl. II (Federal Law Gazette) No. 201/2021 (company-based training) 2. Curriculum framework (education at the vocational school for apprentices) 3. The present apprenticeship trade replaces the apprenticeship trade chain restaurant expert (Training and Examination Regulation BGBl. II (Federal Law Gazette) No. 295/1998, which expired as of 30 of April 2021.	

<b>6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE</b>
1. Training in the framework of the given Training Regulation for System Catering Specialist and of the curriculum of the vocational school for apprentices. Admission to the final apprenticeship examination upon completion of the apprenticeship period specified for the apprenticeship trade concerned. The final apprenticeship examination aims to establish whether the apprentice has acquired the skills and competences required for the respective apprenticeship trade and is able to carry out the activities particular to the learned trade herself/himself in an appropriate manner. 2. Admission to the final apprenticeship examination in accordance with Article 23 (5) of the <i>Berufsausbildungsgesetz</i> (Vocational Training Act). An applicant for an examination is entitled to sit the final apprenticeship examination without completing a formal apprenticeship training if she/he has reached 18 years of age and is able to prove acquisition of the required skills and competences by means of a relevant practical or an on-the-job training activity of appropriate length, by attending relevant courses etc.
<b>Additional information:</b> <b>Entry requirements:</b> successful completion of 9 years of compulsory schooling <b>Duration of training:</b> 3 years <b>Enterprise-based training:</b> Enterprise-based training comprises $\frac{4}{5}$ of the entire duration of the training and focuses on the provision of job-specific skills and competences according to Article 3 of the Training Regulation, BGBl. II (Federal Law Gazette) No. 201/2021, enabling the apprentice to exercise qualified activities as defined by the profile of skills and competences specified above (cf. job profile). <b>Education at vocational school:</b> School-based education comprises $\frac{1}{5}$ of the entire duration of the training. The vocational school for apprentices has the tasks of imparting to apprentices the basic theoretical knowledge, of supplementing their enterprise-based training and of widening their general education in the framework of subject-oriented part-time instruction. <b>More information</b> (including a description of the national qualification system) is available at: <a href="http://www.zeugnisinfo.at">www.zeugnisinfo.at</a> and <a href="http://www.edusystem.at">www.edusystem.at</a> <b>National Europass Center:</b> <a href="mailto:europass@oead.at">europass@oead.at</a> Ebendorferstraße 7, A-1010 Wien; Tel. + 43 1 53408-684