

## 1. TITLE OF THE CERTIFICATE (ES)

**Certificado de Profesionalidad de nivel 3 en  
HOTA0308 RECEPCIÓN EN ALOJAMIENTOS**

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Professional Certificate Level 3 in  
HOTA0308 ACCOMMODATION RECEPTION SERVICES  
(This translation has no legal status)**

## 3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to manage the reception department, according to the general planning of the establishment, offering accommodation, developing and ensuring the correct provision of appropriate services and implementing commercial actions. This general competence is divided into the following **skills units** (UC):

- Organize and supervise commercial actions and bookings (UC0263\_3).
- Carry out specific activities to reception services (UC0264\_3).
- Manage the services provided in the accommodation (UC0265\_3).
- Communicate in English with an independent user level in tourist activities (UC1057\_2).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Commercial activities and bookings (MF0263\_3).
- Guest reception and service (MF0264\_3).
- Management of the services provided in the accommodation (MF0265\_3).
- Professional English for tourism (MF1057\_2).
- Practical training at the workplace in Accommodation reception services (MP0013)

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Analyse the administrative reservation processes, applying appropriate procedures and operations for their implementation.
- Apply sales techniques, communication skills and customer service commonly used in accommodation establishments, with the aim of satisfying guests' expectations and encouraging future stays.
- Analyse the procedures for managing information at the reception, making use of software applications as appropriate in the different types of accommodation.
- Develop the processes for managing billing and collection, applying the appropriate procedures and operations to carry them out.
- Keep in touch with the security service of the accommodation establishments.
- Observe the application of management techniques and integration of staff applicable in the area of accommodation.
- Collaborate on applying quality control on certain services and products in the hotel and catering and tourism area and on evaluating the results obtained.
- Communicate verbally with one or more people in standard English, expressing and interpreting fluidly messages of medium complexity in a variety of formal and informal situations that are inherent in tourism services.
- Take part in the company's working processes, following the rules and instructions established at the workplace.

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work in the hospitality sector, in particular in the tourist accommodation companies; and also in sectors that include certain types of non-tourist accommodation (student halls of residence, old people's homes, etc.). The holder may also work in a travel agency and overall in central reservation services for hotels.

The most pertinent occupations and positions are:

- Hotel receptionist and booking clerk.
- Reception manager.
- Hotel concierge.
- Communications manager.
- Bookings manager.
- Tourist promoter.

## 5. OFFICIAL BASIS OF THE CERTIFICATE

### Name and status of the national/regional authority providing accreditation/recognition of the certificate

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

### Level of the certificate

The Professional Certificate Level 3 of the National Repertoire of Professional Certificates corresponds to level 4 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

### Grading scale/Pass requirements

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

### Access to next level of education/training

This Professional Certificate Level 3 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

### Legal basis

Royal Decree 376/2008 of 1 August, establishing ten professional certificates in the professional family Hospitality and Tourism, which are included in the National Repertoire of Professional Certificates. (Appendix VI, Code: HOTA0308). Amended by Royal Decree 619/2013 of 2 August, establishing two professional certificates in the professional family Hospitality and Tourism, which are included in the National Repertoire of Professional Certificates, and updating the professional certificates established as Appendices I, II, III, IV, V, VI, VII, VIII, IX and X of Royal Decree 1376/2008 of 1 August, as Appendices I and II of Royal Decree 1256/2009 of 24 July, amended by Royal Decree 685/2011 of 13 May, and as Appendices II, III and V of Royal Decree 685/2011 of 13 May.

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	81	140
Practical training at the workplace	19	120
<b>Total duration of training leading to the certificate</b>		<b>630</b>

### Entry/access requirements:

- *Bachiller* Diploma (upper secondary education); or
- Professional Certificate Level 2 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

**Additional information:** Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: [www.sepe.es](http://www.sepe.es)

National Europass Centre: [www.oapee.es](http://www.oapee.es)

(\*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no 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 is available at: <http://europass.cedefop.eu.int>

## Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

