

3. EDUCATIONAL PROGRAM

3.1. PROFILE OF THE EDUCATIONAL PROGRAM IN SPECIALTY

241 "HOTEL AND RESTAURANT BUSINESS"

(EDUCATIONAL AND PROFESSIONAL PROGRAM "HOTEL AND RESTAURANT BUSINESS")

Project team leader (guarantor of the educational program) -

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1 – General information	
Full name of IHE and structural unit	State University of Trade and Economics Faculty of Restaurant, Hotel and Tourism Business Department of Hotel and Restaurant Business
Academic degree and qualification title in the original	Junior bachelor's degree in higher education Specialty "Hotel and Restaurant business" Educational and professional program "Hotel and Restaurant business"
Educational Program Title	«Hotel and Restaurant Business»
Diploma type and volume of the program	Junior bachelor's degree, primary, 120 credits ECTS, training period 1 year 10 months
Accreditation	The initial accreditation is planned for 2022
Cycle/Level	NFQ of Ukraine – level 5, FQ-EHEA – short cycle, EQF-LLL –level 5
Preconditions	Availability of a complete general secondary education
Мова(и) викладання	Ukrainian
Duration	2 years
Educational Program Link	https://knute.edu.ua
2 – Educational program aim	
Formation of general and professional competencies sufficient for the successful solution of specialized complex problems and practical problems in the organization of customer service in the hotel and restaurant business.	
3 - General Information of Educational Program	
Subject Area (Field of study, speciality, and specialization)	Field of study 24 "Sphere of service" Specialty "Hotel and Restaurant business" Educational and professional program "Hotel and Restaurant Business"
Educational Program Orientation	Educational-professional, fundamental, applied program
Main focus of the educational program and specialization	Focus on the implementation of educational trajectories with an applied bias. Special education and professional training to solve professional problems in service, production, technological activities of hotel and restaurant business entities Keywords: hotel business, restaurant business, service, service

	organization, production organization, commodity science, information systems and technologies
Specific Requirements	Interdisciplinary and multidisciplinary training of specialists in management of organizations and their units. Attracting of foreign scientists and domestic representatives of the hotel and restaurant business in the educational process. Annual internships and internships abroad with obtaining certificates. Interactive field practical exercises. Acquisition of practical skills in the use of information technologies in management of the hotel and restaurant business. Acquisition of practical skills in the use of information technology in the organization of hotel and restaurant business.
4 – Graduate eligibility to employment and further education	
Career Opportunities	The junior bachelor in hotel and restaurant business is able to perform work in the context of professional groups and professional job titles in accordance with the National Classifier of Ukraine: "Classifier of Professions" DK 003:2010: 2482.2 Specialist in hospitality (hotels, tourist complexes, etc.) 2482.2 Specialist in the hotel business 2482. Specialist in the restaurant business 3414 Hotel service specialist 4222 Administrator (master) of the hall 4222 Receptionist 5121 Concierge of the hotel complex 5121 Receptionist 5121 Floor manager (hotel, camping, boarding house) 5123 Headwaiter 5123 Restaurant team member
Further learning	The opportunity to study according to the educational program of the first cycle FQ-EHEA
5 – Training and Assessment	
Teaching and Learning	Student-centered learning, self-learning, problem-oriented learning. Lectures, practical classes, independent work on the basis of textbooks, manuals and lecture notes, training through internships and practical training, consultations with teachers.
Assessment	Written exams, practice; essay, presentations, scientific presentations, current control, qualification exam, etc. According to the Regulations on the organization of the educational process of students, the Regulations on the evaluation of learning outcomes of students and graduate students.
6 – Program competencies	
Integral competence	The ability of a person to solve typical specialized problems in a particular field of professional activity (in hotel and restaurant business), which involves the application of the provisions and methods of the relevant sciences and is characterized by a certain complexity and uncertainty of conditions

General competencies	<p>GC 01. Ability to preserve and multiply moral, cultural, scientific values and achievements of society based on understanding the history and patterns of development of the subject area, its place in the general system of knowledge about nature and society and in the development of society, technology and technology, lead a healthy lifestyle.</p> <p>GC 02. The ability to act socially responsibly and consciously, to exercise their rights and responsibilities as a member of society, to realize the values of civil (free democratic) society, the rule of law, human and civil rights and freedoms in Ukraine.</p> <p>GC 03. Ability to learn and master modern knowledge.</p> <p>GC 04. Ability to communicate in the state language both orally and in writing.</p> <p>GC 05. Skills for safe activities.</p> <p>GC 06. Ability to abstract thinking, analysis and synthesis.</p> <p>GC 07. Ability to apply knowledge in practical situations.</p> <p>GC 08. Ability to communicate in a foreign language.</p>
Special (professional, subject) competencies	<p>SC 01. Understanding the subject area and the specifics of professional activity.</p> <p>SC 02. Ability to organize the service and production process taking into account the requirements and needs of consumers and ensure its efficiency.</p> <p>SC 03. Ability to use in practice the basics of current legislation in the field of hotel and restaurant business and track changes.</p> <p>SC 04. Ability to design the technological process of production and services and the service process of implementation of basic and additional services in enterprises (institutions) of hotel and restaurant and recreational facilities</p> <p>SC 05. Ability to develop new services (products) using innovative technologies of production and customer service.</p> <p>SC 06. Ability to select technological equipment and facilities, to address issues of rational use of spatial and material resources.</p> <p>SC 07. Ability to determine, identify and evaluate the characteristics, properties and quality indicators of products and services that affect the level of customer satisfaction in the field of hospitality.</p>
7 – Program learning outcomes	
	<p>LO 01. Know, understand and be able to use in practice the main provisions of legislation, national and international standards governing the activities of hotel and restaurant businesses;</p> <p>LO 02. Know, understand and be able to use in practice the basic concepts of the theory of hotel and restaurant business, the organization of customer service and the activities of the market of hotel and restaurant services, as well as related sciences.</p> <p>LO 03. Communicate freely on professional issues in state and foreign languages orally and in writing.</p> <p>LO 04. Analyze current trends in the hospitality and recreation industry.</p> <p>LO 05. Understand the principles, processes and technologies of organizing the work of hotel and restaurant businesses.</p> <p>LO 06. Organize the process of customer service of hotel and restaurant services based on the use of modern information,</p>

	<p>communication and service technologies and compliance with quality standards and safety standards.</p> <p>LO 07. Apply the skills of productive communication with consumers of hotel and restaurant services.</p> <p>LO 08. Carry out the selection of technological equipment and facilities, address issues of rational use of spatial and material resources.</p> <p>LO 09. Develop new services (products), using modern technologies of production and customer service.</p> <p>LO 10. Carry out effective quality control of products and services of hotel and restaurant facilities.</p> <p>LO 11. Organize work in hotel and restaurant facilities in accordance with the requirements of labor protection and fire safety.</p> <p>LO 12. Perform tasks independently, solve problems and problems, apply them in different professional situations and be responsible for the results of their activities.</p> <p>LO 13. Understand and realize the rights and responsibilities as a member of society, to realize the values of a free democratic society, the rule of law, human and civil rights and freedoms in Ukraine.</p> <p>LO 14. Preserve and increase the achievements and values of society based on understanding the place of the subject area in the general system of knowledge, use different types and forms of physical activity to lead a healthy lifestyle.</p>
8 – Resource Support for Program Implementation	
Academic staff	95% of the teaching staff of the faculty involved in the teaching of professionally-oriented disciplines have academic degrees in their speciality. Foreign experts from the professional environment of hotel and restaurant business are invited to conduct problem lectures. Participation of practitioners in the educational process.
Facilities	<p>Computer class on hotel business</p> <p>Computer class on tourism organization</p> <p>Computer design class</p> <p>Food technology laboratory</p> <p>Laboratory for organization of service in restaurants</p> <p>Laboratory of bar business and oenology</p> <p>Laboratory of automated design systems</p> <p>Laboratory of integrated business process management systems</p> <p>Laboratory of heating and cooling equipment</p> <p>VR library</p>
Informational, Teaching and Learning Materials	<p>The use of virtual educational environment of SUTE, software: innovative hotel management system Fidelio V8; Parus-Hotel software complex, Parus-Restaurant software complex; Iiko system for automating the work of restaurants or small restaurants; Amadeus global reservation system. The current MOODLE distance learning system provides independent and individual training, the "MIA Education" educational platform provides the organization of the educational process in face-to-face and distance forms with the possibility of comprehensive evaluation of the participants of the educational process. Author's developments of the teaching staff.</p> <p>The program is equipped with textbooks, educational and methodological publications, an information base and access to</p>

	closed sources of information, in particular scientometric databases
9 – Academic Mobility	
National Credit Mobility	On a general basis within Ukraine. Short-term student training on a pre-planned course in other institutions of higher education
International Credit mobility	Within the framework of the EU Erasmus + program on the basis of bilateral agreements between KNTEU and universities of partner countries
Training of Foreign Students	Possibility to teach foreign nationals

2. List of Educational Program Components and Their Logical Order

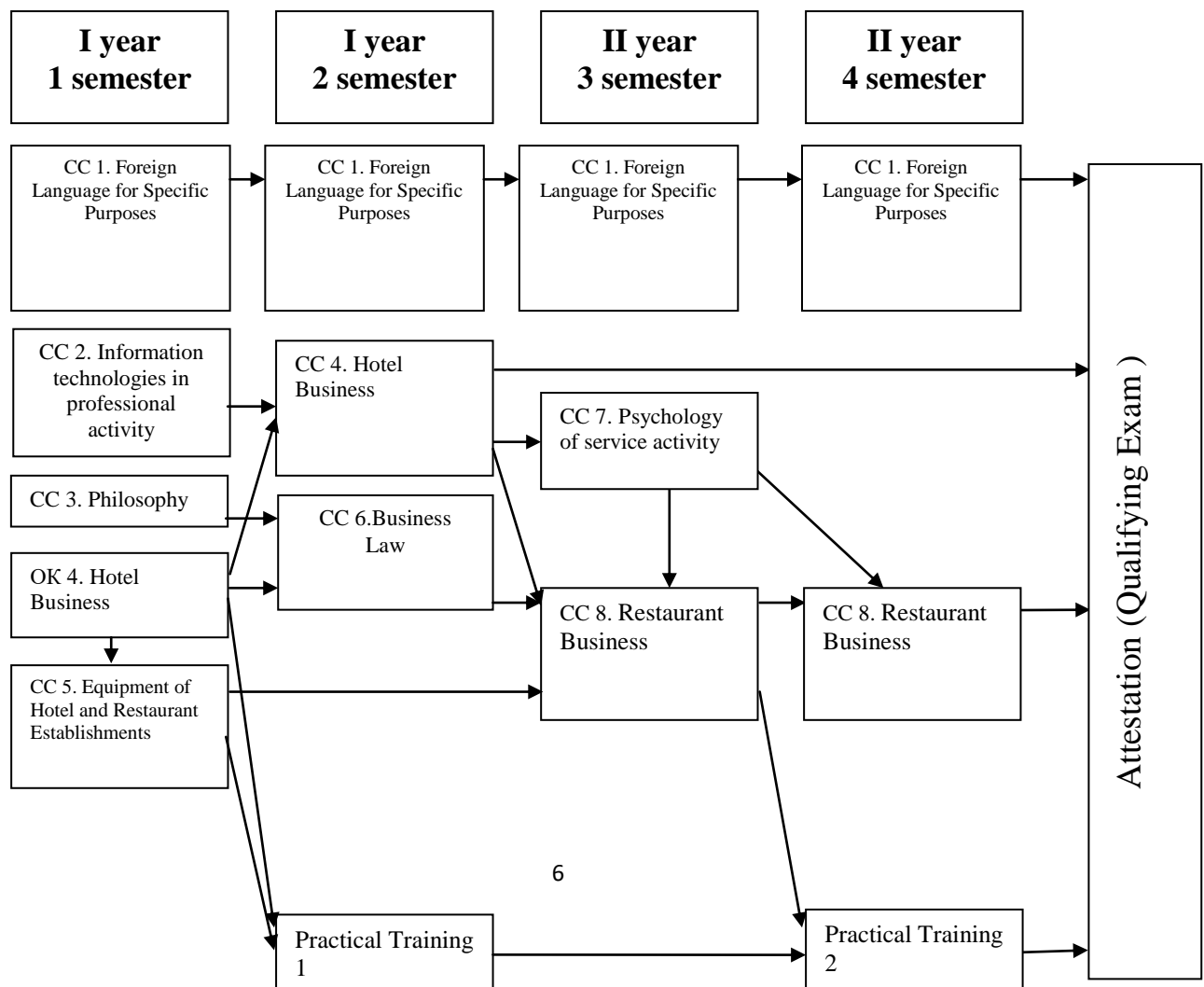
2.1. List of Components of EP

Code of discipline	Educational Program Components (disciplines, term projects (papers), practical training, qualifying exam, graduate paper)	Total credits
(CC) Compulsory Components of EP		
CC 1.	Foreign Language for Specific Purposes	24
CC 2.	Information technologies in professional activity	6
CC 3.	Philosophy	6
CC 4.	Hotel Business	12
CC 5.	Equipment of Hotel and Restaurant Establishments	6
CC 6.	Business Law	6
CC 7.	Psychology of service activity	6
CC 8.	Restaurant Business	11
Total Credits for Compulsory Components:		77
(OC) Optional Components of EP		
OC 1.	Life Safety	6
OC 2.	Commercial Law	6
OC 3.	Diplomatic and Business Protocol and Etiquette	6
OC 4.	Second Foreign Language	18
OC 5.	Economic Theory	6
OC 6.	Tour Business	
OC 7.	Oenology	6
OC 8.	Business Ethics	6
OC 9.	Ethnic Cooking	6
OC 10.	Confectionery and Baking Art	6
OC 11.	Critical Thinking	
OC 12.	Cultural Heritage of Ukraine	6
OC 13.	Logic	6
OC 14.	Public Speaking	6
OC 15.	Basics of Cyber Security	6
OC 16.	Politology	6

Code of discipline	Educational Program Components (disciplines, term projects (papers), practical training, qualifying exam, graduate paper)	Total credits
OC 17.	Law	6
OC 18.	Psychology	6
OC 19.	Drawing and Painting	6
OC 20.	Social Psychology	6
OC 21.	Sociology	6
OC 22.	Statistics	6
OC 23.	Commodity Science	6
OC 24.	Labor Law	6
Total Credits for Optional Components:		30
Work-based learning		
Practical training 1		6
Practical training 2		6
Totally		12
Assessment		
Attestation (Qualifying Exam)		1
TOTAL SCOPE OF THE EDUCATIONAL PROGRAM		120

An exam is the form of final control for all components of the educational program

2.2. Structural and logical scheme of EP



3. Form of attestation of applicants for higher education

Attestation of the educational program graduates of specialty 241 "Hotel and restaurant business" is carried out in the form of passing a qualifying exam and ends with the issuance of a standard document on awarding a junior bachelor's degree with the qualification: higher education degree junior bachelor, specialty "Hotel and Restaurant Business", educational and professional program " Hotel and Restaurant Business ".

Attestation is carried out openly and publicly.

4.1. Program competencies and compulsory components matrix of the educational program

Components Competences	CC1.	CC2	CC3.	CC4.	CC5.	CC6.	CC7.	CC8.
GC 01			+				+	
GC 02			+	+		+		+
GC 03	+	+	+	+			+	+
GC 04			+	+	+	+		+
GC05				+	+		+	+
GC 06			+	+				
GC 07	+	+		+	+	+	+	+
GC 08	+							
SC 01	+			+	+		+	+
SC 02				+			+	+
SC 03				+		+		+
SC 04				+	+			+
SC 05				+	+			+
SC 06				+	+			+
SC 07				+				+

4.2. Program competencies and optional components matrix of the educational program

Components Competences	OC 1.	OC 2.	OC 3.	OC 4.	OC 5.	OC 6.	OC 7.	OC 8.	OC 9.	OC 10.	OC 11.	OC 12.	OC 13.	OC 14.	OC 15.	OC 16.	OC 17.	OC 18.	OC 19.	OC 20.	OC 21.	OC 22.	OC 23.	OC 24.	
GC 01	*					*		*				*	*			*	*	*	*	*	*				
GC 02		*														*	*	*		*	*			*	
GC 03											*				*		*		*	*					
GC 04	*	*	*			*	*	*	*	*		*	*	*		*	*	*		*	*	*	*	*	
GC 05	*														*									*	
GC 06						*							*		*		*	*		*	*	*			
GC 07	*	*	*	*	*	*	*	*	*	*				*			*			*			*	*	
GC 08				*	*																				
SC 01	*		*				*		*	*														*	
SC 02	*			*		*	*	*	*	*				*			*	*		*	*				
SC 03		*									*				*										*
SC 04							*		*	*														*	
SC 05						*	*		*	*										*					
SC 06						*	*		*	*					*										
SC 07							*		*	*										*					

**5.1. Program learning outcomes (LO) and compulsory components (CC)
matrix of the educational program**

Components Program learning outcomes	CC1.	CC2.	CC3.	CC4.	CC5.	CC6.	CC7.	CC8.
LO 01			+	+		+		+
LO 02	+			+			+	+
LO 03	+			+		+		
LO 04		+		+			+	+
LO 05				+	+		+	+
LO 06		+		+				+
LO 07	+			+				+
LO 08				+	+			+
LO 09				+	+			+
LO 10				+				+
LO 11				+	+			+
LO 12				+			+	+
LO 13			+			+		
LO 14			+	+				

**5.2. Program learning outcomes (LO) and optional components (OC) matrix
of the educational program**

Components Program learning outcomes	OC 1.	OC 2.	OC 3.	OC 4.	OC 5.	OC 6.	OC 7.	OC 8.	OC 9.	OC 10.	OC 11.	OC 12.	OC 13.	OC 14.	OC 15.	OC 16.	OC 17.	OC 18.	OC 19.	OC 20.	OC 21.	OC 22.	OC 23.	OC 24.
LO 01		*													*	*								
LO 02							*		*	*												*		*
LO 03		*	*	*		*	*		*	*			*	*		*	*	*			*	*		
LO 04											*								*			*		*
LO 05					*		*		*	*					*									
LO 06						*									*						*		*	
LO 07						*								*						*				*
LO 08	*																						*	
LO 09							*		*	*														
LO 10							*		*	*													*	
LO 11	*																							*
LO 12							*		*				*						*	*			*	
LO 13	*	*						*							*									
LO 14			*					*				*					*		*		*			

