Kyiv National University of Trade and Economics
Faculty of Restaurant, Hotel and Tourism Business

Information Package
European Credit Transfer and Accumulation System (ECTS)

Sphere of knowledge	**07 "Management and Administration"**
Specialty	**073 "Management"**
Specialization	**"Hotel and Restaurant Management"**
Education level	**Master**

Kyiv 2018

3. Educational Program.

Program team manager (program guarantor) –
Vedmid N.I., associate professor, Doctor of Sciences (Economics), professor at the Department of Hotel and Restaurant Business, the dean of the Faculty of Restaurant, Hotel and Tourism Business.

1 – General information	
Full name of IHE and structural unit	Kyiv National University of Trade and Economics Faculty of Restaurant, Hotel and Tourism Business Department of Hotel and Restaurant Business
Level of higher education and qualification name in the original language	Level of higher education «Master» Specialty «Management» Specialization «Hotel and Restaurant Management»
Educational program official name	«Hotel and Restaurant Management»
Diploma type and volume of the program	Master Diploma single, 90 ECTS credits, training period 1 year 4 months
Accreditation	Ministry of Education and Science of Ukraine, Ukraine, valid to 01.07.2024 p.
Cycle\Level	NQF of Ukraine– 8 level, FQ-EHEA – the second cycle, EQF-LLL – 7 level
Preconditions	education level of Bachelor
Languages of instruction	Ukrainian, English
Duration period	Valid up to 01.07.2024
Internet address for permanent placement of the program description	https:knteu.kiev.ua
2 – Educational program aim	
To prepare competitive, socially-mobile, highly qualified professionals, who are able to identify and solve complex specialized tasks and practical problems in the sphere of organizations' management on the base of acquiring the competence system and taking into account the peculiarity of the service industry entities	

functioning in case of the conditions and requirements uncertainty.	
3 - Educational program characteristics	
Subject area (sphere of knowledge, specialty, and specialization)	Sphere of knowledge 07 Management and administration, specialty 073 «Management», specialization «Hotel and Restaurant Management» The Volume of compulsory components of EP is 67,7%. The volume of general training cycle is 12,3%. The volume of professional training cycle is 87,7% of the EP total volume
Educational program orientation	Academic, educational-professional, applied
Main focus of the educational program and specialization	To focus on the realization of educational trajectory with applied, scientific and research, scientific-practical and scientific-pedagogical trends. Special education and professional preparation are aimed at training specialists to solve professional and scientific tasks in the sphere of the hotel and restaurant business entities' management activities. Key words: revenue management, management of corporations, management of services quality, strategic marketing, management of projects.
Features of the program	Interdisciplinary and multilateral preparation of experts on the organizations' and their divisions management. To have an industrial placement and internship abroad annually and receive appropriate certificates. Interactive exit practical lessons. To involve foreign scientists and practicing workers of hotel and restaurant business into the training process.
4 – Graduate employability and further learning	
Employability	12 Enterprises, institutions and organizations managers 13 Managers of small-scale enterprises without managerial personnel 14 Managers (administrators) of enterprises, establishments, organizations and their units 1455 Managers (administrators) at hotels and other placement units. 1456 Managers (administrators) of food safety systems 1456.1 Managers (administrators) at restaurants

	1456.2 Managers (administrators) at cafes, bars, canteens 1456.3 Managers (administrators) at enterprises which cook and supply ready-made meal 1225 Production departments managers at the restaurant business establishments, hotels and other placement units. 2320 Teachers of secondary schools 2310.2 Other lecturers at universities and higher educational establishments 2351.1 Scientific workers (methods of education) 2359.1 Other scientific workers in the field of education 2359.2 Other specialists in the field of education 2412.1 Scientific workers (work, employment) 2419.1 Scientific workers (marketing, entrepreneurship effectiveness and manufacture rationalization) 2441.2 Economists *To receive certificates according to the results of completing the industrial placement*
Further learning	Master is allowed to continue studying at the educational and scientific level of Doctor of Philosophy, improve professional skills and receive additional advanced studies.
5 – Training and assessment	
Teaching and learning	Student-centered education, self-education, problem-oriented education. Lectures, practical lessons, independent work with textbooks, teaching books and lectures summaries, education via industrial placement and professional internship, tutorials, preparation of final qualification work.
Assessment	Written exams, industrial placement; essays, presentations, scientific presentations, current control, defence of final qualification work etc.
6 – Program competence	
Integral competence(IC)	The ability to solve complex tasks and problems in the sphere of management or during the education process, that implies to conduct research and/or put innovations into practice, as well as it is characterized by the

	conditions and requirements uncertainty in the sphere of the hotel and restaurant business, that stipulates the theories and managerial methods employment.
General competence(GC)	GC 1 The ability to demonstrate the initiative, responsibility and skills to preventive and urgent planning, management of the professional performance safety methods, the ability to make decisions in tough and unpredictable situations, leadership traits at the position of an executive. Knowledge of international standards and legislation of Ukraine in the field of the population life safety, management systems of labor protection and civil protection. GC 2 The ability to improve and develop their own intellectual and cultural levels, adapt to new situations, the production specialization change of their professional activity, sociocultural and social conditions of performance, reassessment of the work experience acquired. GC 3 Readiness to take upon responsibility for their own decisions within professional competence, the ability to make nonstandard decisions, solve problem situations. GC 4 The ability to employ the state-of-the-art research methods and methodology, conduct research at the appropriate level. GC 5 The ability to communicate with the representatives of different professional groups and at the international level. GC 6 The skills to employ informational-communicative technologies to search, process, analyze information from different sources and make decisions. GC 7 The ability to organize and motivate people to achieve their common goals, work in a team. GC 8 The ability to act on the base of ethical rules, socially responsible and consciously GC 9 The ability to reveal and solve problems, generate new ideas. GC 10 The ability to abstract thinking, searching, processing, analyzing, synthesizing and establishing interrelation between events and processes.

	GC11 The ability to innovative activity; the ability to set and solve perspective scientific-research and applied tasks. GC12 The ability to prepare analytic information to make decisions.
Professional competence(PC)	PC1 The ability to choose and employ concepts, methods and management modern techniques, including those which correspond to the international standards. PC 2 The ability to determine criteria which can be used by an organization to define further development, work out and implement the corresponding strategies and plans; PC 3 The ability to self-development, training within the lifespan and to the effective self-management; PC 4 The ability to use and develop effectively the human resources in an organization; PC 5 The ability to create and organize effective communication in the managerial process PC 6 The skills to form and demonstrate leadership attributes; PC 7 The ability to design projects and manage them, show initiative and business sense; PC 8 The ability to use psychological trainings to work with the personnel of an organization. PC 9 The ability to analyze and structure an organization problems, make managerial decisions and ensure conditions for their implementation; PC 10 The ability to manage an organization and its changes; PC 11 The ability to develop mission, establish strategic goals, work out strategic lines of enterprises and corporations development in the field of the hotel and restaurant business; PC 12 The ability to implement managerial functions: forecasting, coordination, motivation, control of the hotel and restaurant business entities; PC 13 The ability to define tasks connected with the introduction of quality management systems and its components in organizations, ensure consumers' rights protection; PC 14 The ability to make managerial decisions

	independently and be responsible for their implementation; PC 15 The ability to determine HR strategy according to the corporate strategy and an organization's life cycle, perform the process of recruitment, selection, assessment, hiring and firing of the personnel, work out the effective systems of motivation and payment for the work done, develop the corporate culture. PC 16 The ability to manage commercial, marketing, financial activities and develop the anti-crisis programs of corporations; PC 17 The ability to analyze, estimate, synthesize new ideas concerning innovation and investment opportunities of an enterprise within the competitive environment; PC 18 The ability to assess the influence of inside and entrepreneurial environment factors on the enterprise functioning to establish business-projects.
7 – Program learning outcomes (PLO)	
	PLO 1 The ability to develop strategic development trends of the hotel industry enterprises; PLO 2 The ability to work out efficient forms to organize management (to substantiate economically the organizational-legal forms of economic management, develop efficient organizational structures and an enterprise's managerial systems, functional and line divisions); PLO 3 The ability to organize and coordinate economic activity of the hotel and restaurant business entities; PLO 4 The ability to define tasks connected with the introduction of the quality management system and its components in an organization; PLO 5 The ability to ensure consumers' rights protection; PLO 6 The ability to make managerial decisions independently and bear the responsibility for their implementation; PLO 7 The ability to create HR strategy in accordance with the corporate strategy and an organization's life cycle, carry out the process of recruitment, selection, assessment, hiring and firing of the personnel, work out the effective systems of motivation and payment for the

	work done. PLO 8 The ability to manage commercial, marketing, financial activities and develop the anti-crisis programs; PLO 9 The ability to assess the influence of meta-, macro-, micro-environment on an enterprise functioning; PLO 10 The ability to diagnose and improve an organization's business-processes; PLO 11 The ability to analyze, estimate, synthesize new ideas concerning innovation and investment opportunities of an enterprise; PLO 12 The ability to find and estimate new market opportunities, formulate a business-idea and the strategic marketing techniques of an enterprise; PLO 13 The ability to affect consumer behavior and create the loyal consumers segments; PLO 14 The ability to elaborate business-plans of new organizations', guidelines for action, services' creation and development; PLO 15 The ability to coordinate and regulate relationship with target audience; PLO 16 The ability to perform system analysis of an organization's functioning and interpret its results; PLO 17 The ability to find and assess new market opportunities of business development; PLO 18 The ability to demonstrate the researcher's skills, which are evident within research originality, the ability to produce new scientific hypothesis in a particular area, choose appropriate ways and correspondent methods to implement them, taking into account available resources; to interpret the results of the investigation carried, the ability to present them, search the methods to solve problems and forecast future consequences of the decisions made before. PLO 19 The ability to carry out the process of teaching (acquiring educational technologies) and estimating the results of educational activity; PLO 20. The ability to communicate, including oral and written communication in Ukrainian and the two foreign languages; PLO 21. The ability to use different methods, particularly informational technologies, for effective communication at

	professional and social levels; PLO 22. The ability to adapt to new situations and make decisions; PLO 23. The ability to be aware of the necessity to study within the lifespan in order to extend acquired knowledge and gain new professional knowledge. PLO 24. The ability to perform work duties with all diligence and reach assigned goals in compliance with professional ethics requirements; PLO 25. The ability to demonstrate the understanding of essential principles of life security.
8 – Resource support for program implementation	
Staff support	99% of faculty enabled to teach professional-oriented disciplines, have their academic credentials in accordance with their specialties. The foreign experts from professional environment of the hotel and restaurant business are invited to give problem lectures.
Material and technical support	Computer room on hotel business Computer room on tourism organization Computer room on projecting Laboratory on technology of food products Laboratory on organization of service in restaurant business Laboratory on bar business and enology Laboratory of automated projection systems Laboratory of integration systems to control business-processes Laboratory of thermal and refrigeration equipment
Information and educational-methodical support	To employ the virtual educational environment of KNUTE, software: innovative system to manage a hotel Fidelio V8; program complex “Parus-Restaurant”; system Iiko to automatize the work of restaurants or a chain of restaurants; global booking system Amadeus. Author’s elaboration of faculty.
9 – Academic mobility	
National credit mobility	On a general base within Ukraine. Short-term education of students according to the course specified beforehand at other higher education establishments

International credit mobility	Within the EU program Erasmus+ on the basis of mutual agreements between KNUTE and higher education establishments of partner-countries.
Training of overseas students	Education of foreigners is possible

2. List of educational program components and their logic sequence

2.1. List of components of EP

Code	Components of educational program (academic disciplines, term projects (papers), placement, qualification exam, final qualification work)	Amount of credits	Forms of final control
1	2	3	4
Compulsory components of EP			
CC 1.	Revenue management	6	E/w
CC 2.	Strategic marketing in the hotel and restaurant business	6	E/w
CC 3.	Management of corporations in the hotel and restaurant business	7,5	E/w
CC 4.	Restaurant creativity	7,5	E/w
CC 6.	Management of projects in the hotel and restaurant business	6	E/w
CC 7.	Management of services quality at hotels and restaurants	6	E/w
Total amount of compulsory components:		**60**	
Optional components of EP			
OP 1.1.	Contract Law	6	E/w
OP 1.2.	Intellectual property	6	E/w
OP 1.3.	Consumers' Law	6	E/w
OP 2.1.	Diplomatic and business protocol and etiquette	6	E/w
OP 2.2.	Elocution	6	E/w
OP 2.3.	Psychology of business	6	E/w
OP 2.4.	Theory and practice of translation	6	E/w
OP 3.1.	Brand-management	6	E/w
OP 3.2.	Investment management	6	E/w
OP 3.3.	Tax management	6	E/w
OP 3.4.	Financial management	6	E/w
OP 4.1.	Engineering of restaurant technologies	6	E/w
OP 4.2.	Health nutrition	6	E/w
OP 5.1.	Methodology and organization of scientific research	6	E/w

OP 5.2.	Consumer behavior of hospitality services	6	E/w
OP 5.3.	Business processes management	6	E/w
OP 5.4.	Value-orientation management	6	E/w
Total volume of optional components:		**30**	

Table End

1	2	3	4
Practical training			
CC 5.	Industrial (pregraduation) placement	9	
Атестація			
CC 8.	Preparation of final qualification work and its defence	12	
TOTAL VOLUME OF EDUCATIONAL PROGRAM		**90**	

2.1. **Structural-Logic Scheme of EP**

The short description of logic sequence to learn the components of educational programme (given in a graph).

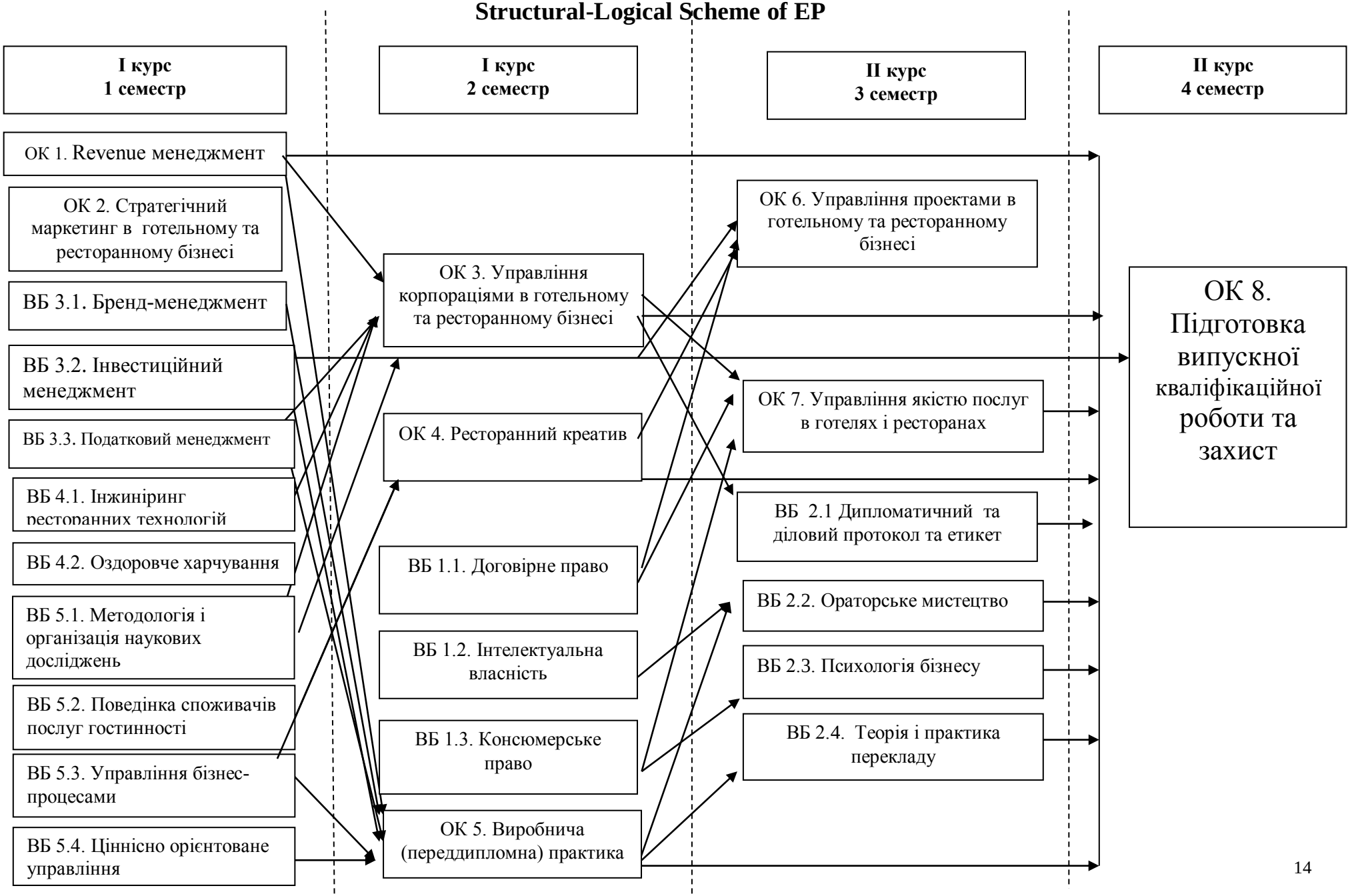
3. Attestation form of candidates for obtaining the master's degree

There should be given the information about types (forms) of final attestation and documents which a graduate receives on the base of passing it successfully.

Attestation of the graduates of educational programme of Specialty 073 “Management” is conducted in the form of the final qualification work defence and finished by giving out the document of a standard form about conferment of a Master’s degree with awarding the qualification: higher educational level “Master” specialty “Management” specialization “Hotel and Restaurant Management”.

Attestation is open and public.

Structural-Logical Scheme of EP



4. Matrix of correspondence of program competence to EP components

	CC 1.	CC 2.	CC 3.	CC 4.	CC 5.	CC 6.	CC 7.	CC 8.	OP 1.1.	OP 1.2.	OP 1.3.	OP 2.1.	OP 2.2.	OP 2.3.	OP 2.4.	OP 3.1.	OP 3.2.	OP 3.3.	OP 4.1.	OP 4.2.	OP 5.1.	OP 5.2.	OP 5.3.	OP 5.4.
GC 1	•				•						•					•					•	•		•
GC 2	•	•			•		•	•	•				•			•		•	•	•	•		•	
GC 3			•				•	•	•	•			•	•	•							•		•
GC 4				•								•				•		•	•			•		•
GC 5		•				•							•		•			•					•	
GC 6		•	•		•							•		•	•							•		•
GC 7				•	•							•				•	•					•		•
GC 8	•	•			•		•	•	•				•			•		•	•	•	•		•	
GC 9			•				•	•	•	•			•	•	•							•		•
GC 10	•			•								•				•		•	•			•		•
GC 11		•				•							•		•			•					•	
GC 12	•	•			•		•	•	•				•			•		•	•	•	•		•	
PC 1				•			•	•	•		•			•	•		•							•
PC 2	•						•	•	•	•		•			•				•	•		•	•	
PC 3	•			•				•		•		•		•		•			•	•			•	
PC 4		•		•		•		•			•				•			•		•		•	•	
PC 5	•	•			•	•				•		•		•	•					•		•		
PC 6	•	•	•	•	•	•		•		•		•				•	•		•		•		•	
PC 1			•	•							•			•	•		•	•			•	•		
PC 7	•		•		•			•		•		•		•	•			•		•		•		•
PC 8	•	•		•	•					•		•	•						•	•			•	
PC 9		•		•	•			•			•		•			•	•	•			•	•		•
PC 10	•		•		•			•		•		•	•			•	•	•		•		•		•
PC 11	•	•					•		•	•		•	•						•	•			•	
PC 12		•		•		•		•						•		•		•			•		•	
PC 13	•		•			•		•				•		•	•		•	•		•			•	
PC 14	•	•						•			•	•		•	•		•		•	•				
PC 15		•		•		•		•		•						•		•			•	•	•	
PC 16			•	•	•	•				•	•							•		•			•	•
PC 18		•		•	•		•	•	•		•	•					•	•		•				•

5. Matrix for providing program learning outcomes (PLO) with relevant components of the educational program

	CC 1.	CC 2.	CC 3.	CC 4.	CC 5.	CC 6.	CC 7.	CC 8.	OP 1.1.	OP 1.2.	OP 1.3.	OP 2.1.	OP 2.2.	OP 2.3.	OP 2.4.	OP 3.1.	OP 3.2.	OP 3.3.	OP 4.1.	OP 4.2.	OP 5.1.	OP 5.2.	OP 5.3.	OP 5.4.
PLO 1	•					•		•	•	•			•					•					•	•
PLO 2	•	•			•				•		•				•			•		•	•	•	•	
PLO 3			•					•		•	•	•			•	•	•							•
PLO 4				•		•		•		•				•				•		•	•			•
PLO 5		•			•	•	•								•		•			•				
PLO 6		•	•			•		•		•				•		•	•							•
PLO 7				•				•		•				•				•	•					•
PLO 8				•				•			•		•			•	•		•					
PLO 9	•				•	•				•	•	•		•			•				•	•		•
PLO 10	•			•	•							•		•		•		•			•	•		
PLO 11		•		•	•		•			•			•				•			•		•		•
PLO 12	•	•				•	•			•		•		•		•	•					•		•
PLO 13	•	•	•	•	•		•		•			•		•				•	•		•		•	
PLO 14			•	•					•	•			•			•	•		•	•			•	•
PLO 15	•		•			•		•		•		•		•		•	•			•		•		•
PLO 16	•	•		•	•							•		•	•						•	•		
PLO 17		•		•				•	•	•			•		•			•	•	•			•	•
PLO 18	•		•					•		•		•		•	•			•	•	•		•		•
PLO 19	•	•			•	•					•	•		•	•						•	•		
PLO 20		•		•	•		•		•							•		•		•			•	
PLO 21	•		•		•		•							•		•	•		•	•		•		
PLO 22	•	•				•							•	•		•	•		•		•	•		
PLO 21		•		•	•		•		•	•		•						•		•			•	•
PLO 23			•	•	•		•	•				•	•							•		•		
PLO 24		•		•		•		•			•		•	•					•	•		•		
PLO 25	•	•		•	•	•		•	•									•		•		•	•	