

**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	24 "Services sector"
Specialty	241 "Hotel and restaurant business"
Education level	"bachelor's degree"

Kyiv 2018

3. Educational program

Program team manager (program guarantor) - **Rasulova A.M.**, Associate Professor, Doctor of Economics, Professor at the Chair of Hotel and Restaurant Business.

1 - General information	
Full name of the higher education institution and its	Kyiv National University of Trade and Economics Faculty of Restaurant, Hotel and Tourism
Degree of higher education and the name of the qualification	Degree in Higher Education: "Bachelor", Specialty: "Hotel and Restaurant Business", Specialization: "Hotel and Restaurant
Official name of the educational program	"Hotel and Restaurant Business"
Diploma type and volume of the	Bachelor's degree, 240 ECTS credits Term of apprenticeship - 3 years 10 months
Availability of accreditation	Ministry of Education and Science of Ukraine, Ukraine, until July 1, 2021
Course/level	National Qualifications Framework of Ukraine - level 7, FQ-EHEA - first course , EQF-LLL - level 6
Preconditions	Complete general secondary education / Junior specialist's degree
Language(s) of	Ukrainian
Duration of the educational program	until July 1, 2021
Internet address for the permanent placement of the program description	https://knteu.kiev.ua
2 - Objective of the educational program	
Training of competitive, highly qualified specialists capable of solving complex specialized tasks for the hotel and restaurant business entities on the basis of mastering a system of	
3 - Characteristics of the educational program	
Subject area (sphere of knowledge, specialty and specialization) (if available)	Sphere of knowledge: 24 "Services sector", Specialty: 241 "Hotel and Restaurant Business", Specialization: "Hotel and Restaurant Business" The volume of compulsory components of the professional education program is 75.0%. The volume of the general training course components is 42.5%, and the course of
Educational program orientation	Academic, professional education focused
Main focus of the educational program and the specialization	Focusing on the implementation of educational paths with applied emphasis. Specialized education and professional training to solve professional tasks in

	Key words: hotel business, restaurant business, marketing, distribution of services, commodity science, engineering of buildings, information systems and technologies
Program features	Interdisciplinary and multidisciplinary training of specialists in the management of organizations and their departments. Involvement of foreign scientists and practitioners of the hotel and restaurant business in the educational process. Annual internship and practice abroad with obtaining certificates. Interactive field practical classes. Acquisition of practical skills in the use of information technology in the management of the hotel and restaurant business. Acquisition of practical skills of modelling of operational, financial and economic activities in the centre of business training on the basis of a virtual enterprise of hotel and restaurant management.
4 - Suitability of the graduates for employment and further learning	
Suitability for employment	2482.1 Hospitality Specialist (hotels, tourist complexes, etc.) 2482.2 Hospitality Specialist in accommodation (hotels, tourist complexes, etc.) 2482.2 Specialist in hotel business 2482.2 Specialist in the restaurant business 3414 Specialist in tourism services 3414 Leisure Specialist 3414 Rural tourism development Specialist 3414 Organizer of tourism and hotel activities 3414 Specialist in hotel services 3414 Specialist from specialized service 3414 Leisure Specialist 3414 Organizer of tourism and hotel activities 3414 Conference service Specialist 3414 Travel Consultants and travel organizers 13 Managers of small enterprises without management staff
Further learning	Possibility of training on the program of the second cycle of FQ-ENEA, level 7 EQF-LLL and level 8 NQ of Ukraine
5 - Teaching and grading	
Teaching and learning	Student-centred learning, self-study, problem-oriented learning Lectures, practical classes, independent work on the basis of textbooks, manuals and lecture notes, training through professional internships, consultations with
Grading	Written exams, practice; essays, presentations, research presentations, ongoing monitoring, defence of the graduation qualification paper, etc.
6 - Program competences	
Integral competence	Ability to solve complex specialized problems and practical problems in the learning process and during the professional

	activities in the field of hotel and restaurant business, which involves the use of models of hospitality
General competences (GC)	<p>GC 1 Ability for initiative, responsibility and skills for safe operation in accordance with the future job profile, industry standards and regulations, as well as the required level of individual and collective security in emergency situations</p> <p>GC 2. Ability to abstract thinking, analysis, synthesis and establishment of interrelations between socio-economic phenomena and processes.</p> <p>GC 3. Ability to apply conceptual and basic knowledge, understanding of the subject area and the Manager's profession.</p> <p>GC 4. Ability to carry out oral and written communication of professional direction in the state and foreign languages.</p> <p>GC 5. Skills in the use of information and communication technologies for the search, processing, analysis and use of information from various sources.</p> <p>GC 6. Ability to work in a team and establish interpersonal interaction in solving professional problems.</p> <p>GC 7.3 Ability to learn and acquire modern knowledge.</p> <p>GC 8. Ability to adapt, creativity, generation of ideas and actions in a new situation.</p> <p>GC 9. Value and respect for diversity and multiculturalism, ability to work in an international context.</p> <p>GC 10. Ability to act on the basis of ethical considerations in a socially responsible manner and consciously</p>
Professional competences of the specialty (PC)	<p>PC 1 Ability to organize and coordinate production and service technological and activity</p> <p>PC 2 Ability to design, develop design, operate engineering systems of subjects of hotel and restaurant business</p> <p>PC 3 Ability to define and describe characteristics of subjects of hotel and restaurant business</p> <p>PC 4 Ability to justification of the directions of introduction of innovations in service activity</p> <p>PC 5 Ability to analyze the results of the activities of the hotel and restaurant business, to compare them with the factors of influence of the external and internal environment, to determine the prospects for the development of the organization.</p> <p>PC 6 Ability to determine the functional areas of the subjects of hotel and restaurant business and the relationship between them.</p> <p>PC 7 Ability to use the technology of production, service organization and implementation of hotel and restaurant services</p> <p>PC 8 Ability to evaluate and ensure the quality of work performed.</p> <p>PC 9 Ability to create and organize effective communication in the process of distribution of services.</p> <p>PC10 Ability to use and implement new technologies, to participate in the modernization and reconstruction of the hotel and restaurant business</p>

	<p>PC 11 Ability to understand the principles of law and use them in professional activities.</p> <p>PC 12 Ability to understand the principles of psychology and use them in professional activities.</p> <p>PC 14. Ability to analyze the external environment of the subject of hotel and restaurant business, to identify trends in its changes and to use management technologies to influence its individual components</p> <p>PC 15. Ability to select and use software for solving application problems in functional areas</p> <p>PC 16 Ability to identify, classify and describe the operation of service systems and components through the use of analytical methods</p> <p>PC 17 Ability to apply information technologies in the management of the hotel and restaurant business.</p> <p>PC 18 Ability to find and evaluate new market opportunities, formulate a business idea and develop a business plan for the development of the hotel and restaurant business</p>
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7 - Program learning outcomes

<p>Knowledge and understanding</p>	<p>PLO 1 Knowledge of the functioning of the subjects of hotel and restaurant business;</p> <p>PLO 2 Knowledge and understanding of service activities, technology of restaurant products, design of hotel services, marketing in the hotel and restaurant business;</p> <p>PLO 3 Knowledge and understanding of the collection and processing of primary information, identification of general trends in the development of hotel and restaurant business;</p> <p>PLO 4 Knowledge of formation of the system of functional and supporting processes of the hotel and restaurant business</p> <p>PLO 5 Knowledge of procedures assessment of the quality of service processes for entities carrying out hotel and restaurant business</p> <p>PLO 6 Knowledge and understanding of psychology, sociology, culture;</p> <p>PLO 7 Knowledge and understanding of legal support of activities in the field of hotel and restaurant business;</p> <p>PLO 8 Knowledge and understanding of the processes of hotel and restaurant services development, organization of consumer services of the University of Economics</p> <p>PLO 9 Knowledge and understanding of legal support of activities in the field of hotel and restaurant business;</p> <p>PLO 10 Ability to use a foreign language to ensure effective professional activity;</p> <p>PLO 11 Knowledge and understanding of the components of the service infrastructure of consumers depending on the purpose of their stay;</p> <p>PLO 12 Knowledge and understanding of the diversification of service activities in accordance with ethno-cultural, historical and religious traditions;</p> <p>PLO 13 Ability to work in the "contact zone" as a sphere of service activities;</p> <p>PLO 14 Ability to ensure occupational safety in compliance with safety regulations;</p>
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	<p>PLO 10 Ability to develop business plans for the creation and development of new organizations, activities, products (goods, services);</p> <p>PLO 11 Ability to carry out marketing research for the development and implementation of marketing policy, organization and control of marketing activities, conduct advertising campaigns, presentations, including work at specialized exhibitions;</p> <p>PLO 12 Ability to organize and control the implementation of the production and operational program, to organize the material and technical support of service processes;</p> <p>PLO 13 Ability to coordinate and regulate relationships with contact audiences</p> <p>PLO 14 Ability to carry out the selection of technological equipment for business processes;</p> <p>PLO 15 Understanding of the psychological regularities of mutual relations with consumers.</p> <p>PLO 16 Ability to design the process of providing basic and additional services in the accommodation facilities and enterprises of the restaurant industry</p> <p>• PLO 17 Ability to use automated control systems in the work of enterprises (institutions) of the hotel and restaurant industry</p> <p>PLO 18 Ability to control the quality of raw materials and finished products, to organize work to solve the problem situation;</p> <p>PLO 19 Ability to form and develop corporate culture; implementation of integration processes of organizations and formation of integrated structures</p> <p>PLO 20. Ability to communicate, including oral and written communication in Ukrainian and 2 foreign languages;</p> <p>PLO 21. Ability to use a variety of methods, including information technology, for effective communication on professional and social levels</p> <p>PLO 22. Ability to adapt to new situations and make decisions;</p> <p>PLO 23. Ability to recognize the need for lifelong learning in order to deepen acquired and acquire new professional knowledge;</p> <p>PLO 24. Ability to responsibly treat the work performed and achieve the goal in compliance with the requirements of professional ethics;</p> <p>PLO 25. Ability to demonstrate an understanding of the basic fundamentals of life safety</p>
8 - Resource support for the program implementation	
<i>Personnel support</i>	99% of the faculty members involved in teaching professionally oriented disciplines have academic degrees in their specialty. To give problematic lectures, foreign experts from the professional environment of the hotel and restaurant business are
<i>Material and technical support</i>	<p>Computer Class in Hotel Business</p> <p>Computer Class in Tourism Organization</p> <p style="text-align: center;"><i>Computer Design Class</i></p>

	Laboratory of Food Technology Laboratory of Service Organization at Catering Establishments Laboratory of Bar Trade and Enology Laboratory of Automated Design Systems Laboratory of Integrated Business Process Management Systems Laboratory of Thermal and Refrigeration Equipment
<i>Information and education methodology support</i>	Use of the virtual learning environment of the Kyiv National University of Trade and Economics (KNUTE), software: the Fidelio V8 innovative hotel management system; the "Parus-Hotel" software complex; the "Parus-Restaurant" software complex; the Iico system for automation of restaurant or a chain's of restaurants operation; the Amadeus global booking system
<i>9 - Academic mobility</i>	
<i>National credit mobility</i>	On the usual terms within Ukraine; short-term study in a pre-determined course at other higher education institutions
<i>International credit mobility</i>	Within the framework of the EU Erasmus+ program based on bilateral agreements between the KNUTE and partner institutions of higher education
<i>Teaching foreign applicants for higher</i>	Possible training of foreign citizens

2. List of the educational program components and their logical sequence

Academic discipline code	Components of the educational program (academic disciplines, course projects (course papers), practical work, qualification exam, mediation qualification)	Number of credits	Final assessment form
1	2	3	4 y
Compulsory components of the educational program (CC)			
CC 1.	Foreign language in professional field	18	Written exam
CC 2.	Jurisprudence	6	Written exam
CC3.	Commodity research	6	Written exam
CC 4.	Safety of life	6	Written exam
CC 5.	Economic Informatics	6	Written exam
CC 6.	Statistics	6	Written exam
CC 7.	Economic theory (macro-and microeconomics)	6	Written exam
CC 8.	Philosophy	6	Written exam
CC 9.	Hotel business	12	Written exam
CC 9.1	CP in hotel business		
CC 10.	Restaurant business	12	Written exam
CC 10.1	CP in the restaurant business		
CC 11.	Equipment of hotel and restaurant facilities	6	Written exam

2.1. List of educational program components

1	2	3	4
CC 12.	Foreign economic activity of the enterprise	6	Written exam
CC 13.	Tourism organization	12	Written exam
CC 14.	Foreign language specialty	6	Written exam
CC 15.	Marketing	6	Written exam
CC 16.	Building engineering	6	Written exam
CC 17.	Economy of hotels and restaurants	9	Written exam
CC 18.	Accounting	6	Written exam
CC 19.	Hotel and restaurant management	6	Written exam
CC 20.	Modelling of financial and economic activity of the enterprise	6	Written exam
CC 21.	Service distribution management	6	Written exam
	Physical education		
Total volume of compulsory components:		180	
Elective components of the educational program			
EC 1.1.	History of Ukraine	6	Written exam
EC 1.2.	Cultural heritage of Ukraine	6	Written exam
EC 1.3.	National interests in global geopolitics and geo-Economics	6	Written exam
EC 1.4.	Ukrainian language (for professional direction)	6	Written exam
EC 2.1.	Commercial law	6	Written exam
EC 2.2.	Labour law	6	Written exam
EC 3.1.	Second foreign language*	6	Written exam
EC 4.1.	Pastry and baking	6	Written exam
EC 4.2.	Ecology	6	Written exam
EC 5.1.	Political science	6	Written exam
EC 5.2.	Psychology	6	Written exam
EC 5.3.	Sociology	6	Written exam
EC 6.1.	Information systems and technologies in the hotel and restaurant business	6	Written exam
EC 6.2.	Information systems and technologies in tourism	6	Written exam
EC 7.1.	Security of information systems and networks	6	Written exam
EC 7.2.	Design	6	Written exam
EC 8.1.	Electronic commerce	6	Written exam
EC 8.2.	Engineering and computer graphics	6	Written exam
EC 9.1.	Internet technologies in business	6	Written exam
EC 9.2.	Web-design and WEB-programming	6	Written exam

EC 10.1.	Event management	6	Written exam
EC 10.2.	Communication management	6	Written exam
Total volume of elective components:		60	

Practical training			
CC 22.	Production practice 1	6	
CC 23.	Production practice 2	6	
CC 24.	Production practice 3		
Performance evaluation			
CC 25.	Preparation for a qualification exam and attestation	3	
TOTAL VOLUME OF THE EDUCATIONAL PROGRAM		240	

2.2. Structural-and-logical diagram of the educational program

A brief description of the logical sequence of studying the components of the educational program (shown as a graph)

3. The form of performance evaluation of applicants for higher education

Information shall be provided on the types (forms) of the final performance evaluation and the documents received by the graduate on the basis of its successful passing.

Performance evaluation of graduates of the educational program of specialty 241 "Hotel and restaurant business" shall be carried out in the form of a qualification exam and ended with the issuance of a standard document on awarding them a bachelor's degree with the following qualification: degree - bachelor, specialty - "Hotel and restaurant business", Specialization - "Hotel and restaurant business". The performance evaluation shall be carried out openly and publicly.