

The profile of the educational program

General information	
The official name of the educational program	Hotel restaurant and catering
Speciality	241 Hotel restaurant and catering
Subject area	24 Services
The degree and the name of the qualification in the original language	Bachelor of hotel and restaurant business
The type of degree and content of the educational program	Bachelor degree, single, 240 ECTS credits, training period 3 years 10 months
Accreditation	4 years
Cycle/level	The first (bachelor) level Ukraine NQF – level 7 The FQ-EHEA first cycle The EQF-LL – 6 level
Background	General secondary education
Language(s) of teaching	Ukrainian, English
The validity of the educational program	4 years
The web address of the permanent location of the description of the educational program	http://www.kname.edu.ua
The purpose of the educational program	
the training of specialists able to solve practical problems and complex specialized tasks in the sphere of hotel and restaurant business on the basis of mastering the system of professional competences.	
Description of the educational program	
Subject area	<p>The objects of professional activity of graduates are: Hotel and restaurant business, hotel service, restaurant service.</p> <p>Learning objectives: training of socially mobile, highly competitive professionals to organize service and production activities of the subjects of hotel and restaurant business, who possess the general and special (professional) competence.</p> <p>The theoretical content of the subject area: basic concepts: hospitality, infrastructure, hospitality industry, restaurant management, restaurants, types and classes of institutions of restaurant business, hotel sector, accommodation facilities for the tourists, the subjects of hotel and restaurant business, recreation, service and production process, basic and additional services for the restaurant and hotel industry, concepts: 1) humanistic, patriotic and educational, national identity, 2) information technology, 3) service, 4) socially responsible business.</p> <p>the principles that define the laws of training: student-centered, content-oriented, scientific character, systematic character,</p>

	<p>sequence of learning, practice-oriented, interdisciplinary.</p> <p>Methods, techniques and technologies: General and special methods, organoleptic, physical and chemical, technical and economic calculations, production technology of restaurant business, technology of services, using modern information technologies.</p> <p>Tools and equipment: equipment and technology equipment, computer technology, and innovative information programmes in the field of hotel and restaurant business</p> <p>The subject area includes knowledge of the organization of hotel and restaurant business, technology of products of restaurant economy, the design of enterprises (institutions) of hotel and restaurant management, Spa facilities, planning, management and control of activity of subjects of hotel and restaurant business</p>
Orientation of the educational programme	Educational-professional
The main focus of the educational program and specialization	<p>Special education in the field of hotel and restaurant business.</p> <p>Key words: hospitality industry, the infrastructure of the hospitality industry, restaurant management, restaurants, types and classes of institutions of restaurant business, hotel sector, accommodation facilities for the tourists, the subjects of hotel and restaurant business, recreation, service and production process, basic and additional services for the restaurant and hotel industry.</p>
Peculiarities of the program	Professional disciplines chosen by the student are taught in English
The suitability of graduates for employment and further education	
Suitability for employment	<p>Employment opportunities in public institutions and private companies in positions related to hotel and restaurant business.</p> <p>Profession (according to the current edition of the national classifier of Ukraine: Classifier of professions (DK 003:2010):</p> <p>3414. Specialist of hotel services</p> <p>512. The caretakers of the buildings and employees of institutions of restaurant economy</p> <p>5121. The house caretakers, the attendants in hotels and hostels</p> <p>5123. Waiters and bartenders</p> <p>5129. Profession caretakers of houses and employees of institutions of restaurant economy</p>
Further education	Obtaining the degree of master
Teaching and assessment	
Teaching and learning	student-centered learning, self-learning, learning through internships, distance learning
Assessment	written examinations, course papers, presentation, reports of industrial practice, qualifying project
Program learning outcomes	
Program learning outcomes (PLO) specified by the standard of higher education of the specialty	<p>PLO 1. To know, to understand and to be able to use in practice the main points of legislation, national and international standards that regulate the activity of subjects of hotel and restaurant business</p> <p>PLO 02. To know, to understand and to be able to use in practice the basic concepts of the theory of hotel business, organization of service of consumers and the activities of subjects of the market of</p>

hotel and restaurant services, and related sciences

PLO 03. To communicate freely on professional issues on the state and foreign languages, orally and in writing

PLO 04. To analyze modern trends in the hospitality industry and recreational facilities

PLO 05. To understand the principles, processes, and the technology of organizations of the subjects of hotel and restaurant business

PLO 06. To analyze, to interpret and to simulate on the basis of existing scientific concepts such as service, production and organizational processes of hotel and restaurant business

PLO 07. To organize the process of customer service of hotel and restaurant services based on the use of modern information, communication and service technologies and standards of quality and safety standards

PLO 08. To apply the skills of productive communication with consumers of hotel and restaurant services

PLO 09. To make a selection of technological equipment, to solve the issues of rational use of the spatial and material resources

PLO 10. To develop new services (products), using modern production technology and customer service

PLO 11. To apply modern information technologies for organization of work of establishments of hotel and restaurant management

PLO 12. To control the quality of products and services of the institutions of hotel and restaurant management

PLO 13. To define and shape the organizational structure of the units to coordinate their activities, define their tasks and staffing, qualifications of staff

PLO 14. To organize the work in the institutions of hotel and restaurant economy, in accordance with the requirements of labor protection and fire safety

PLO 15. To understand economic processes and implement planning, management and control of activity of subjects of hotel and restaurant business

PLO 16. To perform tasks independently, to solve problems and challenges, to apply them in different professional situations and take responsibility for the results of their activities

PLO 17. To defend their views in the decision of professional problems in the organization of effective communication with consumers and the subjects of hotel and restaurant business

PLO 18. To present their own projects and development and justify their proposals for business development

PLO 19. To act in accordance with the principles of social responsibility and civic awareness

PLO 20. To understand the operation requirements of a degree, due to the need of sustainable development of Ukraine, strengthening democratic, social and legal state

PLO 21. To understand and provide their rights and responsibilities as a member of society to realize the values of a free democratic society, rule of law, rights and freedoms of man and citizen in Ukraine

PLO 22. To preserve and enhance the achievements and values of society on the basis of understanding places the subject area in the

	<p>general system of knowledge, use a variety of types and forms of motor activity to maintain a healthy lifestyle</p>
<p>Program learning outcomes (PLOI) specified by the higher education institution</p>	<p>PLOI 23. To provide professional communication: create communication products, to analyze communicative activities, adequately react to criticism, to generate and to reason with new ideas, carry out a communicative effect on people, encouraging them to activities, bring your own thoughts, to reveal, to apply information and communication technology to develop skills of group interaction</p> <p>PLOI 24. Analyze the historical facts and documents that describe the history of O. M. Beketov National University of Urban Economy in Kharkiv:</p> <ul style="list-style-type: none"> - to use acquired knowledge of the history of the University for the conscious search for little known and unknown facts from the history of the University, faculties, departments, life and scientific-pedagogical activities of teachers, the life of the student society of the University at different times of the historical past and bringing these data into the learning process, - to form a conscious, informed the glorious pages of the historical heritage of the University a sense of respect for the conscientious and dedicated work of previous generations of teachers and students, pride for achievements in the creation of a powerful scientific, educational and material-technical base of the University - to use methods of social research <p>PLOI 25. To analyze the peculiarities of cultural processes in the modern world</p> <ul style="list-style-type: none"> - to make a comparative description of the main cultural centres of today's world - to analyze patterns of cultural development of mankind, - to draw historical parallels between the contemporary cultural situation and historical past <p>PLOI 26. To analyze the role and importance of the modern city in the context of global and local challenges</p> <p>PLOI 27. To apply the skills of conflict management in professional activities, tools, and strategies for their management and resolution</p> <p>PLOI 28. To have basic methods of protection of intellectual property, to apply the rules of registration of intellectual property rights</p> <p>PLOI 29. To apply the main provisions of political science in the solution of professional tasks</p> <p>PLOI 30. To apply the categorical apparatus of psychology in the system of professional training and practice, to meet the basic mental social-psychological and psycho-physiological manifestations of personality, to perceive evidence-based psychological interpretation of the structural elements of the psyche of the individual, conscious of their own mental sphere, to analyze different types of activities</p> <p>PLOI 31. To be able to develop and implement measures to adapt and implement the best local and foreign practice activities hotel and restaurant services</p> <p>PLOI 32. The ability to apply the principles of organization of services aimed at health improvement of holidaymakers</p> <p>PLOI 33. To be able to develop an action plan and organize events, entertainment and leisure establishments in the hospitality</p>

	<p>PLOI 34. Knowledge of technical-technological and organizational-economic systems the functioning of the institutions of hotel and restaurant management, principles of management systems</p> <p>PLOI 35. To justify the need of project development and engineering facilities, hotel and restaurant management</p> <p>PLOI 36. To demonstrate skills of analysis activities, identify problems and justify management decisions in the institutions of hotel and restaurant management</p>
Resource support for program implementation	
Staff	<p>The qualitative level of professional training of masters administered by qualified scientific-pedagogical staff of the Department, which includes doctors and candidates of sciences, professors, associate professors. For the teaching the special professional disciplines the experts with extensive experience in the hotel and restaurant service are involved.</p> <p>12 teachers have a certificate of English proficiency on level B2, one teacher has a certificate on the C1 level, one teacher has a certificate of knowledge of German language on C1 level, seventeen teachers passed international internships.</p>
Material and technical base	<p>Lectures are held in classrooms with multimedia equipment. Practical classes are conducted in specialized computer classes with the use of information and communication equipment, information systems and software used in the hotel and restaurant business: Many of these products have been or are being actively implemented in the educational process: MS Project, Teamwork, TeamLab., Open Workbench., GanttProject, dotProject., Outlook, OneNote, EverNote, Nirvana, Wunderlist, Keep, MS Office, Office 365, Document. online, AllFusion Process Modeler 7, MS Visio, MS PowerPoint, MS Sway, Libre office.Impress, FreeMind, Mind42, ViSta, MacANOVA., Matrixer, Parus Hotel Parus Restaurant.</p>
Information and methodological support	<p>All educational components are provided by the following teaching materials: textbooks, manuals, lecture notes, methodical instructions and recommendations, individual assignments, collections of practical tasks (cases), examples of solving typical problems, or perform common tasks computer presentation, illustrative materials, resource directories and the like.</p> <p>All teaching materials available to students in the reading rooms of the scientific library http://library.kname.edu.ua/index.php/uk/ , including in the hall of the information service, equipped with computers with access to the Internet and the local network of the University in the digital repository http://eprints.kname.edu.ua on the portal of distance learning Center http://cdo.kname.edu.ua/</p>
Academic mobility	
National credit mobility	<p>In accordance with the regulations of the academic mobility of students, doctoral students, scientific and pedagogical employees of O. M. Beketov National University of Urban Economy in Kharkiv</p>
International credit mobility	<p>Cooperation agreement between the University and:</p> <ul style="list-style-type: none"> - Lodz technical University (Poland), agreement No. 89, October 2017 - The University of New Horiz (Slovenia), agreement No. 88, 12.10. 2017

	<ul style="list-style-type: none"> - Middle East Technical University (Turkey, Ankara), agreement No. 69, 28.03. 2016 - University of Aristotle (Greece, Thessaloniki), agreement No. 75, 22.02.2018 - Estonian University of Natural Sciences (Tartu), agreement No. 90, 10.10. 2017
Training of foreign applicants for higher education	According to the Rules of admission to O. M. Beketov National University of Urban Economy in Kharkiv