

3. Study Programme

3.1. PROFILE OF THE STUDY PROGRAMME

HOTEL AND RESTAURANT BUSINESS AND CATERING

Project team leader (Study Programme Guarantor) -

Rasulova A. - Associate Professor of the Department of Hotel and Restaurant Business Management, Ph.D. in Economics, Associate Professor

1 – GENERAL INFORMATION	
Full name of IHE and structural unit	State University of Trade and Economics Faculty of Technologies and Business Department of Hotel and Restaurant Business Management
Academic degree and qualification title in the original	First (Bachelor's) Level of Higher Education Qualification – Bachelor in Hotel and Restaurant Management
Field of Knowledge	J Transport and Services
Speciality	J2 Hotel and Restaurant Business and Catering
Study Programme Title	Hotel and Restaurant Business and Catering
Restrictions on the forms of education	No restrictions are in place
Compliance with the standard of higher education of the Ministry of Education and Science of Ukraine	Complies with the standard of higher education of the Ministry of Education and Science of Ukraine (Order No. 384 of 04.03.2020)
Type of diploma and length of study programme	Bachelor's degree, single degree. Volume of the study and professional programme - 240 ECTS credits. Normal training period is 3 years 10 months
Accreditation	Certificate of accreditation of the speciality No. 3582, valid until 01.07.2027, issued by the Accreditation Commission of the Ministry of Education and Science of Ukraine.
Cycle/Level	NFQ of Ukraine – level 6, FQ-EHEA – first cycle, EQF-LLL – level 6
Preconditions	Complete general secondary education/ educational qualification level of a junior specialist, educational degree of a junior bachelor and educational and professional level of a professional junior bachelor
Language(s) of instruction	Ukrainian, English
Duration of the study programme	Till the approval of a new edition of the study programme
Internet address of the permanent placement of	https://knute.edu.ua/

the study programme description	
2 – AIM OF THE STUDY PROGRAMME	
Training of highly qualified specialists who have modern economic thinking, theoretical knowledge and applied skills in organising the activities of a business entity in the hotel, restaurant and catering business, capable of solving research and practical problems using tools and algorithms for making management decisions for further employment; identification and solution of problems in the hotel, restaurant and catering business; implementation of consulting activities.	
3 – CHARACTERISTICS OF THE STUDY PROGRAMME	
<i>Subject Area</i>	
<i>Object of study:</i> hotel and restaurant business as a component of the service sector, as a field of professional activity that involves the formation, promotion, implementation and organisation of consumption of hotel and restaurant services, hotel and restaurant services. <i>Learning objectives:</i> formation of general and professional competences sufficient for the successful solution of specialised complex tasks and practical problems characterised by complexity and uncertainty of conditions in the field of hotel, restaurant and <i>catering</i> business. <i>Theoretical content of the subject area:</i> Hotel business, restaurant business, technologies of restaurant products, information systems and technologies in the field of hotel, restaurant business and <i>catering</i>, economics of hotels and restaurants, marketing, principles of designing enterprises (establishments) of hotel and restaurant business, legal regulation and ensuring the safety of consumers of hotel and restaurant services, equipment of hotel and restaurant enterprises. <i>Methods, techniques and technologies:</i> general and special scientific methods: economic, information, service methods (technological and production, interactive, service). <i>Tools and equipment:</i> technical equipment and facilities for information processing, specialised licensed applications	
<i>Orientation of the Study Programme</i>	
Educational, professional, applied, research	
<i>Main focus of the Study Programme</i>	
Special education and professional training in the field of knowledge ‘Transport and Services’ of speciality ‘Hotel and Restaurant Business and Catering’ with in-depth study of theoretical and methodological principles of organisation of service, production, technological and management activities of hotel and restaurant business entities; Focus on the implementation of educational trajectories with an applied bias. Keywords: hospitality industry, hotel business, restaurant business, catering, service, maintenance, tourism, management, marketing, psychology of service activities, information systems and technologies	
<i>Programme Features</i>	
An interdisciplinary and multidisciplinary approach to training specialists in service organisation and management of hotel and restaurant business entities through: – annual practical internships, including international internships, with certificates, which allows them to gain practical experience in the context of globalisation and	

the development of international tourism with the possibility of further employment; – deepening communication skills in foreign languages and studying in the English-language programme; – focusing on innovations in service, production, information, management processes and sustainable development in the hospitality sector; – involvement of foreign scientists and practitioners of the hotel and restaurant business in the educational process, application of the practices of leading service schools in Europe and the world; – flexibility of the discipline content and adaptation to rapid changes in the hospitality sector. – development of skills in creating, implementing and managing start-up ideas in the hotel and restaurant business based on the development of management and leadership skills on the base of an interactive business simulation training and research centre; – career opportunities from manager to hotel or restaurant owner; – development of competitive practical skills in a global context through international internships, cooperation with international hospitality companies, mentoring from professionals; – development of an individual learning path.
4 – EMPLOYABILITY AND FURTHER LEARNING
<i>Employability</i>
Graduates of this educational and professional programme can be employed at enterprises, institutions and organisations or carry out entrepreneurial activities. According to the classification of professions DK 003:2010 as amended by the order of the Ministry of Economic Development and Trade of Ukraine dated 15 February 2019 No. 259: 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 restaurant business 3414 Specialist in tourist services 3414 Specialist in leisure activities 3414 Specialist in rural tourism development 3414 Organiser of tourist and hotel activities 3414 Specialist in hotel services 3414 Specialist in specialised services 3414 Specialist in leisure activities 3414 Organiser of tourist and hotel activities 3414 Specialist in conference services 3414 Travel consultants and travel organisers 13 Managers of small enterprises without management staff <i>Obtaining professional certificates based on the results of practical training</i>
<i>Further Learning</i>

Graduates of this study programme have the right to continue their studies at the second (master's) level of higher education. Acquisition of additional qualifications in the system of postgraduate education.

5 – TEACHING AND ASSESSMENT

Teaching and Learning

Student-centred learning, self-study, problem-based learning. A balanced combination of classroom classes (lectures, discussions, seminars, small group workshops, independent work with information sources, teacher consultations), distance learning and independent work based on problem-based, interactive and self-study learning, and practical training.

Assessment

The assessment of students' learning outcomes is carried out in accordance with the Regulations on Assessment of Undergraduate and Postgraduate Students' Learning Outcomes at SUTE and includes the following control measures: current and final Exams, and certification.

Current control is carried out during practical/laboratory classes and based on the results of independent work. It involves the assessment of students' theoretical training during seminars and acquired practical skills during laboratory/practical work.

Final control is a control measure that involves establishing the compliance (measurement, assessment) of the learning outcomes obtained by a person with the requirements of the study programme in terms of the relevant educational component, which is carried out at the university in the form of a test and an exam.

Students' learning outcomes at SUTE are assessed on a 100-point scale, where: 60-100 points - learning outcomes that entitle a student to receive ECTS credits; 0-59 points - unsatisfactory learning outcomes that do not entitle a student to receive ECTS credits.

6 - PROGRAMME COMPETENCES

Integral Competence

Ability to solve complex specialised tasks and practical problems of the hotel and restaurant business, which involves the application of theories and methods of the system of sciences that form the concepts of hospitality and is characterised by complexity and uncertainty of conditions

General competences (GC)

GC 01	Ability to preserve and increase moral, cultural, scientific values and achievements of society based on an understanding of 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, and to lead a healthy lifestyle.
GC 02	Ability to act socially responsibly and consciously, to exercise one's rights and responsibilities as a member of society, to understand the values of a civil (free democratic) society, the rule of law, human and civil rights and freedoms in Ukraine.
GC 03	Ability to learn and master modern knowledge.
GC 04	Skills in use of information and communication technologies.
GC 05	Ability to work in a team.
GC 06	Ability to use the national language both in spoken and written form.
GC 07	Appreciation and respect for diversity and multiculturalism.
GC 08	Skills to carry out safe activities

GC 09	Ability to think abstractly, analyse and synthesise.
GC 10	Ability to apply knowledge in practical situations.
GC 11	Ability to communicate in a foreign language.
GC 12	Ability to make decisions and act in accordance with the principle of unacceptability of corruption and any other manifestations of dishonesty.
<i>Special (professional, subject) competences (SC)</i>	
SC 01	Understanding of the subject area and specifics of professional activity.
SC 02	Ability to organise the service and production process taking into account the requirements and needs of customers and ensure its efficiency.
SC 03	Ability to apply in practice the basics of current legislation in the field of hotel and restaurant business and monitor changes.
SC 04	Ability to form and implement effective external and internal communications at hospitality enterprises, interaction skills.
SC 05	Ability to manage an enterprise, make decisions in the economic activities of hotel and restaurant business entities.
SC 06	Ability to design the technological process of production of products and services and the service process of selling basic and additional services in enterprises (institutions) of hotel, restaurant and recreational facilities.
SC 07	Ability to develop new services (products) using innovative production and customer service technologies.
SC 08	Ability to develop, promote, implement and organise the consumption of hotel and restaurant services for different customer segments.
SC 09	Ability to select technological equipment and machinery, to solve issues of rational use of space and material resources.
SC 10	Ability to work with technical, economic, technological and other documentation and carry out payment transactions as a hotel and restaurant business entity.
SC 11	Ability to identify, define and evaluate the characteristics, properties and quality indicators of products and services that affect the level of customer satisfaction in the hospitality industry.
SC 12	Ability to initiate a business development concept, formulate a business idea for the development of hotel and restaurant business entities.
SC 13	Ability to plan, manage and control the activities of hotel and restaurant business entities.
SC 14	<i>Ability to apply information technology in the management of hotel and restaurant business entities</i>
7 – PROGRAMME LEARNING OUTCOMES	
LO 01.	Know, understand and be able to apply in practice the main provisions of legislation, national and international standards governing the activities of hotel and restaurant business entities;
LO 02.	Know, understand and be able to apply in practice the basic concepts of the theory of the hotel and restaurant business, organisation of customer service and activities of hotel and restaurant market players, as well as related sciences.

LO 03.	Communicate fluently on professional issues in the state and foreign languages orally and in writing.
LO 04.	Analyse current trends in the development of the hospitality and recreation industry.
LO 05.	Understand the principles, processes and technologies of organising the work of hotel and restaurant business entities.
LO 06.	Analyse, interpret and model service, production and organisational processes of the hotel and restaurant business on the basis of existing scientific concepts.
LO 07.	Organise the process of servicing consumers of hotel and restaurant services based on the use of modern information, communication and service technologies and compliance with quality standards and safety regulations.
LO 08.	Apply skills of productive communication with consumers of hotel and restaurant services
LO 09.	Select technological equipment and machinery and resolve issues related to the rational use of space and material resources
LO 10.	Develop new services (products) using modern production and customer service technologies.
LO 11.	Apply modern information technologies to organise the work of hotel and restaurant establishments.
LO 12.	Carry out effective quality control of products and services of hotel and restaurant facilities.
LO 13.	Determine and establish the organizational structure of departments, coordinate their activities, define their functions and staffing schedule, and specify requirements for staff qualifications.
LO 14.	Organise work in hotel and restaurant establishments in accordance with labour protection and fire safety requirements.
LO 15.	Understand economic processes and plan, manage and control the activities of hotel and restaurant business entities.
LO 16.	Perform tasks independently, solve problems and tasks, apply them in various professional situations and be responsible for the results of their activities.
LO 17.	Reasonably defend one's views in solving professional problems in organising effective communications with consumers and hotel and restaurant business entities.
LO 18.	Present one's own projects and developments, and substantiate proposals for business development.
LO 19.	Act in accordance with the principles of social responsibility and civic consciousness.
LO 20.	Understand the requirements for activities in the speciality due to the need to ensure sustainable development of Ukraine, its strengthening as a democratic, social, and legal state.
LO 21.	Understand and implement their rights and responsibilities as a member of society, to be aware of the values of a free democratic society, the rule of law, human and civil rights and freedoms in Ukraine.

LO 22.	Preserve and increase the achievements and values of society based on an understanding of the place of the subject area in the general system of knowledge, use various types and forms of physical activity for a healthy lifestyle.
8 – RESOURCE SUPPORT FOR PROGRAMME IMPLEMENTATION	
<i>Academic staff</i>	
Fully complies with the Licensing requirements for conducting educational activities. The implementation of the educational and professional programme “Hotel and Restaurant Business and Catering” is carried out by scientific and pedagogical specialists with a scientific degree and/or academic title who meet the requirements of the current legislation of Ukraine, have a sufficient level of scientific and professional qualifications. Practitioners and representatives of professional associations and foreign partners are also involved in the educational process. All research and teaching staff undergo internships/professional development every five years.	
<i>Facilities</i>	
Fully complies with the Licensing Requirements for Educational Activities. For the convenience of higher education students, the corporate distance learning system and the automated educational process management system "MIA: Osvita". The university has modern computer labs with specialised software: Cabinet of Digital Technologies in Hotel and Restaurant Business Educational and Scientific Laboratory of Food Production Technology Educational and Scientific Laboratory of Restaurant Products Technology Educational and Scientific Laboratory of Service Organisation in Restaurant Business Laboratory of Oenology and Bar Business Laboratory of Sensory Analysis Laboratory of HoReCa Design Design and Engineering Laboratory Laboratory of Computer Aided Design Systems Laboratory of Integrated Business Process Management Systems Travel Business Management Cabinet Business Simulation Training and Research Centre VR Library, SMART Library	
<i>Information and educational support</i>	
The university develops an ECTS Information Package for each study programme. The syllabi, course programs, and assessment criteria for the educational components are posted on the corporate e-learning platform. The university's electronic repository provides full-text access to SUTE's scientific and educational literature, manuscripts of qualification papers and dissertations for academic degrees. For the convenience of higher education students, the university has developed a Catalogue of Academic Disciplines, according to which students have the right to choose elective educational components. The university uses SUTE's virtual learning environment and software: LLC Servio Soft software products - Servio HMS and Servio POS for automating the operation of restaurants and hotels; cloud-based IT solutions for automating hospitality facilities EasyMS, PMS Cloud (for hotels), SkyService, Poster (for restaurants); analytical platforms for the hospitality industry HotelMatrix, Poster; global booking system	

Amadeus. The current MOODLE distance learning system provides independent and individual training.

The educational platform MIA Osvita provides the organisation of the educational process in full-time and distance forms with the possibility of comprehensive assessment of participants in the educational process. Academic staff's proprietary content.

The programme is equipped with textbooks, teaching and methodological publications, an information base and access to closed sources of information, including scientometric databases.

9 – ACADEMIC MOBILITY

National credit mobility

On a general basis within Ukraine: short-term study by students in other higher education institutions as part of a pre-determined academic course.

International credit mobility

The university has signed cooperation agreements between SUTE and foreign higher education institutions, within which student exchange and studies are carried out under international programmes and projects, including the Erasmus+ programme.

Training of Foreign Students

It is carried out in accordance with the requirements of the current legislation.

3.1.1. LIST OF STUDY PROGRAMME COMPONENTS AND THEIR LOGICAL ORDER

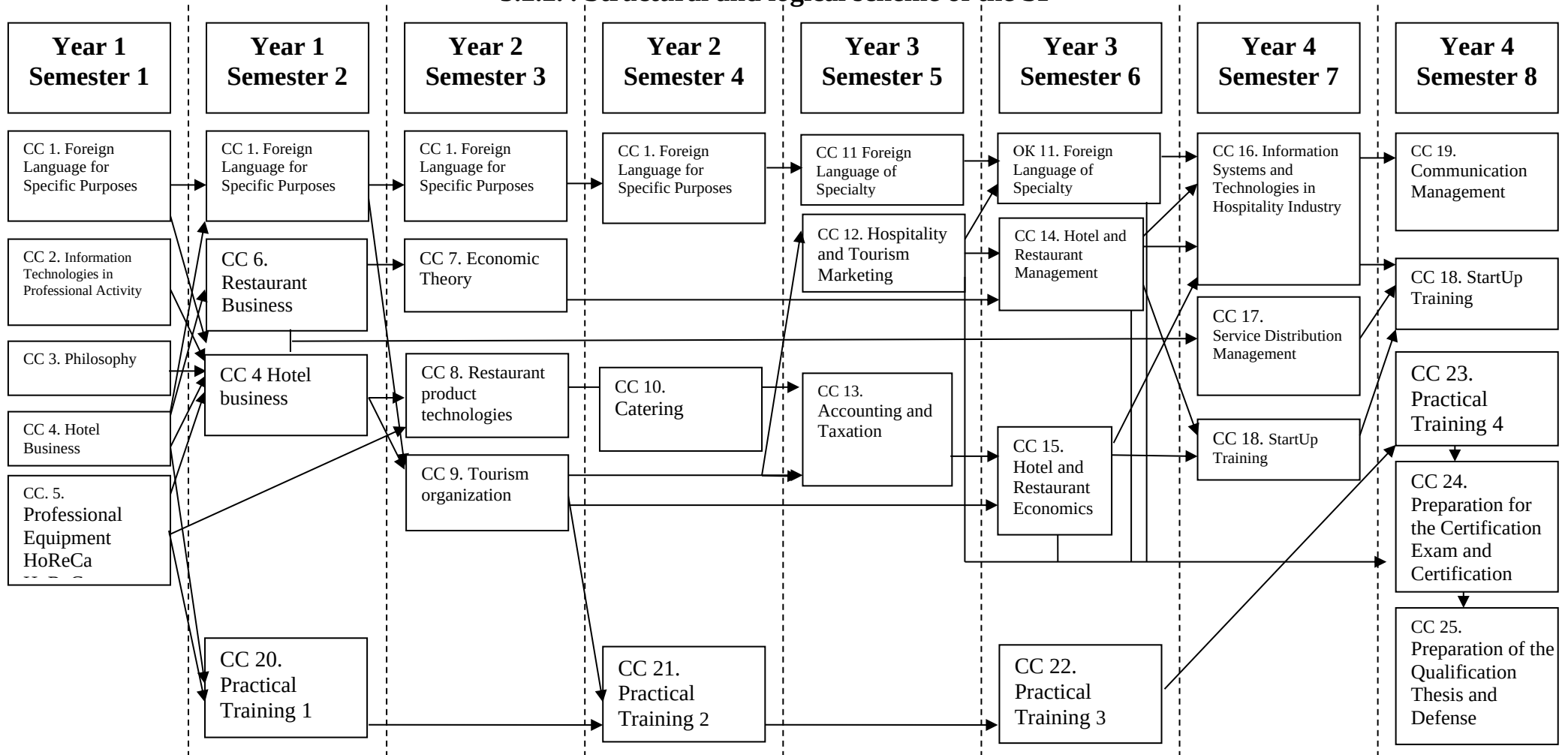
3.1.2. List of study programme components

Code	Study programme components	ECTS credits	Form of control
<i>(CC) Compulsory Components</i>			
CC 1.	Foreign Language for Specific Purposes	24	Exam
CC 2.	Information Technologies in Professional Activity	6	Exam
CC 3.	Philosophy	6	Exam
CC 4.	Hotel Business	12	Exam
CC 5.	Professional Equipment HoReCa	6	Exam
CC 6.	Restaurant Business	6	Exam
CC 7.	Economic Theory Business Law	6	Exam
CC 8.	Restaurant Product Technologies	6	Exam
CC 9.	Tourism Organization	6	Exam
CC 10.	Catering	6	Exam
CC 11.	Foreign Language of Specialty	12	Exam
CC 12.	Hospitality and Tourism Marketing	6	Exam
CC 13.	Accounting and Taxation	6	Exam
CC 14.	Hotel and Restaurant Management	6	Exam
CC 15.	Hotel and Restaurant Economics	6	Exam
CC 16.	Information Systems and Technologies in Hospitality Industry	6	Exam
CC 17.	Service Distribution Management	6	Exam
CC 18.	StartUp Training	9	Exam

Code	Study programme components	ECTS credits	Form of control
CC 19.	Communication Management	6	Exam
CC 20.	Practical Training 1	6	Credit
CC 21.	Practical Training 2	6	Credit
CC 22.	Practical Training 3	6	Credit
CC 23.	Practical Training 4	6	Credit
CC 24.	Preparation for the Certification Exam and Certification	3	Exam
CC 25.	Preparation of the Qualification Thesis and Defense	6	Defense
Total Volume of Compulsory Components:		180	
<i>Optional Components</i>			
OC 1.	Educational component 1	6	Exam
OC 2.	Educational component 2	6	Exam
OC 3.	Educational component 3	6	Exam
OC 4.	Educational component 4	6	Exam
OC 5.	Educational component 5	6	Exam
OC 6.	Educational component 6	6	Exam
OC 7.	Educational component 7	6	Exam
OC 8.	Educational component 8	6	Exam
OC 9.	Educational component 9	6	Exam
OC 10.	Educational component 10	6	Exam
Total Volume of Optional Components:		60	
Total Volume of the Study Program		240,0	

Applicants of higher education choose elective courses through the personal account on the “MIA: Osvita” portal. The descriptions of the courses and their prerequisites are provided in the SUTE Catalogue of Academic Disciplines.

3.2.2. . Structural and logical scheme of the SP



3.3. FORM OF CERTIFICATION OF HIGHER EDUCATION APPLICANTS

Certification of applicants is carried out in the form of a certification Exam and public defence of qualification thesis.

The qualification thesis should provide for the solution of a complex specialised task or practical problem in the activities of hotel and restaurant business entities, which involves the application of theories and methods of hotel and restaurant business and is characterised by complexity and uncertainty of conditions.

The qualification thesis should not contain academic plagiarism, falsification and fabrication.

The qualification thesis must be posted on the website of the higher education institution or its structural unit, or in the repository of the higher education institution.

The certification Exam should include verification of the achievement of learning outcomes defined by the higher education standard and the study programme.

3.4. MATRIX OF CORRESPONDENCE BETWEEN PROGRAMME COMPETENCIES AND THE OPTIONAL COMPONENTS OF THE STUDY PROGRAMME

Components Competencies	CC 1.	CC 2.	CC 3.	CC 4.	CC 5.	CC 6.	CC 7.	CC 8.	CC 9.	CC 10.	CC 11.	CC 12.	CC 13.	CC 14.	CC 15.	CC 16.	CC 17.	CC 18.	CC 19.	CC 20.	CC 21.	CC 22.	CC 23.	CC 24.	CC 25.
GC 01			+				+		+															+	
GC 02		+		+		+		+		+		+		+				+		+	+	+	+	+	+
GC 03	+		+								+					+		+					+	+	+
GC 04											+	+		+		+		+				+	+	+	+
GC 05				+		+		+		+		+		+			+	+		+	+	+	+	+	+
GC 06		+	+	+	+	+		+	+	+			+	+	+	+	+	+	+	+	+	+	+	+	+
GC 07	+		+								+	+					+								+
GC 08				+	+	+		+	+	+			+	+	+			+		+	+	+	+	+	+
GC 09		+	+				+					+		+	+			+	+			+	+	+	+
GC 10	+	+		+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
GC 11	+										+														+
GC 12		+												+	+		+	+		+	+	+	+	+	+
SC 01	+			+	+	+		+	+	+	+	+		+	+	+	+	+	+	+	+	+	+	+	+
SC 02				+		+		+	+	+							+	+	+	+	+		+	+	+
SC 03		+		+		+		+		+		+		+				+		+	+	+	+	+	+
SC 04				+		+		+		+	+	+		+			+	+	+	+	+	+	+	+	+
SC 05							+							+	+		+	+	+			+	+	+	+
SC 06				+	+	+		+		+								+		+	+		+	+	+
SC 07				+		+		+		+		+					+	+	+	+	+		+	+	+
SC 08												+					+	+	+				+	+	+
SC 09				+	+	+		+		+			+		+			+		+	+		+	+	+
SC 10				+		+		+		+		+		+	+	+		+		+	+	+	+	+	+
SC 11				+		+		+	+	+		+		+			+	+	+	+	+	+	+	+	+
SC 12							+					+		+				+	+			+	+	+	+
SC 13				+								+	+	+	+	+		+	+	+		+	+	+	+
SC 14				+								+		+	+	+		+	+	+		+	+	+	+

3.5. MATRIX OF ENSURING PROGRAMME LEARNING OUTCOMES AS COMPULSORY COMPONENTS OF THE STUDY PROGRAMME

Components Programme Learning Outcomes	CC 1.	CC 2.	CC 3.	CC 4.	CC 5.	CC 6.	CC 7.	CC 8.	CC 9.	CC 10.	CC 11.	CC 12.	CC 13.	CC 14.	CC 15.	CC 16.	CC 17.	CC 18.	CC 19.	CC 20.	CC 21.	CC 22.	CC 23.	CC 24.	CC 25.
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				+	+	+		+		+										+	+			+	+
LO 15				+		+	+	+		+		+	+	+	+	+	+	+	+	+	+	+	+	+	+
LO 16				+		+	+	+		+		+		+			+	+	+	+	+	+	+	+	+
LO 17				+		+		+	+	+		+		+			+	+	+	+	+	+	+	+	+
LO 18				+		+		+		+		+		+			+	+		+	+	+	+	+	+
LO 19			+	+		+		+		+		+		+			+			+	+			+	+
LO 20		+	+				+		+									+				+	+	+	+
LO 21		+	+																					+	+
LO 22			+	+														+			+	+	+	+	+

LIST OF RECOMMENDED OPTIONAL COURSES

Code	Educational Components	ECTS credits
OC 1.	Life Safety	6
OC 2.	Design	6
OC 3.	Second Foreign Language	42
OC 4.	Experience Economy	6
OC 5.	Excursion Business	6
OC 6.	Oenology	6
OC 7.	Ethnic Cooking	6
OC 8.	Event Management	6
OC 9.	Confectionery and Baking Art	6
OC 10.	Critical Thinking	6
OC 11.	Resort Business	6
OC 12.	Public Speaking	6
OC 13.	Hospitality Consumer Behavior	6
OC 14.	Business Psychology	6
OC 15.	Special Interest Tourism	6
OC 16.	Commodity Science	6
OC 17.	HACCP in the Restaurant Industry	6
	In order to ensure the formation of an individual educational trajectory, taking into account the provisions of Article 62 of the Law of Ukraine 'On Higher Education', applicants may choose components of the study programme from other study programmes, both similar and other levels of higher education, in agreement with the Dean of the faculty	6