



1. Title of the certificate ¹

**Πτυχίο Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης επιπέδου 5 (τάξη μαθητείας):
Υπάλληλος Τουριστικών Επιχειρήσεων**

2. Translated title of the certificate ²

**Vocational Upper Secondary School Degree, Post-secondary Cycle (apprenticeship year), level 5:
Tourism Industry employee**

3. Profile of skills and competences

Learning Outcomes (Knowledge, Skills and Competences). A typical holder of this degree/qualification is able to:

- Make sales of the tourist company's product or service packages, according to the special requests of the customer, suggesting the suitable product or service for them.
- Take bookings for the tourism company (e.g. rooms, tickets) through the suitable information system, issue the relevant documents and confirm their accuracy, according to the requests of the customer.
- Act as a telephone customer service representative, provide information and handle electronic booking requests, telephone sales and special customer requests focusing on people with special needs.
- Handle and check deposits and receipts made with alternative payment methods (e.g. remittances, bank accounts deposits, credit cards).
- Carry out all customer check in and check out tasks and provide all necessary clarifications and information (tourist attractions, entertainment, and transportation).
- Carry out procedures concerning bill payment and confirming surcharges or refunds during customer checkout.
- Carry out tasks regarding the pricing of product/service packages, determine the profit margin and propose ideas for new products/services based on current market trends and the competition
- Cooperate with the suppliers and the associates (internal and external) of the tourist business/agency, monitor the progress of tasks and supplies and inform of any deviations.
- Prepare reports, tables and graphs with regard to the tourist business/agency's course and inform superiors regularly or exceptionally when needed.
- Take part in promotion and communication activities of the business/agency (advertisements, sales promotions, marketing, personal sales and public relations).
- Handles complaints, gather assessments regarding customer satisfaction, write reports to record in detail the above and submit proposals for improvement.

4. Range of occupations accessible to the holder of the certificate ³

The holder of this certificate can be self-employed or be employed in the private sector and in services and offices of the public sector regarding tourism. More specifically, a "Tourism Industry Employee" can be employed in organizations that operate in the tourism industry, in tourist/travel agencies and businesses, in bookings, telephone and online sales, marketing and customer services offices or departments. In the state sector, a "Tourism Industry Employee" can be employed in central or peripheral services that are engaged in the field of tourism and in the broader public sector.

Further information for occupational rights https://www.eoppep.gr/index.php/el/work-rights/epaggelmatika_dikaiomata

¹ In the original language. | ² If applicable. This translation has no legal status. | ³ If applicable.

5. Official basis of the certificate

Body awarding the certificate

E.O.P.P.E.P.
National Organisation for the Certification of Qualifications and Vocational Guidance
Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia
<https://www.eoppep.gr>

Authority providing accreditation / recognition of the certificate

E.O.P.P.E.P.
National Organisation for the Certification of Qualification and Vocational Guidance
Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia
<https://www.eoppep.gr>

Level of the certificate (national or European) ¹

Level 5 National and European Qualifications Framework

Grading scale / Pass requirements

Successful completion of final certification exams:
•theoretical part (rating scale: 1-20, passing grade: 10)
•practical part (pass / fail)

Access to next level of education / training ¹

Yes, via examination held by HIEs

International agreements on recognition of qualifications¹

No

Legal basis

- Law 4763/2020 on National System of Vocational Education, Training and Lifelong Learning.
- Law 4186/2013 (Government Gazette 193/Issue A/17-09-2013). "Restructuring Secondary Education and Other Provisions", as amended and currently in force.
- Ministerial Decision Φ2/181534/Δ4, (Government Gazette 3820/Issue B/31-10-2017). Curriculum for the Specialization "Tourism Industry Employee" for the "Post-secondary year - apprenticeship class".

6. Officially recognised ways of acquiring the certificate

Graduates are granted a Vocational Upper Secondary School Degree, Post-secondary Cycle (apprenticeship year), level 5, following successful completion of the certification procedures

Description of vocational education and training	Percentage of total programme (%)	Duration (hours/weeks/months/years)
School/training centre-based	20 %	7hours per week
Workplace-based	80%	28 hours per week
Total duration of the education / training leading to the certificate		9 months

7. Additional information

Entry requirements

1) a vocational lyceum certificate and degree or earlier equivalent qualifications or 2) a general lyceum certificate and vocational lyceum degree or earlier equivalent qualifications or 3) a Comprehensive Special Vocational Gymnasium-Lyceum certificate and degree.

More information

National Qualifications Framework : <https://nqf.gov.gr/> and <https://proson.eoppep.gr/en>

National Europass Centre: **EL/NEC - E.O.P.P.E.P.** National Organisation for the Certification of Qualifications and Vocational Guidance, Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia, Greece. T.+30 2102709000
europass@eoppep.gr <http://europass.eoppep.gr> www.eoppep.gr

¹ If applicable.