

1. Title of the certificate ¹

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5 Ειδικότητα Ι.Ε.Κ.:
ΕΙΔΙΚΟΣ ΠΩΛΗΣΕΩΝ**

2. Translated title of the certificate ²

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5. Specialty of I.E.K.:
SALES SPECIALIST**

3. Profile of skills and competences

LEARNING OUTCOMES (KNOWLEDGE, SKILLS, COMPETENCES). A typical holder of the certificate is able to:

KNOWLEDGE

- Describe the communication and negotiation techniques, depending on his/her clientele.
- State the sampling methods and the procedure for gathering information, creating statistical tables and charts, in agreement with the principles of Statistics.
- Report and analyse the financial and administrative terminology in Greek and in English.
- Describe concepts related to the Organisation and Management of Businesses, Accounting, and Finance.
- Analyse the method for preparing and monitoring a budget.
- State the basic principles and concepts of the Private, Public and Commercial law.
- Compare the concepts and the specifications of companies depending on the legal statute thereof.
- Specify the different types of invoices, financial and accounting statements, according to the different information provided.
- Describe concepts of Public Relations.
- Identify the concept and types of Marketing in accordance with the procedures and practices of the market.
- Describe with a comprehensive way concepts relevant to the design and implementation of the product promotion and distribution programmes.
- Describe the method of operation of International Commerce and Exports.
- Analyse the basic principles of methodology for the development of product distribution and selling networks.

SKILLS

- Communicate and negotiate with the customers in accordance with the principles set by the enterprise.
- Collect and make use of raw data and information related to consumer, the market, and the competition.
- Analyse the trends of the market, the volume of sales and the methodologies of sales.
- Produce tables and charts using data collected through sampling or other data gathering methods, based on the objectives of the organization.
- Reply to digital and/or printed company mail, following the principles on customer service and complaint management.
- Archive and classify files and/or documents in digital and/or printed form.
- Fully operate all office equipment, IT systems for Text Editing, for Spreadsheets, for Databases, for Email, and for the Internet.
- Select, analyse and compose information on demand and offer from the domestic market, depending on the business branch and the market forms (e.g. monopoly, oligopoly, entire competition).
- Solve non-specialised problems regarding administrative and financial issues.

COMPETENCES

- Act based on the professional ethics.
- Operate in accordance with the principles, procedures, policies and culture of the organisation employing him/her.
- Take directions and collaborate effectively with all departments in the business in the field of group projects, in order to achieve the purposes and objectives of the business.
- Work with sufficiency and responsibility, while observing tight schedules.
- Positively treat and collaborate with customers, suppliers, entrepreneurs and specialised professionals.

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

The holder of the Diploma of this specialization can work in economic units in either the public or the private sector.

The Vocational Training Diploma is recognised as a qualification for appointment in the public sector falling in the category S.E. (Secondary Education) according to the Presidential Decree no.50/2001 (Greek Official Gazette 39/Vol.A/5-3-2001).

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/>

Level of the certificate (national or European) ¹

Level 5 National and European Qualifications Framework

Access to next level of education / training ¹

Yes

Legal basis

Law 2009/1992 on the National System of Vocational Education and Training
Law 4186/2013 on the Restructure of Secondary Education
Law 4763/2020 on National System of Vocational Education, Training and Lifelong Learning

Authority providing accreditation / recognition of 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
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Grading scale / Pass requirements

a) acquisition of the Vocational Training Certificate (V.E.K.) after successful completion of study at the Vocational Training Institute (I.E.K.)
b) acquisition of the Vocational Training Diploma after:
1. success in the theoretical part of Initial Vocational Training certification examinations (Grading scale = 1-20, Pass = 10) and
2. success in the practical part of the Initial Vocational Training certification examinations (Pass/Fail)

International agreements on recognition of qualifications¹

No

6. Officially recognised ways of acquiring the certificate

Total duration of the education / training leading to the certificate
Success in the the Initial Vocational Training certification examinations
4 semesters (until law 4186/2013) / 5 semesters (after law 4186/2013)

7. Additional information

Entry requirements ¹

Certificate of Upper Secondary School. Qualification of Level 4 (NQF/EQF) // Certificate Vocational Training School (SEK) – Qualification of Level 3 (NQF/EQF)
Following the voting of L. 4763/2020, only by an Upper Secondary Education certificate or an equivalent title of studies (Qualification of Level 4 NQF/EQF)

Indicative subjects taught:

Principles of Business Administration I & II, Law I & II, Statistics I & II, Financial Mathematics I & II, General Logistics I & II, Marketing I & II, Business Economics, Business Communications, International Trade, Public Relations, Sales Techniques, Consumer Behaviour, Introduction to Advertising and its Role in Sales, Strategy for the Promotion Of Products Abroad, Sales Promotion, Negotiation Techniques, Sales Department Organization, Wholesale/ Retail Trade Marketing and Physical Distribution, Retail Sales Development, Creation and Development of Salespersons' Teams, Financial Administration, Direct marketing, Case Studies I & II, English, PC Use

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.0030 2102709000 europass@eoppep.gr
<http://europass.eoppep.gr> www.eoppep.gr

¹ If applicable.