
1. Title of the certificate¹

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

2. Translated title of the certificate²

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

3. Profile of skills and competences

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

KNOWLEDGE

- Recognise the English aviation terminology both in writing and orally, as the main language of air transports.
- Understand the mode of operation of the aviation and tourism industry, the tourism and transport currents, the main pools of tourisms, the tourism destinations, the tourism poles of attraction, and the sights at an international and local level.
- Describe the method of organization of the travel agency and of the airline.
- State the marketing theories and the application thereof in various fields of services, such as tourism and air transports.
- Recognise international organisations, international rules, agreements for air transport, along with the principles of aviation law.
- Describe the types of loads and the specificities thereof, the means for loading and unloading, and the conditions for transporting them.
- Present the ticket reservation systems, the method for specifying the price thereof and their issuance.
- Describe the operation of the airport.
- Describe the financial operation, the exploitation, the accounting operation, the management theories and the total quality management in the field of air transports.
- Present the techniques for serving customers, for communicating, and for promoting sales.

SKILLS

- Communicate in writing and orally in English and in French.
- Recognise the trends in tourism and in the travel industry, the consequences thereof in the market of air transports, using the tools of tourism geography and tourism guides for the design of routes and trips.
- Autonomously serve passengers, with regard to reservation and issuing of tickets in tourism agencies, airlines, and airports.
- Prepare flow charts, descriptions of duties and descriptions of work positions.
- Use marketing techniques and methods in the field of air transports.
- Manage the loading and unloading, along with the transport of the various types of cargo carried by air.
- Monitor the revisions of the existing aviation legislation and stay up to date for the framework related to the introduction of new aviation rules and conventions.
- Prepare accounting documents by making accounting entries.

COMPETENCES

- Collaborate with others, inside and outside the airline.
- Show responsibility when taking decisions, planning, monitoring, invoicing, processing, and providing information about the transport of cargo and passengers.
- Autonomously or under supervision fulfil operational duties in travel agencies, airlines and airports.
- Understand his/her position in hierarchy and field of responsibility, contributing to the operation of a tourism or airline business.

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

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

The holder of the Diploma of this specialization can work in: cargo / passenger / mail airline companies, air-taxi and air charter companies, representative airlines companies and ground handling companies.

The Vocational Training Diploma is recognized 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).

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 Qualifications and Vocational Guidance)
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Level of the certificate (national or European) ¹

Level 5 National and European Qualifications Framework

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)

Access to next level of education / training ¹

Yes

International agreements on recognition of qualifications¹

No

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

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:

Tourism and Air Transport Industry, Travel Geography and Travel Guides, Tourist Office and Airlines Organization and Operation, Travel and Aviation Marketing, Aviation Law and International Relations (IATA - UFTAA - ICAO - BSP), Goods in Transport (Cargo), Reservation Systems - CRS, Airport - Operation - Customer Service, Accounting Principles, Tourist Services, Air Fares, Contact - Leadership Skills and Sales Techniques, Financial Data and Total Quality Aviation Management, Business English and Tourism Terminology, French, Using PC.

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.