

### 1. Title of the certificate <sup>1</sup>

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

### 2. Translated title of the certificate <sup>2</sup>

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

### 3. Profile of skills and competences

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

#### KNOWLEDGE

- Identify English and French Terminology both in writing and orally.
- Describe subjects related to the organization and operation of the tourism agency.
- Describe subjects of tourism Geography - Travel Guides.
- Present the use of air freight, invoicing, and ticket issuing.
- Describe the basic systems for making reservations and the use thereof.
- Describe the basic elements of Commercial Law, of Tourism Law, the principles of Aviation Law and International Relations (IATA, UFTAA- ICAO – BSP).
- Describe basic subjects of Tourism Marketing.
- Describe the forms of tourism, the procedures to serve incoming - outgoing tourism, and the various tourism services
- Describe the front office - back office mode of operation.
- Identify the methods for transporting cargo.
- Identify the trends in tourism and travel industry and the consequences thereof in the market of air transports.

#### SKILLS

- Communicate in writing and orally in English and in French.
- Use tools of tourism geography and tourism guides to plan routes and trips.
- Prepare flow charts, descriptions of duties and descriptions of work positions.
- Serve passengers of aircrafts and tourists.
- Use marketing techniques and methods in the field of tourism.
- Manage and supervise 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.
- Proceed to reservations and to the issuing of tickets.

#### COMPETENCES

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

### 4. Range of occupations accessible to the holder of the certificate <sup>3</sup>

The holder of this diploma can work at local, national, regional and European-International level in tourism and must be able to perform the tasks related with a travel agency successfully.

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).

<sup>1</sup> In the original language. | <sup>2</sup> If applicable. This translation has no legal status. | <sup>3</sup> 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 Qualifications and Vocational Guidance )  
Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia  
<https://www.eoppep.gr/>

### Level of the certificate (national or European) <sup>1</sup>

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 <sup>1</sup>

Yes

International agreements on recognition of qualifications<sup>1</sup>  
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 <sup>1</sup>

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, Travel Agency and Airline Organisation and Function, Tourism and Airline Marketing, Air Law and International Relations (IATA-UFTAA-ICAO- BSP), Airline Fares, Cargo Transport, Reservation System CRS, Airport:Operation-Customer Service, Accounting Principles, Tourism Services (Check-in/ Hotel Reservations-Marine Tourism-Car Rentals),Creation of Holiday Packages/Incoming Tourism Management/Business Trvl-Congress-Incentives, Business English and Tourism Terminology, French, Use of P/C.

### 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](mailto:europass@eoppep.gr)  
<http://europass.eoppep.gr> [www.eoppep.gr](http://www.eoppep.gr)

<sup>1</sup> If applicable.