

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

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5 Ειδικότητα Ι.Ε.Κ.:  
ΣΤΕΛΕΧΟΣ ΤΡΑΠΕΖΙΚΩΝ ΕΡΓΑΣΙΩΝ**

### 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:  
BANK OPERATIONS SPECIALIST**

### 3. Profile of skills and competences

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

#### KNOWLEDGE

- Identify the concept and the distinction between bank accounts (e.g. natural persons or legal entities).
- Describe the types of interest rates with regard to banking products.
- Discern the types of cheques and the details concerning the validity thereof.
- Analyse the details of the bank orders, depending on the country where these take place.
- Describe the types of financing, in accordance with the benefits for the bank and the beneficiary.
- Analyse the significance of working capital, depending on the legal form and activity of the businesses.
- Identify the concept and types of correspondence in accordance with its classification (e.g. registered, confidential, etc.).
- Identify the financial and administrative terminology in Greek and in English.
- Describe concepts related to the Organisation and Management of Businesses, Accounting, and Finance, in accordance with the operation specificities of a banking organisation.
- State basic principles and concepts of the Private, Public, Commercial and Banking Law, depending on the application methods thereof in banking operations.
- Compare the concepts and the specifications of companies depending on the legal statute thereof.
- Describe the principles of Public Relations and Marketing.
- Analyse information from statistical tables and charts, following the principles of Statistics.

#### SKILLS

- Inform bank customers about the advantages of the different types of accounts and about the conditions for opening them.
- Inform the interested parties about the method of operation of the interest rates per type and per bank product.
- Efficiently inform the customers about any product, transaction and method of financing within the banking system.
- Receive, evaluate, forward and reply to electronic and printed mail.
- Type in Greek and in English all types of bank documents (letters, reports, applications, confirmations, memos, questionnaires, etc.).
- Archive and classify files and/or documents in digital and/or printed form.
- Fully operate all office equipment and banking IT systems.
- Produce tables and charts using the available data of the bank, in accordance with the requirements of each department.
- 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 bank employing him/her.
- Receive instructions and efficiently collaborate with the competent employees in order to take initiatives, depending on the experience and his/her cognitive subject.
- Work independently by taking responsibility for completing his/her work and for the proper execution of his/her work.
- Work with sufficiency and responsibility, while observing tight schedules.
- Collaborate effectively with all departments in the bank in the field of group projects, in order to achieve the purposes and objectives of the organisation.
- Develop communication skills in order to deal in a positive manner and facilitate his/her collaboration with the clients.

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

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

The holder of this diploma can work in banking organizations.

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).

#### 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) <sup>1</sup>

Level 5 National and European Qualifications Framework

##### Access to next level of education / training <sup>1</sup>

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

#### 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:

Accounting I,II & III, Microeconomics, Mathematical Economics, Introduction to Law, Economic Policy and Public Policy, Introduction to Business Law and Labour Law, Marketing I & II, Administration, Banking I, II & III, Monetary Theory, Statistics Principles I & II, Communication and Public Relations, Communication Technique - Entrepreneurship, Auditing I & II, Financial Management I, II & III, Elements of Banking Law, Bank Accounting - Computerized Bank Accounting, Balance Sheet Analysis, Bank Administration and Strategy, English, 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.