

1. Title of the certificate ¹

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

2. Translated title of the certificate ²

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5 Specialty of I.E.K.:
BOOKSTORE 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 techniques depending on the sale (wholesale, retail).
- Describe the methods, types and instruments of writing depending on the book.
- Identify international library organisations according to their role.
- Describe the sampling methods and the procedure for gathering information, creating statistical tables and charts, in agreement with the principles of Statistics.
- Describe concepts related to the Organisation and Management of Businesses, Accounting, and Finance, in accordance with the specificities of the bookstore.
- State the basic principles and concepts of Private, Public and Commercial Law, depending on the size of the bookstore.
- Compare the concepts and the specifications of companies depending on the legal statute thereof.
- Describe the basic principles of Public Relations and Marketing.

SKILLS

- Produce tables and charts using data collected through sampling or other data gathering methods, based on the needs and 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 request from the market and analyse the forms of the market (monopoly, oligopoly, entire competition, etc.).
- Solve non-specialised problems regarding administrative and financial issues.

COMPETENCES

- Work autonomously, undertaking the responsibility for the best possible servicing of the customers.
- 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 collaborates effectively with all departments in the business in the field of group projects, in order to achieve the purposes and objectives of the business.
- Treat and collaborate with clients, suppliers and associates in a positive way.

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

The holders of the Diploma of this specialization can work in bookshops, chain bookstores, in the book department of big department stores, in book publishing and selling businesses and in door-to-door bookselling businesses.

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

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/>

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 qualifications ¹

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:

Greek and Foreign Typewriting, Employee Health and Safety, Principles of Psychology in Life and Work, Elements of Law and Civil Law, Business Economics and Statistics, Basic Principles of Economy, Principles of General Logistics, Business Administration, National Economy, Business Economics, European Unification, Sociology and Economy, Network and Internet Technology, Office Organisation, History of Writing, History of Libraries, Reader Psychology, Printed Material Technology, Elements of Commercial and Labour Law, Documentation and Information, Human Communication, Bibliographic Search Applications, Book Production, Cooperation and Behaviour in the Workplace, Competitiveness and Operating Cost, e-Commerce, Principles of Library Science, Environmental Protection, Labour Market Integration, Computer Practical Exercise, Professional English

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.