

1. Title of the certificate ¹

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5 Ειδικότητα Ι.Ε.Κ.:
ΤΕΧΝΙΚΟΣ Η/Υ ΚΑΙ ΗΛΕΚΤΡΟΝΙΚΩΝ ΜΗΧΑΝΩΝ ΓΡΑΦΕΙΟΥ**

2. Translated title of the certificate ²

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5 Specialty of I.E.K:
COMPUTER AND OFFICE ELECTRONIC MACHINES TECHNICIAN**

3. Profile of skills and competences

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

KNOWLEDGE

- Discern the basic terminology in the field of IT and office equipment (telephone, fax, call centre, printers, copier machine).
- Describe the operation of computers, office electronic machines and computer networks, discern and analyse hardware, software and services.
- Recognize the fundamentals, rules and characteristics associated with electricity.
- State the individual key parts of a computer, of the electronic office machines, and analyse their functions, without using manuals.
- Formulate the key principles for transmitting data.
- Describe a digital electronic circuit and use appropriate instruments to detect faults in the circuit.
- Recognize the instruments and uses the appropriate measurement and control devices for electrical and electronic volumes.
- Describe in detail and analyse the individual steps of computer maintenance software and office electronic machines, using the corresponding manufacturer's manuals.
- Discern and analyse the problems that could come up in a computer network or in an electronic office machine, and provide the appropriate ways to overcome them.
- Describe the basic diagnostic methods for troubleshooting computer or electronic office machine malfunctions.
- Specify clearly the health and safety rules and states the protective measures for every corrective action for malfunctions in computers and office electronic machines.

SKILLS

- Install and properly configure computers and electronic office machines, at hardware and software level (BIOS-operating system for the computers).
- Perform preventive maintenance to the office electronic machines, according to manufacturer instructions, unattended.
- Fill the necessary computer and office electronic machine maintenance documents and updates the maintenance records thereof.
- Maintain computers based on manufacturer manuals, unattended.
- Restore computer and electronic office machines failures using the corresponding manuals of the manufacturer and the appropriate instruments.
- Perform preventive maintenance on computer hardware, based on the manufacturer or the facility's operator maintenance program, unattended.
- Manage and evaluate the hardware of computers and electronic office machines.
- Check the proper operation of computer and electronic office machines installations, applying the manufacturers operating instructions.
- Take recovery actions against possible failures of hardware, taking backups of data and software and applying the relevant instructions.

COMPETENCES

- Receive and properly execute the manufacturers' maintenance instructions for the hardware of computers and electronic office machines and for the system software of the computers (BIOS-operating system).
- Effectively collaborate with computer and electronic office equipment users to sufficiently support and maintain IT systems and networks.
- Operate in accordance with the security policy of the organizations and businesses employing him/her and observe the rules.
- Develop trust with users, inspire a sense of responsibility and safety, as regards the handling of digital data stored on the PC supported.
- Operate under the legislative framework regarding the protection of sensitive personal data and the protection of software rights, and apply the rules of ethics.

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

The Certificate supplement provides additional information about the certificate and does not have any legal status in itself. Its format is based on the Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass) and repealing Decision No 2241/2004/EC.

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

The holder of this certificate can be occupied as a modern office electronic equipment technician, as an employee or on a self-employed basis.

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) 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 Qualification 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 qualifications ¹

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:

Electrotechnics - Principles of Electronic Technology, Elements of Electronic Hookups Mechanical Technology, Analogue Electronics, Digital Electronics, Introduction to Computers and Programming, Microprocessors, Communications, Electronic Hookups and Failure Detection Methods, Telecommunications Terminal Sets, PC, Operating Environments, Computer Networks, Photocopiers, Peripheral Computer Units, English, Computing.

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.