

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

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5 Ειδικότητα Ι.Ε.Κ.:  
ΤΕΧΝΙΚΟΣ ΕΞΥΠΗΡΕΤΗΣΗΣ ΠΕΛΑΤΩΝ**

### 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.:  
CUSTOMER SERVICE TECHNICIAN**

### 3. Profile of skills and competences

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

#### KNOWLEDGE

- Describe the techniques for communication and negotiations.
- Describe the sampling methods and the procedure for gathering information, creating statistical tables and charts, in agreement with the principles of Statistics.
- Reproduce and explain the financial and administrative terminology in Greek and in English.
- Describe concepts related to the Organisation and Management of Businesses, Accounting, and Finance.
- State the basic principles and concepts of the Private, Public and Commercial law.
- Compare the concepts and the specifications of companies depending on the legal statute thereof.
- Describe the method of application of Public Relations and Marketing in accordance with the activity of the enterprise.

#### SKILLS

- Communicate and negotiate with the customers in accordance with the principles set by the enterprise.
- 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 offer from the domestic market, depending on the business branch and the forms of the market.
- Specify the different types of invoices, financial and accounting statements, according to the different information provided.
- 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.
- Receive instructions and efficiently collaborate with the competent employees in order to take initiatives, depending on the experience and his/her cognitive subject.
- Operate with sufficiency and responsibility while observing tight schedules in order to achieve the purposes of the organisation.
- Collaborate effectively with all departments in the organisation in the field of group projects, in order to achieve the purposes of the organisation.
- Develop communication skills in order to deal in a positive manner and facilitate his/her collaboration with clients, suppliers, entrepreneurs and specialised professionals.

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

The holder of this specialisation certificate may work for postal companies.

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/>

### 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

### 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 <sup>1</sup>

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 <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:

Introduction to the organisation and management of postal businesses (PB), Introduction to the production of postal businesses, Introduction to "Quality", The financial environment in the PBs, Special issues of labour relations in PBs, Applied mathematics and statistics, Introduction to accounting, Communication techniques, Introduction to subjects of "Law" (of commerce and transports), Introduction to subjects of sales - marketing in general, Occupational Health and Safety and fire protection, English (and general PB terminology), Computer use and applications (MS Office), Introduction to sales - marketing and communication techniques in the field of customer service, Computer use: applications using tables in customer service, Computer use: applications for using files in customer service, English (terminology / application and professional terminology in French), Dossier - special Project for customer service

### 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.