

1. Title of the certificate ¹

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

2. Translated title of the certificate ²

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5 Specialty of I.E.K.:
COMPUTER SYSTEMS TECHNICIAN**

3. Profile of skills and competences

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

KNOWLEDGE

- Identify the basic terminology in the field of IT in Greek and in English.
- Describe the operation of IT systems and computer networks, discern and analyse the hardware, the software, and the services.
- State the individual key parts of a computer and analyse its functions, without using manuals.
- Formulate the key principles for transmitting data.
- Describe the Open Systems Interconnection (OSI) reference standard and discern the key operations of each level.
- Describe in detail and analyse the individual steps of a computer maintenance program, using the corresponding manufacturer's manuals.
- Discern and analyse the problems that could come up in a computer and provide the appropriate ways to overcome them.
- Present the basic diagnostic methods (indicative lights, sounds, error messages) in order to deal with the malfunctions of the network.
- Specify clearly the health and safety rules and state the protective measures for any corrective rectification action for malfunctions in computer hardware.

SKILLS

- Configure properly the computers, at system hardware and software level (BIOS - operating system).
- Keep the computer software updated using the corresponding updating functions and online resources.
- Fill the necessary maintenance documents of computers and update the maintenance logs thereof.
- Maintain computers based on manufacturer manuals, unattended.
- Restore malfunctions to computers, using the respective manufacturer manuals.
- Maintain the IT systems and computer networks, under the supervision of the administrator of the relevant systems.
- Perform the preventive maintenance on IT system and computer network hardware, based on the maintenance schedule of the manufacturer or facility operator, unattended.
- Manage and evaluate the equipment of an IT system.
- Install and configure appropriately system software and application software in computer systems in accordance with the instructions of the manufacturers thereof.
- Check the proper operation of IT system and data centre facilities, by applying the operating instructions of the manufacturers thereof.
- 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 manufacturer maintenance instructions at hardware and software level (BIOS - operating system).
- Effectively collaborate with computer users and administrators of IT systems to support and adequately maintain the IT and network installations.
- 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 IT systems 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.

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

The holder of the Diploma of this specialization can work as an Information Technology technician in the public or private sector. In particular, she/he can work in businesses, organizations etc., which use, manufacture, support or promote/sell information technology products or services. The holder of the diploma of this specialization is exempted from the obligation to present the ECDL certificate in order to occupy any administrative post falling in the category of SE (Secondary Education) in the Public Sector.

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.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.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 ¹

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:

Introduction to Information Technology, Algorithms & Data Structures, Computer Architecture, Operational Systems I, II & III, Data Communications & Internet Technologies I, Programming Language II (C_1) & III (C_2), Computer Networks I & II (Basic Internet Services), Computer Maintenance Principles, System Security, Communication Technique-Entrepreneurship, English I, II & III.

More information

National Qualifications Framework : <https://nqf.gov.gr/> and <https://proson.eoppep.gr/en>

National Europass Centre: **EL/NEC - E.O.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.