

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

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

### 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.:  
INTERNET 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 computer systems and local networks, discern and analyse the hardware, the software, and the services.
- State the individual key parts of a computer system and analyse their functions, without using manuals.
- Specify the categories, and the key features and capabilities of the major operating systems.
- Formulate the key principles for the Internet and data transmission.
- Describe the Open Systems Interconnection (OSI) reference standard and discern the key operations of each level.
- Discern the various database organization models and identify the key functions of a database.
- Decode the procedure for running a program by implementing the necessary algorithmic knowledge, along with knowledge for analysing and synthesizing a problem using different programming languages.
- Discern and analyse the problems that could come up in a computer network and provide the appropriate ways to overcome them.
- Formulate the basic principles of design and development of web applications and the Internet technologies available for their support.
- Specify clearly the health and safety rules and state the protective measures for any corrective rectification action for malfunctions in computer hardware and software.

#### SKILLS

- Install and manage appropriate system software and application software in computer systems in accordance with the instructions of the manufacturers.
- Keep the computer and internet application software updated using the corresponding updating functions and online resources.
- Manage and evaluate the hardware and software of Internet service IT systems and the active network hardware based on the manufacturer's manuals, unattended.
- Maintain computer systems and networks by applying existing studies and designs.
- Install and properly configure the software of active computer network hardware for the provision of internet services, according to the manufacturer instructions and the system operator.
- Run diagnostics to computer network installations and recognize causes for malfunctions.
- Execute recovery actions against possible failures of active hardware, taking backups of software and applying the relevant instructions.
- Handle multimedia tools for the creation of websites and specialized, integrated web applications development tools.
- Program and develop web applications and dynamic web pages, following specification and operational requirements, or instructions by the head of development.
- Handle and support the operation of IT systems for electronic commerce, electronic procurements, electronic tenders and other electronic services, in accordance with the instructions of the manufacturers thereof.
- Take the necessary measures to protect the information systems and electronic services from potential threats.

#### COMPETENCES

- Receive and properly execute the manufacturer maintenance instructions at hardware, software, and computer network and internet applications level.
- Effectively collaborate with computer users and administrators of IT systems to support and adequately maintain the facilities of networks, installed software applications and the respective hardware.
- Effectively collaborate in a software development team for the design and development of IT applications, with focus on web technologies (creation of web pages, websites, multimedia applications, remote education and remote medicine), following the specifications of the software and the instructions of the head of development.
- Operate in accordance with the security policy of the organizations and businesses employing him/her and observe the relevant 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.
- Seek learning, information and training in regard to the exercise of his/her profession and the new trends in the field of IT applications.

<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 the Diploma of this specialization can work as an IT Technician in the Public and Private sector with or without a Dependent Labour Employment Relationship.

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

##### 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 Information Technology, Algorithmics & Data Structures I: Programming Language I (Pascal), Operating Systems I & II, Data Communications & Internet Technology, Computer Networks I, II & III, Data Bases I & II, Internet Applications Development Tools I (HTML & Java Script) & II (Dreamweaver FrontPage), Programming Language V (PHP\_1 or ASP\_1 or JAVA\_1) & VI (PHP\_2 or ASP\_2 or JAVA\_2 XML), Communication Technique- Entrepreneurship, Computer Law Legislation (Sensitive Data-Rights-Innovations), System Security, E-Commerce, Interdisciplinary Assignment, 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.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.