

1. Title of the certificate ¹

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5 Ειδικότητα Ι.Ε.Κ.:
ΤΕΙΡΕΣΙΑΣ: ΑΤΟΜΑ ΜΕ ΠΡΟΒΛΗΜΑΤΑ ΟΡΑΣΗΣ ΧΕΙΡΙΣΤΕΣ ΤΗΛΕΦΩΝΙΚΟΥ ΚΕΝΤΡΟΥ ΕΞΥΠΗΡΕΤΗΣΗΣ
ΠΕΛΑΤΩΝ**

2. Translated title of the certificate ²

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5 Specialty of I.E.K.:
TEIRESIAS – INDIVIDUALS WITH VISION PROBLEMS - CALL CENTRE OPERATORS**

3. Profile of skills and competences

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

KNOWLEDGE

- Identify the concept and the differences between the customer communication / support systems.
- Describe in a comprehensive method concepts related to the Management and Customer Service, depending on the company's form of operation.
- Easily state orally the structure and functions of the business and/or the Organisation.
- Specify the different methods for applying electronic aids for customer support.
- Describe the differences between the communication centres depending on the form thereof (email, SMS, call centres, phone advertising, etc.).

SKILLS

- Reply, without delay, to electronic and telephone communication of a business, private and/or public.
- Effectively evaluate, correlate and promote any information to the customer of the organisation.
- Use advanced systems for supporting customers both in the private and in the public sector.
- Use Braille language and the respective devices.
- Sufficiently operate all office equipment and IT systems for Customer Management (CRM), and any specialisations thereof.
- Easily operate an automated call centre.
- Find data regarding the customer from a suitable database, using search tools.

COMPETENCES

- Act based on the professional ethics.
- Operate in accordance with the principles, procedures, policies and culture of the organisation employing him/her.
- Collaborate effectively with all departments in the organisation in the field of group projects, in order to achieve the purposes and objectives of the organisation.
- Develop communication skills in order to deal in a positive manner and facilitate his/her collaboration with the clients.

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

The holder of this specialisation certificate may provide customer support services through an advanced call centre of a company or organisation using a computer and specialised software.

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

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 qualifications¹

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:

Braille System (writing - reading - technologies), Greek language and speech training, English language, Access to IT systems, Telephone technologies, Voice technologies, Handling and call centre services, Customer Service, Public Relations and job hunting techniques , Psychological support, Mobility - Orientation and daily living skills at work, Practical training

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.