

1. Title of the certificate ¹

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5 Ειδικότητα Ι.Ε.Κ.:
ΤΟΥΡΙΣΤΙΚΟΣ ΣΥΝΟΔΟΣ**

2. Translated title of the certificate ²

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5 Specialty of I.E.K.:
TOURIST GUIDE**

3. Profile of skills and competences

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

KNOWLEDGE

- Understand the method of operation of computers, IT systems and telecommunication systems.
- Describe the basic elements of techniques regarding communication, the provision of information, and customer entertainment and service.
- Present the basic elements of entrepreneurship.
- Describe the basic principles of tourism and tourism geography.
- Identify the basic principles of Organisation and Operation of a Travel Agency.
- Identify the basic elements of religious studies and history.
- Describe the basic reservation and travelling systems.
- Describe the method for designing and promoting tourism packages.
- Summarise the basic principles in terms of hygiene and also of the provision of first aid.
- Identify the English and French tourism terminology both in writing and orally.

SKILLS

- Serve and entertain tourists.
- Present and provide information for the geographical areas and historical monuments.
- Take all steps of personal health and cleanliness at the workplace.
- Design and perform tourism packages.
- Perform reservations and discern the operations and services available to tourists and their transport during trips.
- Accompany tourists to tourism destinations.
- Communicate in writing and orally in English and in French.
- Use telecommunications and IT means, operating secretarial machinery and equipment.

COMPETENCES

- Communicate and collaborate with others in the tourism industry.
- Autonomously perform all necessary work within the context of the tourism packages on offer.
- Responsibly undertake proper servicing, and the pleasant and proper escorting of tourists at the destination of visit.

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

The holder of this specialisation certificate may work in agencies organising group trips or in tour operators. 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
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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:

Secretarial support, Communication technique - Entrepreneurship, Tourism principles, Tourism geography, Organisation and operation of a tourism agency, Organisational structure of hotel units, Elements of religion studies, Tourism law, Types of travel transports, Use of travel guides, Reservation systems, Methodologies for providing information and communicating, Design and promotion of tourism packages, Customer service - Sales techniques, Sanitation - First Aid, Animation, Elements of History, Public Relations, Dissertation, English, French, Computer use.

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.