

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

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5 Ειδικότητα Ι.Ε.Κ.:  
ΥΠΑΛΛΗΛΟΣ ΑΕΡΟΔΡΟΜΙΟΥ**

### 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.:  
AIRPORT EMPLOYEE**

### 3. Profile of skills and competences

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

#### KNOWLEDGE

- Recognise the English aviation terminology both in writing and orally, as the main language of air transports.
- Present the operation of the airport and the methods for serving the aircraft during every stage of operation.
- Be familiar with the techniques for serving customers, for communicating, and for forwarding sales with an emphasis on the environment of the airport.
- Describe the types of loads and the specificities thereof, the means for loading and unloading, the conditions and procedures for transporting them by air, the special conditions for transporting hazardous cargo.
- Recognise international organisations, international rules and agreements for air transport, along with aviation law.
- Correlate the establishment and operation of the airport with its environmental impact.
- Describe the ticket reservation systems, the method for specifying the price thereof and their issuance.
- Summarise the basic principles of IT and the operation method of operating systems and office applications.
- Present the safety rules of the airport and the measures from protecting it against illegal actions.

#### SKILLS

- Communicate in writing and orally in English.
- Process, schedule, organize and supervise the loading and unloading, along with the transport of the various types of cargo carried by air.
- Monitor the revisions of the existing aviation legislation and stay up to date for the framework related to the introduction of new aviation rules and conventions.
- Perform reservations and issue tickets inside and outside of the airport.
- Serve aircraft passengers at the airport.
- Use a computer.
- Arrange the operation of the airport and observe safety regulations.
- Serve aircraft, the operation of the airport and of its runway.

#### COMPETENCES

- Collaborate with others, inside and outside the airport.
- Show diligence when rendering administrative services, ground services, and supervision servers in the airport.
- Autonomously serve passengers, issue tickets, manage loads, luggage and mail at the airport and in the runway.
- Autonomously serve aircraft, aircraft crew, the operation of the airport runway and the ground handling at the area of the apron and of the airport in general.

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

The holder of this specialisation certificate may work in the field of providing ground services.

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:

Airport - Aircraft servicing, Communication and customer service, Air transports of hazardous materials, Aviation law, Airports and the Environment, International Aviation Law, Communication technique - Entrepreneurship, Aircraft loading and balancing, Airport - Passenger service, Measures for protecting the airport from illegal actions, Safety rules in the airport area, Cargo transport, CRS reservation systems, Air freight, Information technology - computer use, English and aviation terminology.

### 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.