

1. Title of the certificate ¹

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

2. Translated title of the certificate ²

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5 Specialty of I.E.K.:
TRAVEL AGENCY EMPLOYEE**

3. Profile of skills and competences

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

KNOWLEDGE

- Describe the basic principles for the organization, management, and operation of a travel agency.
- Describe the basic principles of Tourism and Tourism Policy for the European Union, along with issues of Environmental Policy and Protection in the tourism industry.
- Identify the basic elements of International Tourism Geography and the use of Tourism Guides.
- Describe the use of air freight, the issuing of tickets and the use of booking systems.
- Identify the basic elements of Commercial Law.
- Present the basic themes of Tourism Marketing, along with the basic themes of sales promotion and communication techniques.
- Present the basic Accounting principle and the front office - back office operation systems.
- Describe the forms of tourism, the procedures to serve incoming - outgoing tourism, and the various tourism services (introduction, reservations in hotels, sea tourism, room letting, creation of vacation packages, incoming - business travel congress).
- Identify the English, German, and French tourism terminology both in writing and orally.
- Summarise the method of operation of computers, IT systems and telecommunication systems.

SKILLS

- Recognise the trends in tourism and in the travel industry, the consequences thereof in the market of air transports, using the tools of tourism geography and tourism guides for the design of routes and trips.
- Prepare flow charts, descriptions of duties and descriptions of work positions.
- Use marketing techniques and methods in the field of tourism.
- Manage 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.
- Prepare accounting documents and makes accounting entries.
- Proceed to reservations and to the issuing of tickets.
- Serve passengers of aircrafts and tourists.
- Responsibly undertake the issuing of decisions, the design, the monitoring, the invoicing, the processing, and the provision of information with regard to the transport of cargo and passengers.
- Communicate in writing and orally in English, in German and in French

COMPETENCES

- Collaborate with others, inside and outside the travel agency.
- Autonomously or under supervision fulfil operational duties in travel agencies, aviation companies and airports.
- Autonomously serve passengers, with regard to reservation and issuing of tickets in travel agencies, aviation companies, and airports.
- Understand his/her position in hierarchy and his/her field of responsibility.

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 be employed in tourist agencies.

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/>

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/>

Level of the certificate (national or European) ¹

Level 5 National and European Qualifications Framework

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)

Access to next level of education / training ¹

Yes

International agreements on recognition of qualifications ¹

No

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

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:

Basic Principles of European Union Tourism and Tourist Policy, International Tourist Geography and Travel Guides, International Transport Relations, History of Greek Civilization, Environmental Policy and Protection in the Tourist Sector, Elements of Commercial Law, Tourist Marketing, Sales Skills, Elements of Tourist Legislation, Business Dexterity – Communication Technique, Basic Principles of Accounting, Tourist Office Organisation and Operation, Airplane Fares / Ticket Issuing / Reservation Systems, Customer Service: Tourist Service Sectors and Alternative Forms of Tourism, Air Transport: Airlines /Airports / Services, Management of Inward and Outward Tourism / Tourist Packages / Professional Tourism/ Travel Formalities, Office Operation Systems (Front/Back Office), Dissertation, English, English Tourist Terminology, German, French, Introduction to IT, Word-processing, Spreadsheets, Presentations, Internet Usage.

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.