

1. Title of the certificate¹

**Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5. Ειδικότητα Ι.Ε.Κ.:
ΤΕΧΝΙΚΟΣ ΧΕΙΡΙΣΤΗΣ Η/Υ ΚΑΙ ΤΗΛΕΦΩΝΙΚΩΝ ΚΕΝΤΡΩΝ, ΠΑΡΟΧΗΣ ΠΛΗΡΟΦΟΡΙΩΝ ΚΑΙ
ΕΞΥΠΗΡΕΤΗΣΗΣ ΠΕΛΑΤΩΝ ΑΠΟΚΛΕΙΣΤΙΚΑ ΓΙΑ ΤΥΦΛΟΥΣ ΚΑΙ ΑΤΟΜΑ ΜΕ ΠΡΟΒΛΗΜΑΤΑ ΟΡΑΣΗΣ**

2. Title of the certificate ²

**Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5. Specialty of I.E.K.:
TECHNICAL OPERATOR OF PC AND CALL CENTER, PROVIDING INFORMATION AND CUSTOMER
SERVICE EXCLUSIVELY FOR BLIND AND PEOPLE WITH VISUAL DISABILITIES**

3. Profile of skills and competences

Learning outcomes: Knowledge, skills and competences
A typical holder of the certificate is able to:

KNOWLEDGE

- Recognise the concept and the differences in customer communication/service systems.
- Describe comprehensively concepts related to Customer Management and Service.
- Describe eloquently in oral speech the structure and operation of the enterprise/Organisation
- Determine the different ways of applying the electronic aids of customer service.
- Describe the differences of various ways of communication (email, SMS etc).

SKILLS

- Respond immediately to any electronic or telephone communication of an enterprise/organisation.
- Use advanced customer service systems both in the private and the public sector.
- Use Braille, the touch reading and writing for blind persons system and the respective devices.
- Easily handle an automated call center, the customer service information systems (CRM) and the office machines.
- Draw data on a customer from the appropriate database using search tools.

COMPETENCES

- Act based on the profession's code of ethics.
- Take care of the implementation of the legislative framework for sensitive personal data protection.
- Comply with the principles, procedures, policies and the culture of the employing organisation.
- Develop communication skills to adopt a positive attitude when cooperating with customers.

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

The VET graduate of this specialty may work as technical operator for customer service in a state-of-the-art call center of a public or private enterprise/organization supported by an appropriate computer system and specialized software.
The Diploma is recognized as a formal qualification for appointment in the public sector, in the Secondary Education graduate category, by virtue of the PD 50/2001 (Government Gazette 39/A/5-3-2001), as in effect.

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	Authority providing accreditation / recognition of the certificate
E.O.P.P.E.P. (National Organisation for the Certification of Qualifications and Vocational Guidance) 41 Ethnikis Antistaseos Avenue, 14234 N. Ionia https://www.eoppep.gr/	E.O.P.P.E.P. (National Organisation for the Certification of Qualification and Vocational Guidance) 41 Ethnikis Antistaseos Avenue, 14234 N. Ionia https://www.eoppep.gr/
Level of the certificate (national or European) ¹	Grading scale / Pass requirements
Level 5 National and European Qualifications Framework	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 success in the practical part of the Initial Vocational Training certification examinations (Pass/Fail)
Access to next level of education / training ¹	International agreements on recognition of qualifications ¹
Yes	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

Success in the Initial Vocational Training certification examinations Total duration of the education / training leading to the certificate: 4 semesters (until law 4186/2013) / 5 semesters (after law 4186/2013)

7. Additional information

Entry requirements¹

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 for the specialty:

Braille System, Telephony Technologies, Greek Language and Speech Education, Access to Information Technology Systems, Psychological Support, Professional Practice, Voice Technologies, Handling and Call Center Services, Mobility-Oriented-Daily Life Skills at the Workplace, Public Relations and Job Finding Techniques, Customer Service, In-Service 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 EOPPEP Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia. T.0030 2102709000 europass@eoppep.gr
<http://europass.eoppep.gr> www.eoppep.gr

¹ If applicable.