

**1. TITLE OF THE CERTIFICATE (HU)**

52 347 02 1000 00 00 Személyes ügyfélszolgálati asszisztens

**2. TRANSLATED TITLE OF THE CERTIFICATE (EN)**Personal customer service assistant  
(THIS TRANSLATION HAS NO LEGAL STATUS)**3. PROFILE OF SKILLS AND COMPETENCES****A typical holder of the certificate is able to:**

- handle documents;
- use administration technology instruments and equipment;
- perform data entry;
- establish contact with customers;
- perform administrative services;
- manage complaints;
- sell products and services;
- manage personal customer contact;
- carry out specialised foreign language communication and information provision.

**4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE**

4291 Customer information manager

**(\*) Explanatory notes:**

This document is designed to provide additional information about the specified certificate and does not serve as a legal certificate of vocational qualification. The format of the description is based on the following documents:

Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications; Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information on transparency is available at: <http://europass.cedefop.europa.eu/>

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## 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the institute issuing the certificate</b>	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b>  In the case of vocational qualifications belonging to the competence of the Ministry of Social Affairs and Labour (SZMM), a vocational qualification-related independent professional committee commissioned by the SZMM	
<b>Level of the certificate (national or international)</b> <b>Level of vocational qualification according to the National Qualification Register:</b>  <b>ISCED97 code:</b>	<b>Grading scale / Pass requirements</b>  The average of the percentage of the performance achieved per examination part, taking into consideration the vocational and examination requirements, expressed as a grade: 81-100%      excellent (5) 71-80%        good (4) 61-70%        satisfactory (3) 51-60%        pass (2) 0-50%         fail (1)	
	The code and name of the vocational requirement module, and the result achieved in the examination part associated with the requirement module expressed in %:	
<b>Certificate number:</b>  PT K  <b>Serial number:</b> 123456	1604-06 Operating technical equipment for document management and administration	100%
	1605-06 Typing, word processing and spreadsheet management	100%
	2567-06 Business communication	100%
	1607-06 Handling customer service complaints	100%
	1608-06 Managing personal customer relationships	100%
	1609-06 Foreign language communication within customer service	100%
<b>Certificate issue date:</b>  2021.06.18	<b>The performance of the examinee achieved at the vocational examination expressed in %:</b>	<b>100%</b>
	<b>The performance of the examinee achieved at the vocational examination expressed as a grade:</b>	<b>5</b>
<b>Access to next level of education/training</b>  To higher education	<b>International agreements</b>	
<b>Other information concerning the vocational training process</b>		
<b>Legal basis</b>  Act LXXVI of 1993 on Vocational Training, Regulation no. 21/2007. (V. 21.) SZMM.		

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Description of vocational education and training received	Percentage of total programme %	Duration (hours/weeks/months/years)
School-/training centre-based	Theory: 40 % Practice: 60 %	
Workplace-based		
Accredited prior learning		
Total duration of the education/training leading to the certificate		600 hours
<b>Entry requirements:</b> Secondary school leaving examination; Career and vocational aptitude requirements.  This certificate supplement was prepared on the basis of the instruction for filling in the Certificate Supplement published on the homepages of the National Reference Point and the National Europass Centre. <b>National Reference Point – NSZFH – <a href="http://nrk.nive.hu">http://nrk.nive.hu</a></b>		
Head of Examination Organiser: Issue date: 2021.06.18		<b>SEAL</b>