

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

54 347 01 0010 54 04 Üzleti kommunikációs szakügyintéző

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

- use Call/Contact Center in a foreign language, sign in, get information and sign out in accordance with their scope of authority;
- use work surfaces and system modules;
- perform system administration, prepare statistics, and document customer contact;
- serve customers in both studied foreign languages, in accordance with applicable requirements;
- contact customers via telephone, e-mail, SMS or on-line;
- provide information, services, administration;
- handle customer complaints in a customer-oriented manner, in accordance with pertaining requirements;
- actively cooperate in strengthening customer relations;
- proactively initiate loyalty strengthening customer contact;
- introduce, sell products and services, receive feedback, collect data from clients by using both foreign languages;
- manage procurement; organize events, business trips;
- forward, post official documents.

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

3629 Other commercial, trade, sales clerks

(*) 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

| | | |
|--|---|--|
| Name and status of the institute issuing the certificate | Name and status of the national/regional authority providing accreditation/recognition of the certificate 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 | |
| Level of the certificate (national or international) Level of vocational qualification according to the National Qualification Register: 54 Higher level vocational qualification entitling the holder to fill positions characteristically requiring intellectual work, which is based on the input competence determined in the vocational and examination requirements, on preliminary vocational qualification or on the baccalaureate. ISCED97 code: 4CV | Grading scale / Pass requirements 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 %: | |
| Certificate number: PT K Serial number: 123456 | 1595-06 Special tasks of business administration 1604-06 Operating technical equipment for document management and administration 1605-06 Typing, word processing and spreadsheet management 1606-06 Foreign language business communication 1607-06 Handling customer service complaints 2568-06 Using the Call / Contact Center in a foreign language 2569-06 Foreign language telemarketing and telesales activities | 100% 100% 100% 100% 100% 100% 100% |
| Certificate issue date: 2021.06.18 | The performance of the examinee achieved at the vocational examination expressed in %: The performance of the examinee achieved at the vocational examination expressed as a grade: | 100% 5 |
| Access to next level of education/training To higher education | International agreements | |
| Other information concerning the vocational training process | | |
| Legal basis Ministry of Social Affairs and Labour Decree 15/2008 (VIII. 13.) on the professional and examination criteria of vocational courses, Act LXXVI of 1993 on Vocational Training. | | |

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: 30 % Practice: 70 % | |
| Workplace-based | | |
| Accredited prior learning | | |
| Total duration of the education/training leading to the certificate | | 2000 hours |
| Entry requirements: Secondary school leaving examination Career 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. National Reference Point – NSZFH – http://nrk.nive.hu | | |
| Head of Examination Organiser: Issue date: 2021.06.18 | | SEAL |