

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

54 347 01 0010 54 01 Emberi erőforrás ügyfélkapcsolati szakügyintéző

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Human resource administrator specialized in customer relations
(THIS TRANSLATION HAS NO LEGAL STATUS)

3. PROFILE OF SKILLS AND COMPETENCES**A typical holder of the certificate is able to:**

- use the Call / Contact Center in a foreign language;
- log-in, access information, log-out according to assigned level of authority;
- use work surfaces and system modules;
- do system administration, make statistics, and document customer contact;
- service customers in both studied foreign languages, in accordance with applicable requirements;
- contact customers by 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 contribute to the strengthening of customer relations, and to this end do the following in both foreign languages;
- demonstrate and sell products and services;
- generate leads and obtain opinions from customers;
- maintain human resource, personnel and labour records;
- perform tasks in respect of recruitment, selection and vocational aptitude testing;
- administer various matters in respect of entering into employment, maintain related records, and terminate employment;
- perform tasks in respect of performance assessment, training and compensation.

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/>

©European Communities 2002 ©

5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Name and status of the institute issuing the certificate</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate</p> <p>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</p>											
<p>Level of the certificate (national or international)</p> <p>Level of vocational qualification according to the National Qualification Register:</p> <p>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.</p> <p>ISCED97 code: 4CV</p>	<p>Grading scale / Pass requirements</p> <p>The average of the percentage of the performance achieved per examination part, taking into consideration the vocational and examination requirements, expressed as a grade:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">81-100%</td> <td style="width: 70%;">excellent (5)</td> </tr> <tr> <td>71-80%</td> <td>good (4)</td> </tr> <tr> <td>61-70%</td> <td>satisfactory (3)</td> </tr> <tr> <td>51-60%</td> <td>pass (2)</td> </tr> <tr> <td>0-50%</td> <td>fail (1)</td> </tr> </table>		81-100%	excellent (5)	71-80%	good (4)	61-70%	satisfactory (3)	51-60%	pass (2)	0-50%	fail (1)
81-100%	excellent (5)											
71-80%	good (4)											
61-70%	satisfactory (3)											
51-60%	pass (2)											
0-50%	fail (1)											
	<p>The code and name of the vocational requirement module, and the result achieved in the examination part associated with the requirement module expressed in %:</p>											
<p>Certificate number:</p> <p>PT K</p> <p>Serial number:</p> <p>123456</p>	<p>1604-06 Operating technical equipment for document management and administration</p>	<p>100%</p>										
	<p>1605-06 Typing, word processing and spreadsheet management</p>	<p>100%</p>										
	<p>1606-06 Foreign language business communication</p>	<p>100%</p>										
	<p>1607-06 Handling customer service complaints</p>	<p>100%</p>										
	<p>2568-06 Using the Call / Contact Center in a foreign language</p>	<p>100%</p>										
	<p>2569-06 Foreign language telemarketing and telesales activities</p>	<p>100%</p>										
	<p>1592-06 Performing specialised tasks related to human resource management</p>	<p>100%</p>										
<p>Certificate issue date:</p> <p>2021.06.18</p>	<p>The performance of the examinee achieved at the vocational examination expressed in %:</p>	<p>100%</p>										
	<p>The performance of the examinee achieved at the vocational examination expressed as a grade:</p>	<p>5</p>										
<p>Access to next level of education/training</p> <p>To higher education</p>	<p>International agreements</p>											
<p>Other information concerning the vocational training process</p>												
<p>Legal basis</p> <p>Act LXXVI of 1993 on Vocational Training, Professional and examination requirements as specified in Decree 1/2010 (VIII. 5.) of the Minister for Social Affairs and Labour.</p>												

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
<p>Entry requirements: Secondary school leaving examination; Career and vocational aptitude requirements; Medical fitness examination</p> <p>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.</p> <p>National Reference Point – NSZFH – http://nrk.nive.hu</p>		
Head of Examination Organiser: Issue date: 2021.06.18		SEAL