

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

52 3435 09 ÜGYFÉLSZOLGÁLATI ASSZISZTENS

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

- A typical holder of the certificate is able to: - serve customers in every area of customer service; - loyally represent the organisation; - keep contact with clients in person, on the phone or in writing; - recognise and apply the basic connections of economics; - interpret and apply marketing-biased thinking and philosophy; - apply studies related to the studies of goods; - interpret and comply with legal studies related to their work; - establishing and maintaining contacts in a foreign language (English or German); - operate IT and office tools purposefully; - use psychological studies in their work and contacts; - communicate with clients properly, gain their trust, treat possible conflicts; - follow the regulations of business behaviour; - recognise the responsibility and importance of the representation of the given company; - apply the practice of customer service correctly and attractively.

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

3619 Other financial administrators

(*) 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 Education (OM), a vocational qualification-related independent professional committee commissioned by the OM																						
Level of the certificate (national or international) Level of vocational qualification according to the National Qualification Register: 52 Intermediate vocational qualification entitling the holder to fill positions requiring physical or 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 Five -grade: 5 excellent 4 good 3 satisfactory 2 pass 1 fail Vocational qualification examination after the completion of vocational training Parts of the examination: - Vocational theory - Vocational practice A successful vocational qualification examination requires a pass grade both in vocational theory and practice.																						
Certificate number: PT K Serial number: 123456 Certificate issue date: 2023.09.14	Description of vocational theoretical and practical subjects and their grades according to the five-grade scale 1. Grades of vocational theoretical examination subjects <table border="1"> <tr> <td colspan="2">Topics/subjects of written examination</td> </tr> <tr> <td>Grade of Written Examination</td> <td>5</td> </tr> <tr> <td colspan="2">Topics/subjects of oral examination</td> </tr> <tr> <td>Basic studies in economics</td> <td>5</td> </tr> <tr> <td>Customer service studies</td> <td>5</td> </tr> <tr> <td>Professional foreign language</td> <td>5</td> </tr> <tr> <td>Grade of Vocational Theory</td> <td>5</td> </tr> </table> 2. Assessment of vocational practical preparedness <table border="1"> <tr> <td colspan="2">Subjects of practical examination</td> </tr> <tr> <td>Personal client communication</td> <td>5</td> </tr> <tr> <td>Customer service studies</td> <td>5</td> </tr> <tr> <td>Grade of Vocational Practice</td> <td>5</td> </tr> </table>	Topics/subjects of written examination		Grade of Written Examination	5	Topics/subjects of oral examination		Basic studies in economics	5	Customer service studies	5	Professional foreign language	5	Grade of Vocational Theory	5	Subjects of practical examination		Personal client communication	5	Customer service studies	5	Grade of Vocational Practice	5
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Grade of Vocational Practice	5																						
Access to next level of education/training To higher education	International agreements																						
Other information concerning the vocational training process																							
Legal basis Act LXXVI of 1993 on vocational training, Decree 26/2001 (VII. 27.) OM of the Minister of Education on the general rules and rules of procedure of vocational examinations, Decree 37/2003. (XII.27.) of the Minister of Education (OM) on the National Qualification Register, Decree 28/2003 (X.18) of the Ministry of Education (OM) on the vocational and examination requirements of the customer service assistant qualification.																							

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: 60 % Practice: 40 %	
Workplace-based		
Accredited prior learning		
Total duration of the education/training leading to the certificate		1 year

Entry requirements:

- Baccalaureate

Further information:

MANDATORY VOCATIONAL THEORETICAL SUBJECTS

Economics	70 hours
Marketing	70 hours
Knowledge of Goods	35 hours
legal studies	35 hours
Entrepreneurial studies	35 hours
IT, correspondence, office tools	70 hours
Professional foreign language	105 hours
Introduction to Psychology	35 hours
Business communication	35 hours
Business behaviour	35 hours
Personal client communication	70 hours
Customer service studies	70 hours

MANDATORY VOCATIONAL PRACTICAL SUBJECTS

Customer service practice	175 hours
Uninterrupted Period of Long-Term Vocational Practice	70 hours

Further information (including the description of the national grading method):

The basis of the grading system is a list of vocational and examination requirements compiled in accordance with uniform criteria and structure, issued in the form of legal regulation that includes the following:

- identification number and description of the vocational qualification as specified in OKJ and the relevant FEOR number,
- school and vocational prequalification required for the start of the training, aptitude and vocational competence requirements and prescribed practice,
- the most typical occupation or activity accessible to the holder of the vocational qualification certificate, the short job description, and the list of related vocational qualifications,
- the duration of the training required for the vocational qualification; maximum number of hours; the ratio of theoretical and practical training; the number of vocational training classes in the vocational training school; the duration of initial training period; the possibility of organising a grade examination assessing the efficiency of practical training,
- occupational requirements of vocational qualification,
- requirements pertaining to vocational examination.

The vocational and examination requirements will be classified by the occupational group committees of the National Qualification Register (OKJ) and by the National Council for Vocational Training, and subsequently they will be issued in the form of legal regulations.

Vocational and examination requirements are available at: <http://www.nive.hu>

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: 2023.09.14

SEAL