

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

53-347-01 Idegennyelvű ügyfélkapcsolati szakügyintéző

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)Foreign language administrator specialised in customer relations
(THIS TRANSLATION HAS NO LEGAL STATUS)**3. PROFILE OF SKILLS AND COMPETENCES****A typical holder of the certificate is able to:**

- welcome guests in person, give advice over the phone or online, provide help in selecting a product or service;
- provide service, manage a problem as per the client's needs, arrange for service orders and resolve complaint issues by finding or recording data or information in a computer or other system;
- prepare notes for client follow-up and update marketing databases so that they reflect any changes in client status;
- skilled management and archiving of papers and documents used for the record-keeping of clients and complaints;
- log in to the Call Center, find information in the system and review system messages;
- prepare system administration and statistics upon the completion of the work in the Call Center;
- perform promotional activities;
- collaborate in marketing research projects;
- participate in preparing publications and advertising materials;
- participate in the organisation of exhibitions, fairs and other events.

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

4224 Client (customer) information service specialist
4225 Information officer for customer service centre
5123 Telephone (multimedia) sales agent
3632 Marketing and PR administrator

(*) 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

<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>Ministry of National Resources</p>								
<p>Level of the certificate (national or international)</p> <p>Level of vocational qualification according to the National Qualification Register: 53 upper secondary vocational qualification add-ons, which are based on vocational qualifications requiring the completion of the secondary school leaving exam and may be obtained in non-formal education</p> <p>ISCED2011 code: 4</p> <p>NQF level:</p> <p>EQF level:</p>	<p>Grading scale / Pass requirements</p> <p>Five -grade: 5 excellent 4 good 3 satisfactory 2 pass 1 fail</p>								
<p>Certificate number: PT K</p> <p>Serial number: 123456</p> <p>Certificate issue date: 2023.10.02</p>	<p>Results achieved at the examination and their proportion expressed in percentage in the complex mark</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Practical examination</td> <td style="width: 50%;">Foreign language customer service, marketing and advertising</td> <td style="width: 12.5%; text-align: center;">5</td> <td style="width: 12.5%; text-align: center;">100.00</td> </tr> <tr> <td colspan="2">Result achieved at the complex vocational examination, expressed in grades.</td> <td style="text-align: center;">5</td> <td></td> </tr> </table>	Practical examination	Foreign language customer service, marketing and advertising	5	100.00	Result achieved at the complex vocational examination, expressed in grades.		5	
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<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 CLXXXVII of 2011 on Vocational Training Professional and examination requirements specified in Decree No. 12/2013 (28 March) of the Ministry for National Economy.</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		1200 hours

Entry requirements:

- 54 346 01 Office assistant qualification
- intermediate language skills of a modern foreign language (a certificate of a KER B2 level language exam)

Vocational requirement modules:

- 11384-12 Customer relations in a foreign language
- 11385-12 Hungarian and foreign language complaint management
- 11386-12 Using the Call/Contact Center in a foreign language
- 11387-12 Advertising and marketing activity in Hungarian and in a foreign language

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: 2023.10.02

SEAL