

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

54-345-01 Közzolgálati ügyintéző

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

- prepare, edit, multiply, manage and store files, letters and other documents for creating internal and external contacts, keeping contact and ending contact;
- apply digital administrative and filing programme packages;
- perform tasks related to inventory management and administration falling within his/her scope, conduct and perform official procedures, official checks within his/her powers or upon request within the framework of administrative proceedings;
- organise and manage administrative work processes;
- manage and use office technological, IT and communication devices and equipment;
- perform administrative tasks;
- perform customer service tasks;
- perform descriptive tasks;
- conduct procedures within his/her scope;
- perform preparational tasks for decisions;
- give information, perform data provision in oral and in writing;
- perform filing tasks and administrative tasks;
- perform tasks related to the preparation of decisions and support in administrative matters falling within his/her scope of activities;
- perform tasks related to the case group falling within his/her scope of activities;
- perform administrative procedural matters within his/her scope independently;
- perform customer reception and customer service tasks;
- conduct legal and administrative procedures within his/her scope of activities;
- manage client conflicts which may arise;
- apply the elements of efficient communication;
- conduct procedures and administration related to different matters, perform administrative and/or relevant tasks.

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

4229 Other employment related to customer contact
4136 Document manager, filing clerk
4112 General office administrator
3654 Administrator responsible for issuing authority permits

(*) 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>In the case of vocational qualifications belonging to the competence of the Ministry of the Interior (BM), a vocational qualification-related independent professional committee commissioned by the BM</p>																								
<p>Level of the certificate (national or international)</p> <p>Level of vocational qualification according to the National Qualification Register: 54 advanced vocational qualifications, which require the completion of the secondary school leaving exam and may be obtained primarily in formal education</p> <p>ISCED2011 code: 4</p> <p>NQF level: 5</p> <p>EQF level: 5</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: 20%;">Central written examination</td> <td style="width: 40%;">Professional knowledge for public service administrators</td> <td style="width: 10%; text-align: center;">5</td> <td style="width: 30%; text-align: center;">20.00</td> </tr> <tr> <td>Oral examination</td> <td>Answering exam questions compiled based on the examination material and disclosed in advance</td> <td style="text-align: center;">5</td> <td style="text-align: center;">30.00</td> </tr> <tr> <td>Practical examination</td> <td>Client reception</td> <td style="text-align: center;">5</td> <td style="text-align: center;">20.00</td> </tr> <tr> <td>Practical examination</td> <td>Drafting of official letters, documents</td> <td style="text-align: center;">5</td> <td style="text-align: center;">20.00</td> </tr> <tr> <td>Practical examination</td> <td>File management</td> <td style="text-align: center;">5</td> <td style="text-align: center;">10.00</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>	Central written examination	Professional knowledge for public service administrators	5	20.00	Oral examination	Answering exam questions compiled based on the examination material and disclosed in advance	5	30.00	Practical examination	Client reception	5	20.00	Practical examination	Drafting of official letters, documents	5	20.00	Practical examination	File management	5	10.00	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>Advancement 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 Decree No. 36/2016 (VIII.30.) of the Ministry of Interior amending Decree No. 20/2013 (V.28.) of the Ministry of Interior on the professional and examination requirements of vocational qualifications falling within the competence of the Minister of Interior and repealing Ministerial Decrees on issuing certain professional and examination requirements..</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: 60 % Practice: 40 %	
Workplace-based		
Accredited prior learning		
Total duration of the education/training leading to the certificate		2 years

Entry requirements:

- Secondary school leaving examination
- Requirements for medical fitness shall be met

Vocational requirement modules:

- 11555-16 Case management in public service
- 11632-16 Basic tasks for public service administrators
- 11559-16 Knowledge related to e-public administration
- 11560-16 Customer service communication in Hungarian and foreign language
- 11385-12 Complaint management in Hungarian and a foreign language
- 11553-16 Law enforcement bodies and basic tasks
- 11552-16 Self-protection and measure tactics

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