



1. TITLE OF THE CERTIFICATE (HU)

52-345-04 Közzszolgálati ügykezelő

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:

- perform surveillance at facilities with different level of protection;
- perform patrol services internally and at public areas, perform location checks as a member of the team arriving upon alert;
- perform tasks related to transport escort;
- ensure money and value transport within the facility;
- serve as a parking area guard;
- take measures at extraordinary events, in emergencies and during the prevention of public dangers;
- arrest people caught during a crime or violation;
- remove people disturbing or hindering events;
- manage installed security technology devices and systems used for connection;
- apply devices for attack responses and physical force in accordance with professional rules;
- perform the check in and check out of persons and vehicles in accordance with the guard instructions;
- perform the check of deliveries, packages and official documents in accordance with guard instructions;
- provide clients with information on the reasons for measures, the authority and the process for handling complaints against measures;
- secure the location;
- perform first aid tasks and CPR;
- analyse information and record them in working documents;
- take on and take off service;
- cooperate with competent authorities in the performance of tasks;
- perform conflict and stress management;
- perform official measures;
- protect the order and cleanliness of public areas;
- apply relevant regulations and other standards, as well as special professional and ethical rules;
- check the legitimate use of public areas subject to permit;
- help with the basic tasks of care for homeless people;
- cooperate in the protection of property of municipalities, participate at the events of municipalities organised in public areas;
- participate in the check of the normal use of public transport vehicles possessed by the municipalities;
- check the activities subject to the permit of road managers and compliance with provisions on weight restrictions;
- cooperate in the performance of tasks related to animal health and animal catching;
- perform tasks related to coordination and surveillance together with organisations participating in the operation of communities;
- participate in the administrative fining and charging of persons committing traffic violations or engaged in anti-community behaviour on the basis of a legal empowerment;
- participate in the initiation and performance of infringement proceedings and administrative proceedings, initiate seizure or sequestration in the cases specified in the law and in the decrees of municipalities, perform the check of clothes, packages and vehicles;
- participate in the provision of tasks related to crime prevention, in order to protect the public order and public security;
- participate in the surveillance of implementation of rules on public cleanliness;
- participate in the operation of surveillance systems;
- take measures in accordance with professional rules in the event of public danger;
- provide help for citizens who turn to him/her, participate in basic first aid, if necessary;
- manage devices for communications connections;
- participate in the protection of public areas, built and natural environment;
- apply coercive and self-protective measures in order to prevent resistance against legitimate measures, and emergencies listed in the law;
- participate in the removal of vehicles or apply wheel locks in the cases specified in regulations;
- perform tasks related to digital data entry;
- prepare memos, notices, extracted minutes from information recorded with stenography;

- prepare, edit, multiply, manage and store files, letters and other documents for creating internal and external contacts, keeping contact and ending contact;
- use computer administrative program packages;
- manage and use office technology, IT and communication tools and equipment;
- perform administrative tasks;
- create and manage written documents for contact keeping;
- perform document editing tasks;
- request, collect and transfer data and information via traditional and electronic ways.

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

5254 Security guard, bodyguard
9238 Other simple service and transportation jobs
9231 Receptionist, site guard, simple guard
5256 Public area supervisor
4114 Data entry and encryption associate

(*) 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: 52 upper secondary vocational qualifications, which require the completion of the secondary school leaving exam and may be obtained primarily in non-formal education</p> <p>ISCED2011 code: 4</p> <p>NQF level: 4</p> <p>EQF level: 4</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; margin-top: 5px;"> <tr> <td style="width: 15%;">Oral examination</td> <td style="width: 45%;">Knowledge for public service administrators</td> <td style="width: 10%; text-align: center;">5</td> <td style="width: 30%; text-align: center;">30.00</td> </tr> <tr> <td>Practical examination</td> <td>Taking measures in practice</td> <td style="text-align: center;">5</td> <td style="text-align: center;">40.00</td> </tr> <tr> <td>Practical examination</td> <td>Edit a formal, business letter or document and use the rules for communication</td> <td style="text-align: center;">5</td> <td style="text-align: center;">10.00</td> </tr> <tr> <td>Practical examination</td> <td>Knowledge for public service administrators</td> <td style="text-align: center;">5</td> <td style="text-align: center;">20.00</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>	Oral examination	Knowledge for public service administrators	5	30.00	Practical examination	Taking measures in practice	5	40.00	Practical examination	Edit a formal, business letter or document and use the rules for communication	5	10.00	Practical examination	Knowledge for public service administrators	5	20.00	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 secondary 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		2000 hours

Entry requirements:

- Primary education
- Criteria for medical fitness shall be met

Vocational requirement modules:

11654-16 Law enforcement and public administration
11655-16 Private security for public service administrators
11553-16 Law enforcement bodies and basic tasks
11556-16 Social studies and professional communication
11657-16 Professional foreign language skills for law enforcement
11658-16 Professional IT skills for law enforcement
11552-16 Self-protection and measure tactics
10069-12 Tasks for office assistants
10067-12 Typewriting, preparation of documents and file management

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

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