

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

52 841 02 Ügyfélszolgálati ügyintéző

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

- perform computer data entry tasks;
- use modern office computer programs (word processors, spreadsheet programs, database management systems and presentation programs);
- prepare and draft records, letters and other documents aiming to establish external and internal communication and maintain contact;
- carry out tasks related to traditional and electronic document and records management;
- receive customer inquiries in person, in writing, by phone or via any other electronic channel;
- provide information on products and services as well as information of general interest;
- recommend products and services;
- use the most effective communication and conflict management method tailored to customer needs;
- use the most effective communication and conflict management method tailored to the customers;
- establish a win-win relationship with the customers, communicate and argue assertively and effectively;
- establish and maintain contact following the behaviour patterns and attitudes appropriate to customer service activities;
- handle problems and conflicts arising during his/her work;
- manage and use modern office technology, information and communication tools and equipment during his/her work;
- use the Internet safely;
- comply with occupational health and safety requirements.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE4222 Receptionist
4224 Client (customer) information service specialist
4225 Information officer for customer service centre
4226 Survey and market research interviewer**(*) 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>Minister for Innovation and Technology</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;"> <tr> <td style="width: 20%;">Central written examination</td> <td style="width: 40%;">Carrying out customer service-related tasks and preparing documents</td> <td style="width: 10%; text-align: center;">5</td> <td style="width: 30%; text-align: center;">40.00</td> </tr> <tr> <td>Oral examination</td> <td>Communication and customer service knowledge</td> <td style="text-align: center;">5</td> <td style="text-align: center;">30.00</td> </tr> <tr> <td>Practical examination</td> <td>Customer service workflows requiring personal assistance</td> <td style="text-align: center;">5</td> <td style="text-align: center;">30.00</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	Carrying out customer service-related tasks and preparing documents	5	40.00	Oral examination	Communication and customer service knowledge	5	30.00	Practical examination	Customer service workflows requiring personal assistance	5	30.00	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 tertiary 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 9/2018 (VIII. 21.) ITM of the Minister for Innovation and Technology amending Decree 27/2012 (VIII. 27.) NGM of the Minister for National Economy on the vocational and examination requirements of vocational qualifications falling within the sphere of competence of the Minister 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: 40 % Practice: 60 %	
Workplace-based		
Accredited prior learning		
Total duration of the education/training leading to the certificate		800 hours

Entry requirements:

- Secondary school-leaving exam
- Career aptitude

Vocational requirement modules:

11806-16 Typewriting and information technology applications in customer service
11807-16 Communication in customer service
11808-16 Customer service in practice
11809-16 Document management in customer service
11498-12 Employment I (for training courses built on secondary school-leaving examination)
11499-12 Employment II

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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