

**1. TITLE OF THE PROFESSION**

5 0413 18 01 Közszolgálati technikus (Közigazgatási ügyintéző)

2. TRANSLATED TITLE OF THE PROFESSIONPublic service technician (Public service administrator)
(THIS TRANSLATION HAS NO LEGAL STATUS)**3. PROFILE OF SKILLS AND COMPETENCES**

- he/she knows the most important rules on law enforcement and private security and is also aware of the rules concerning the organisation and functioning of public administration;
- with basic knowledge on psychology and sociology, he/she discharges his/her duties, communicating with confidence and working together with colleagues and citizens;
- acting in a personal capacity, he/she responds to requests of customers in writing, by telephone or by electronic means;
- provides customers with information and advice on electronic services and official procedures, issues the requested certificates and provides customers with the requested data electronically or in paper format;
- deals with cases within the framework of public administration, carries out procedures within his/her procedural capacity and the framework established by rules on privacy, data protection and freedom of information;
- carries out administrative and documentation tasks in possession of knowledge related to typing and word processing;
- as part of his/her administrative duties, he/she registers, files and manages documents, both in paper and electronically, in accordance with the rules on general and classified documents;
- when discharging his/her duties, he/she strives for perfection, accuracy and professional work.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE4229 Other customer service clerk
4136 Document manager, filing clerk
4112 General office administrator
3654 Government licensing officials**(*) Explanatory notes:**

¹ In the original language. | ² The translation of the designation is provided for information purposes only. | ³ Fill it out if necessary. The certificate supplement provides additional information on the qualification but have no legal value in itself. The format of the description is in conformity with Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass) and repealing Decision No 2241/2004/EC.

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5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the authority issuing the certificate	Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry for Innovation and Technology																		
Level of the certificate (national or international) NQF level: 5 EQF level: 5 Digital Competence Framework level: 6	Grading scale / Pass requirements Five -grade: 5 excellent 4 good 3 satisfactory 2 pass 1 fail The prerequisite of being eligible to sit for a sectoral basic examination is the successful completion of all the required training courses, or the recognised prior learning should incorporate the requirements of the sectoral basic examination. The prerequisite of being eligible to sit for a vocational examination is the successful completion of all the training courses and the uninterrupted professional practice required. In case the student is required to pass a sectoral basic examination, latter shall be recognised with the following weighting: The result of the basic sectoral examination will be computed into that of the vocational examination with the following weighting: Sectoral basic examination: 15%, Vocational examination: 85%																		
Certificate number: CXK A Serial number: 123456 Certificate issue date: 2023.12.07	Designation of the theoretical and practical subjects of the sectoral basic examination and the vocational examination and their grades according to a five-grade scale <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Sectoral basic examination : The examination was passed based on recognised prior learning</td> </tr> <tr> <td colspan="2">Vocational examination</td> </tr> <tr> <td colspan="2">central interactive</td> </tr> <tr> <td>Public service administrator – theoretical knowledge</td> <td style="text-align: center;">5</td> </tr> <tr> <td colspan="2">project exercise</td> </tr> <tr> <td>Public service administrator – practical knowledge</td> <td style="text-align: center;">5</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>Result of the vocational examination in percentage</td> <td style="text-align: center;">100%</td> </tr> <tr> <td>Result of the vocational examination with grades</td> <td style="text-align: center;">5</td> </tr> </table>	Sectoral basic examination : The examination was passed based on recognised prior learning		Vocational examination		central interactive		Public service administrator – theoretical knowledge	5	project exercise		Public service administrator – practical knowledge	5			Result of the vocational examination in percentage	100%	Result of the vocational examination with grades	5
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Public service administrator – practical knowledge	5																		
Result of the vocational examination in percentage	100%																		
Result of the vocational examination with grades	5																		
Access to next level of education/training To higher education	International agreements																		
Other information concerning the vocational training process																			
Legal basis Government Decree 12/2020 (II. 7.) on the Implementation of the Vocational Education and Training Act, Government Decree 319/2020 (VII. 1.) on the amendment of Government Decree 12/2020 (II. 7.) on the Implementation of the Vocational Education and Training Act, Act LXXX of 2019 on Vocational Education and Training.																			

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE SUPPLEMENT

Description of the sectoral basic training and the theoretical and practical vocational training	Distribution of the total number of hours of the programme
Total duration of the education/training	2092 hours

Entry requirements:

- Elementary school qualification
- Occupational aptitude test is required

Further information:

VOCATIONAL PRACTICAL SUBJECT	HOURS
Basics of public service	12 hour
Communication practices	12 hour
Communication skills	12 hour
Psychological, sociological and criminological basic knowledge	12 hour
Specialised physical education and self-defence	12 hour
Public administration knowledge	12 hour
Professional communication	12 hour
Digital communication and typing	12 hour
Strength and endurance development	12 hour
Self-defence	12 hour
Shooting	12 hour
VOCATIONAL THEORETICAL SUBJECT	HOURS
Vocational knowledge	12 hour
Vocational foreign language knowledge	12 hour
Basics of public service	12 hour
Communication practices	12 hour
Communication skills	12 hour
Psychological, sociological and criminological basic knowledge	12 hour
Specialised physical education and self-defence	12 hour
Public administration knowledge	12 hour
Legal knowledge	12 hour
Professional communication	12 hour
Digital communication and typing	12 hour
Professional communication in a foreign language	12 hour
Shooting	12 hour
Personal and property protection	12 hour
Continuous field practice	160 hour
Altogether	460 hour

Link to the Training and Outcome Requirements and the Programme Plans: <https://ikk.hu>

The present diploma supplement was elaborated in compliance with Government Decree 12/2020 (II. 7.) on the implementation of the Act on Vocational Education and Training.

National Reference Point: National Office of Vocational Education and Training and Adult Learning: <https://nrk.nive.hu>

Head of Examination Organiser:
Issue date: 2023.12.07

SEAL