

1. Title of the certificate ¹

Δίπλωμα Επαγγελματικής Ειδικότητας Εκπαίδευσης και Κατάρτισης Επιπέδου 5. Ειδικότητα Ι.Ε.Κ.: ΣΤΕΛΕΧΟΣ ΔΙΟΙΚΗΣΗΣ ΚΑΙ ΟΙΚΟΝΟΜΙΑΣ ΣΤΟΝ ΤΟΜΕΑ ΤΟΥ ΤΟΥΡΙΣΜΟΥ

2. Title of the certificate ²

Vocational Training Diploma Initial Vocational Training (I.E.K.) Level 5. Specialty of I.E.K.: BUSINESS AND ECONOMICS OFFICER IN TOURISM SECTOR

3. Profile of skills and competences

Learning outcomes: Knowledge, skills and competences

The holder of the certificate is able to:

KNOWLEDGE

- Identify the forms of tourism and its impact on economic, social, environmental and psychological level.
- Describe the organization and operation of tourism offices and agencies.
- Describe the tourism industry using marketing theories and economy sciences.
- Present the airport functions.
- Present the foreign tourism destinations.
- Understand the English, French and German tourism terminology orally and in writing
- Summarize the basic principles of information technology, the way operating systems, office applications and the specialized modern computer applications in the tourism sector work

SKILLS

- Produce, distribute and promote tourism products, applying scientific, economic and administrative methods and practices (such as business administration principles, accounting methods and marketing techniques).
- Communicate in writing and orally in English, French and German.
- Cost, book and issue air tickets with appropriate techniques.
- Apply tourism services sales techniques, sales techniques for goods and products and customer service.
- Use information technology systems and specialized modern tourism-related computer applications.

COMPETENCES

- Show responsibility towards effective and customer-centered tourists servicing.
- Create, organize and carry out excursions and holiday packages.
- Manage any tourism office work and other tourism sectors work, either autonomously or under supervision.
- Organize and support conferences, seminars and exhibitions domestically and abroad.

4. Range of occupations accessible to the holder of the certificate ³

The VET graduate of this specialty may work across the entire spectrum of the tourism and travel industry, including: Tourism offices and agencies, tourism organizations, tourism enterprises, professional congress organizers (PCO), exhibition organizers, ticket issuing offices, tourism services organizers, tourism accommodation, air carriers, airports, cruise vacation organizers, alternative tourism enterprises.

The Diploma is recognized as a formal qualification for recruitment in the public sector in the Secondary Education graduate category by virtue of the PD 50/2001 (Government Gazette. 39/A/5-3-2001), as in effect.

¹ In the original language. | ² If applicable. This translation has no legal status. | ³ If applicable.

5. Official basis of the certificate

<p>Body awarding the certificate</p> <p>E.O.P.P.E.P.</p> <p>(National Organisation for the Certification of Qualifications and Vocational Guidance) 41 Ethnikis Antistaseos Avenue, 14234 N. Ionia https://www.eoppep.gr/</p> <p>Level of the certificate (national or European)¹</p> <p>Level 5 National and European Qualifications Framework</p> <p>Access to next level of education / training ¹</p> <p>Yes</p> <p>Legal basis</p> <p>Law 2009/1992 on the National System of Vocational Education and Training Law 4186/2013 on the Restructure of Secondary Education Law 4763/2020 on National System of Vocational Education, Training and Lifelong Learning</p>	<p>Authority providing accreditation / recognition of the certificate</p> <p>E.O.P.P.E.P.</p> <p>(National Organisation for the Certification of Qualifications and Vocational Guidance) 41 Ethnikis Antistaseos Avenue, 14234 N. Ionia https://www.eoppep.gr/</p> <p>Grading scale / Pass requirements</p> <p>a) acquisition of the Vocational Training Certificate (V.E.K.) after successful completion of study at the Vocational Training Institute (I.E.K.) b) acquisition of the Vocational Training Diploma after:</p> <p>1. success in the theoretical part of Initial Vocational Training certification examinations (Grading scale = 1-20, Pass = 10) and success in the practical part of the Initial Vocational Training certification examinations (Pass/Fail)</p> <p>International agreements on recognition of qualifications¹</p> <p>No</p>
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6. Officially recognised ways of acquiring the certificate

Success in the Initial Vocational Training certification examinations Total duration of the education / training leading to the certificate: 4 semesters (until law 4186/2013) / 5 semesters (after law 4186/2013).

7. Additional information

Entry requirements¹

Certificate of Upper Secondary School. Qualification of Level 4 (NQF/EQF) // Certificate Vocational Training School (SEK) – Qualification of Level 3 (NQF/EQF)
Following the voting of L. 4763/2020, only by an Upper Secondary Education certificate or an equivalent title of studies (Qualification of Level 4 NQF/EQF)

Indicative subjects taught for the specialty:

English-English tourism terminology, German, French, Basic Principles of Tourism and European Union Tourism Policy, Global Tourism Geography-Travel Guides, Tourism Marketing, Sales Skills, Elements of Tourism Legislation, Basic Accounting Principles, Tourism Office organization and operation, Air fares-Ticket issuing-Booking Systems, Customer Service: Tourism and Alternative Tourism Services, Air transports: Air carrier-Airport-Services-Inbound-Outbound Tourism Management, Organized Travel, Professional Tourism, Front/Back Office.

More information

National Qualifications Framework : <https://nqf.gov.gr/> and <https://proson.eoppep.gr/en>

National Europass Centre: **EL/NEC - E.O.P.P.E.P.** National Organisation for the Certification of Qualifications and Vocational Guidance, Ethnikis Antistaseos 41 Avenue, 142 34 N. Ionia, Greece. T.0030 2102709000 europass@eoppep.gr
<http://europass.eoppep.gr> www.eoppep.gr

¹ If applicable.