

1. TITLE OF THE CERTIFICATE (ES)

Certificado de Profesionalidad de nivel 1 en
ADGG0408 OPERACIONES AUXILIARES DE SERVICIOS ADMINISTRATIVOS Y GENERALES

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Professional Certificate Level 1 in
ADGG0408 AUXILIARY OPERATIONS IN ADMINISTRATIVE AND GENERAL SERVICES
(This translation has no legal status)

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to distribute, reproduce and transmit the information and documentation required in administrative and management, internal and external, tasks as well as carrying out basic data and documents verification procedures at the request of superiors or senior technicians, in accordance with established instructions or procedures. This general competence is divided into the following **skills units** (UC):

- Carry out and integrate basic administrative support operations (UC0969_1).
- Send and receive operational information in routine tasks with agents outside the organization (UC0970_1).
- Carry out auxiliary operations of reprography and file in conventional or digital format (UC0971_1).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Basic administrative office techniques (MF0969_1).
- Basic communication operations (MF0970_1).
- Reproduction and file (MF0971_1).
- Practical training at the workplace in auxiliary operations in administrative and general services (MP0112)

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference, the learning outcomes include in the Practical training that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Carry out basic operations of reception, sorting and distribution of packaging and conventional and electronic mail.
- Carry out basic administrative documentation operations of register and filing, office store and suppliers control and basic cash calculation operations.
- Carry out basic telephone, online and face-to-face communication operations to provide operational information and applying protocols and guidelines in accordance with corporate business identity.
- Carry out basic file and classification operations, using basic coding and administration organization of documents, using physical or computing facilities.
- Make and check basic printing with computers and binding facilities -photocopiers, printers, scanners, players, drills, binding machines or others, identifying the basic incidences, according to the manuals and support systems.
- Participate in the company's working processes, following the rules and instructions established at the workplace.

4. RANGE OF OCCUPATIONS ACESIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work in all the public sectors, as well as in the Public Administration, thus highlighting his/her degree of transectorality. The most pertinent occupations and positions are:

- Telephone switchboard operators
- Telephone operators
- Receptionists-telephone operators in offices in general.
- Post office counters clerks.
- Sorters – delivery mail employees.
- Porters.
- Ticket sellers.
- General services assistant.
- Office Auxiliary Assistant.
- File Auxiliary assistant.
- Information Auxiliary Assistant.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the national/regional authority providing accreditation/recognition of the certificate

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

Level of the certificate

The Professional Certificate Level 1 of the National Repertoire of Professional Certificates corresponds to level 2 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

Grading scale/Pass requirements

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

Access to next level of education/training

This Professional Certificate Level 1 gives access to Professional Certificate Level 2 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

Legal basis

Royal Decree 645/2011 of May 9th, by which five professional certificates of the professional family of Administration and management are established, and are included in the National Repertoire of professional certificates, and the professional certificates established by the Royal Decree 1210/2009 of July 17th are updated (Appendix 1, Code: ADGG0408).

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	91	390
Practical training at the workplace	9	40
Total duration of training leading to the certificate		430

Entry/access requirements:

- No entry requirements

Additional information: Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: www.sepe.es

National Europass Centre: www.sepie.es

(*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of December 3rd 1992 on the transparency of qualifications; Council Resolution 96/C 224/04 of July 15th 1996 on the transparency of vocational training certificates; and Recommendation 2001/613/EC of the European Parliament and of the Council of July 10th 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://europass.cedefop.eu.int>

Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

