

1. TITLE OF THE CERTIFICATE (ES)

**Certificado de Profesionalidad de nivel 2 en
ADGG0208 ACTIVIDADES ADMINISTRATIVAS EN LA RELACIÓN CON EL CLIENTE**

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Professional Certificate Level 2 in
ADGG0208 ADMINISTRATIVE ACTIVITIES IN CUSTOMER RELATIONS
(This translation has no legal status)**

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to carry out reception and support work for administrative management derived from relations with the public or customers, whether internal or external, offering a quality service, within the scope of the certificate holder's activity and responsibility, using the computer and online means, and where necessary a foreign language, and applying internal procedures and current law. This general competence is divided into the following **skills units** (UC):

- Receive and process internal and external communications (UC0975_2).
- Carry out administrative procedures in commercial operations (UC0976_2).
- Introduce data and text into computer terminals in conditions of security, quality and efficiency (UC0973_1).
- Manage files in conventional and digital format (UC0978_2).
- Communicate in a foreign language with an independent user level in administrative activities in customer relations (UC0977_2).
- Use office software for the management of information and documentation (UC0233_2).

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

- Reception and communication techniques (MF0975_2).
- Commercial administrative operations (MF0976_2).
- Data recording (MF0973_1).
- Files management (MF0978_2).
- Professional foreign language for administrative activities in customer relations (MF0977_2).
- Office software (MF0233_2).
- Practical training at the workplace in administrative reception and customer-related activities (MP0079)

(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 at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Apply oral, face-to-face or online communication techniques, transmitting information according to social and professional practices and customs common to the organisation and typical customers. Apply written communication techniques in drafting and completing official or private information and documentation by the use of computer and electronic means.
- Apply recording techniques for distribution of information and documentation, facilitating its access, security and confidentiality.
- Apply commercial communication techniques in commercial operations through different commercial channels, maintaining quality customer service criteria.
- Collect, channel and/or resolve claims and monitor customers in after-sales service.
- Apply stock control methods and main warehouse management systems according to the type of products and/or services, the business activity, using conventional and digital media.
- Record data from documents or tables, applying typing techniques with precision, speed and quality of touch-typing through specific office software allowing integration and cooperation in groups, thus helping to create a productive working environment and quality work, in accordance with defined personal and professional ethics.
- Store, search, recover and organise information conventionally and digitally, according to the procedures established by the organisation.
- Communicate in a foreign language in an independent user level in administrative reception and customer-related management activities.

3. PROFILE OF SKILLS AND COMPETENCES

- Comply with and interpret the corresponding documentation.
- Take part in the company's working processes, following the rules and instructions established at the workplace.

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

The holder of this certificate may work mainly in a sales department, purchasing department and/or warehouse, or in reception, registration, claims or after-sales service, in all productive sectors, as well as the public administration, where such activity is notably trans-sectoral.

The most pertinent occupations and positions are:

- Office telephonist-receptionist.
- Telephonist.
- Storage and reception service clerk.
- Receptionist in establishments other than offices, in general.
- Information clerk.
- Computer data recorder.
- Clerk with customer service tasks not classified above.
- Assistant purchase and/or sales management clerk. Assistant sales clerk.
- Control and information 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 2 of the National Repertoire of Professional Certificates corresponds to level 3 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 2 gives access to Professional Certificate Level 3 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 1210/2009 of 17 July, establishing five professional certificates in the professional family Administration and Management, which are included in the National Repertoire of Professional Certificates. (Appendix I, Code: ADGG0208).

Amended by Royal Decree 645/2011 of 9 May, establishing five professional certificates in the professional family Administration and Management, which are included in the National Repertoire of Professional Certificates, and updating the professional certificates established in Royal Decree 1210/2009 of 17 July.

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	85	680
Practical training at the workplace	15	120
Total duration of training leading to the certificate		800

Entry/access requirements:

- Compulsory Secondary Education Diploma (Lower secondary education); or
- Professional Certificate Level 1 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

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

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

