

1. TITLE OF THE CERTIFICATE (ES)

**Certificado de Profesionalidad de nivel 2 en
SSCG0111 GESTIÓN DE LLAMADAS DE TELEASISTENCIA**

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Professional Certificate Level 2 in
SSCG0111 MANAGEMENT OF TELEASSISTANCE CALLS
(This translation has no legal status)**

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to receive, issue and manage calls to provide a teleassistance service, using telematic tools, techniques of telephone care and psycho-social and teamwork skills, responding to the needs and demands of people using the service and making use of the resources needed for each case, while at all times guaranteeing quality of service, personal treatment and confidentiality of information. This general competence is divided into the following **skills units** (UC):

- Answer and manage calls that enter the teleassistance service (UC1423_2).
- Make and manage outgoing calls from the teleassistance service (UC01424_2).
- Handle the tools, techniques and skills needed to provide the telecare service (UC1425_2).

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

- Answering and management of incoming calls in a teleassistance service (MF1423_2).
- Making and managing outgoing calls from a teleassistance service (MF1424_2).
- Application of tools, techniques and skills for the provision of a teleassistance service (MF1425_2).
- Practical training at the workplace in management of teleassistance calls (MP0416)

(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:

- Together with the corresponding supervisor, develop the process of care and management of incoming calls in a teleassistance service.
- Together with the corresponding supervisor, carry out the process of making and managing outgoing calls, applying the necessary techniques to guarantee the provision of the teleassistance service.
- Together with the supervisor responsible, handle the tools, techniques and psycho-social skills needed to enable communication with users and the management of demand in a teleassistance service.
- 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 in the social and healthcare sector, in the following productive activities: reception, origination and management of calls; administrative and documentary management; coordination and mobilisation of personal, social, health and emergency resources.

The most pertinent occupations and positions are:

- Teleassistance operator.
- Telecare worker.

5. OFFICIAL BASIS OF THE CERTIFICATE	
<p>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.</p>	
<p>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:</p>	
<p>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:</p> <ul style="list-style-type: none"> - FAIL: 0 to 4.9 - PASS-SATISFACTORY: 5 to 6.9 - PASS-GOOD: 7 to 8.9 - PASS-EXCELLENT: 9 to 10 	
<p>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.</p>	
<p>Legal basis Royal Decree 1697/2011 of 18 November, establishing five professional certificates in the professional family Sociocultural and Community Services, which are included in the National Repertoire of Professional Certificates. (Appendix I, Code: SSCG0111)</p>	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE		
<p>This certificate may be acquired by:</p> <ol style="list-style-type: none"> 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. <p>The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:</p>		
Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	74	230
Practical training at the workplace	26	80
Total duration of training leading to the certificate		310

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

