

1. TITLE OF THE CERTIFICATE (ES)

Certificado de Profesionalidad de nivel 3 en
COMT0110 ATENCIÓN AL CLIENTE, CONSUMIDOR O USUARIO

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Professional Certificate Level 3 in
COMT0110 CUSTOMER'S ASSISTANCE 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 manage and execute customer service plans for goods and services, in accordance with the regulations and current law on consumer rights, established procedures and specifications received. This general competence is divided into the following **skills units** (UC):

- Execute customer service actions (UC0241_2).
- Manage customer complaints and claims (UC0245_3).
- Obtain, organise and manage consumer information and documentation (UC0246_3).
- Communicate in English, with an independent user level in commercial activities (UC1002_2).

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

- Customer service and information (MF0241_2).
- Management of customer's complaints and claims (MF0245_3).
- Organisation of customer's information systems (MF0246_3).
- Professional English for commercial activities (MF1002_2)
- Practical training at the workplace in Customer assistance services (MP0374)

(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:

- Provide information and customer service in Spanish and in English, where necessary, in different commercial situations, using a variety of systems and communication techniques adapted to the different communication channels with the customer: face-to-face, telephone, e-mail, messaging or other.
- Provide guidance, processing and resolution services, in both Spanish and English where necessary, for customer queries, complaints or claims, using a variety of communication and negotiation techniques adapted to different communication channels, and aiming to ensure quality in the service provided.
- Obtain an information system relating to consumers by gathering, treating and storing information and documentation used to prepare summary reports using conventional and digital means.
- 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 all the productive sectors in the area of information and guidance for consumers of goods and services, and in customer service departments.

The most pertinent occupations and positions are:

- Customer service manager in stores.
- Administrative employee with customer service tasks not included under other headings.
- Consumer specialist.
- Customer information specialist in companies.
- Consumer specialist in public consumer information offices.
- Consumer specialist in public or private consumer protection bodies.
- Consumer specialist in consumer cooperatives.

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 3 of the National Repertoire of Professional Certificates corresponds to level 4 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 3 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 1522/2011 of 31 October, establishing five professional certificates in the professional family Trade and Marketing, which are included in the National Repertoire of Professional Certificates, and updating the professional certificate established as Appendix I of Royal Decree 1377/2008 of 1 August. (Appendix IV, Code COMT0110)

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	420
Practical training at the workplace	9	40
Total duration of training leading to the certificate		460

Entry/access requirements:

- *Bachiller* Diploma (upper secondary education); or
- Professional Certificate Level 2 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

