

1. Name of the Certificate ¹

Field of study 3795 K client manager in the field of postal services

2. Translated title of the Certificate ²

Študijný odbor 3795 K klientsky manažér pošty (sk)

3. Profile of skills and competences

The holder of the certificate is able:

- to communicate correctly in the official language, both verbally and in writing,
- to communicate using one world language at least at the B1 level per the Common European Reference Framework,
- to adapt to changing living and working conditions, to work in a team and to take responsibility for assigned tasks,
- to work with information, to use information and communication technologies and equipment,
- to apply basic mathematical relations and the laws of physics when resolving practical tasks,
- to apply the principles of financial literacy, consumer protection and to understand business and the world of work,
- to act environmentally with a view to a sustainable development strategy,
- to apply the principles of occupational health and safety and environmental protection,
- to define basic terms in the field of postal service,
- to understand and locate information in generally binding legislation and operating regulations, and to present the required information to others,
- to implement technological practices in the field of mail processing, monetary service, and other postal services,
- to draw up and maintain operating documents,
- to determine the appropriate selection and integration of simple machinery into the technological process employed in the field of postal services,
- to master the economic geography of the individual countries.

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

Graduates find work as qualified professionals able to independently carry out skilled work in the field of postal services. They also find work as post office counter clerks, cash register clerks, cashiers, post office managers, and post office coordinators.

¹ In the original language. | ² If applicable. This translation is not legally binding. | ³ If applicable.

The Certificate Supplement provides additional information to the certificate and as such it is not legally binding. Its format is based on the Decision No 2018/646 of the European Parliament and of the Council of 18th April on a common framework for the provision of better services in the field of skills and qualifications (Europass) and on repealing Decision No 2241/2004/EC.

For the purposes of a document issued in Slovakia, a certificate encompasses any document as specified in the Decree of the Ministry of Education of the Slovak Republic No. 326/2008 Coll. on the Types and Pertinent Details of Certificates and other Educational Forms, including Methods for their Recording and Archiving.

5. Official basis of the certificate

Body awarding the certificate

Authority providing accreditation / recognition of the certificate

Ministry of Education, Science, Research and Sport of the Slovak Republic
 Stromová 1
 813 30 Bratislava
 Phone: +421 2/59 374 111
www.minedu.sk

Level of the certificate (national or European) ¹

Full secondary vocational education
 SKQF/EQF 4
 ISCED 354

Grading scale / Pass requirements

1 – excellent
 2 – praiseworthy
 3 – good
 4 – sufficient
 5 – insufficient

Access to the next level of education / training ¹

Higher vocational education SKQF/EQF 5, ISCED 554
 University, 1st degree, ISCED 655, 645, 665

International agreements on the recognition of qualifications ¹

Legal basis

Act No. 245/2008 Coll. on Education and Training (Education Act) and on amendment of certain acts; Act No. 61/2015 Coll. on Vocational Education and Training and on amendment of certain acts; Decree of the Ministry of Education of the Slovak Republic no. 318/2008 Coll. on the completion of studies at secondary schools, as amended.

6. Officially recognised ways of acquiring the certificate

Successful completion of the four-year training program in the given field of study by passing the final examination.

7. Additional information

This Europass Certificate Supplement is valid together with the school leaving certificate issued by the relevant secondary school (the name and address of the school is specified on the certificate). More details about the education and training system are available at www.minedu.sk/data/files/7421.jpg, more details as to the organisation of the educational system are available at www.minedu.sk, and the details of educational programs are available at www.siov.sk and at the website of the specified school.

Entry requirements ¹

- lower secondary education, ISCED 244
- fulfilment of prerequisites in the admission procedure

More information (including a description of the national qualifications system)

Ministry of Education, Science, Research and Sport of the Slovak Republic, Study and Training Group
<https://www.minedu.sk/18673-sk/studijne-a-ucebne-odbory-sauo/>

National Europass Centre

State Vocational Education Institute
 Bellova 54/a,
 837 63 Bratislava
europass@siov.sk
www.europass.sk



¹ If applicable