

CERTIFICATE SUPPLEMENT (*)



1. TITLE OF THE CERTIFICATE (NL)
Diploma Beroepsonderwijs Kwalificatie: Telefonist/receptionist Kwalificatiedossier: Administratief medewerker In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)
Certificate Senior Secondary Vocational Education Qualification: Telephonist/receptionist Qualification file: Administrative worker This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES
<p>The most important duties of a Telephonist/receptionist are:</p> <p>Core task 1: Performs auxiliary secretarial work</p> <p>1.1 Handles correspondence</p> <p>1.2 Handles incoming and outgoing mail and accepts goods</p> <p>1.3 Manages an agenda and a reservation system</p> <p>1.4 Receives visitors</p> <p>1.5 Operates switchboards, emergency centre and intercom handles telephone calls</p> <p>Core task 2: Performs auxiliary (financial) administrative work</p> <p>2.1 Enters administrative data into an automated system</p> <p>2.2 Fills in simple forms</p>

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE
Telephonists/receptionists work in work organizations (large, small, profit, non-profit) where telephone calls and visitors are centrally received.

5. OFFICIAL BASIS OF THE CERTIFICATE	
Name and status of the body awarding the certificate The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.	Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education, Culture and Science
Level of the certificate (national or international) Qualification level 2 of the Dutch VET qualification structure	Grading scale / Pass requirements 10 excellent 9 very good

* Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any 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://www.europass.cedefop.europa.eu/>

© European Communities 2002 - Version 2010

5. OFFICIAL BASIS OF THE CERTIFICATE		
Characteristics: intended as an initial qualification, which everyone should at least obtain. The participant develops skills in order to be able to carry out practical tasks and is responsible for his or her own block of tasks. NLQF level 2 - EQF level 2 - ISCED 3C	8	good
	7	very satisfactory
	6	pass
	5	fail
	4	unsatisfactory
	3	very unsatisfactory
	2	poor
	1	very poor
Access to next level of education/professions On the basis of experience, social and communication qualities, training, organizational skills and job changes the Telephonist/receptionist can earn a position with more content and responsibilities.	International agreements	
Legal basis Adult and Vocational Education Act (WEB), registered number of qualification (crebo): 90473 The education and training for this qualification is offered as of August 1, 2008.		

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE	
<p>Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl).</p> <p>In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week.</p> <p>In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.</p>	
Average duration of the education/ training leading to the certificate	2 years (3200 study hours) (depending on previous education)
Entry requirements <p>The certificate preparatory vocational secondary education (vmbo) basic vocational programme, or a comparable level.</p>	

7. ADDITIONAL INFORMATION
Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information included in part 3 and 4 is derived directly from the qualification file, that is composed by the Centre of Expertise. The complete qualification file can be found at http://kwalificaties.s-bb.nl/ , only in Dutch.
Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): www.s-bb.nl . The NRP is the information centre for vocational qualifications in the Netherlands. SBB has been appointed in this capacity by the Ministry of Education, Culture and Science.