

# EUROPASS CERTIFICATE SUPPLEMENT

## TITLE OF THE DIPLOMA (ES)

*Técnico en Gestión Administrativa*

## TRANSLATED TITLE OF THE DIPLOMA (EN)<sup>(1)</sup>

*Technician in Administrative Management*

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1) This translation has no legal status.

## DIPLOMA DESCRIPTION

**The holder of this diploma will have acquired the General Competence with regard to:**

Carrying out activities of administration support in the labour, accounting, trade, financial and tax areas, as well as customer/user service, either in public and private companies, applying current legislation and quality protocols, guaranteeing customer satisfaction and acting in accordance with applicable rules on labour risk prevention and environmental protection.

**Within this framework, the PROFESSIONAL MODULES and their respective LEARNING OUTCOMES acquired by the holder are listed below:**

### “Business Communication and Customer Service”

The holder:

- Selects communication techniques, relating them with the structure and image of the company and existing information flow.
- Transmits information orally, linking it to common socio-professional customs in the company.
- Transmits written information, applying stylistic techniques to different types of documents of the company and Public Administration.
- Files information in paper and electronic format, recognising specific criteria aimed at making administrative formalities shorter and improve efficiency.
- Recognises possible customer’s needs applying communication techniques.
- Deals with enquiries and complaints of possible customers applying current legislation on consumption.
- Strengthens the image of the company recognising and applying marketing elements and tools.
- Applies quality procedures in customer service identifying the established standards.

### “Buying and Selling Administrative Operations”

The holder:

- Calculates buying and selling prices and discounts applying business regulations and customs and current tax legislation.
- Writes administrative documents of the buying and selling operations, relating them with the business transactions of the company.
- Pays off tax obligations linked to the buying and selling operations applying current tax legislation.
- Monitors stock recognising and applying stock management systems.
- Deals with payments and money collection recognising associated documentation and its flow within the company.

### “Companies and Public Administration”

The holder:

- Describes characteristics inherent to business innovation relating the same to the activity of setting up a company.
- Identifies the concept of business and businessman analysing their legal form and the legislation to which they are subject.
- Analyses the Spanish tax system recognising their basic goals, as well as those of the main taxes.
- Identifies tax obligations of the company differentiating the taxes the company is subject to.
- Identifies the functional and legal structure of the Spanish Public Administration, recognising the different institutions and constituents.
- Describes the different types of relationships between citizens and the Administration and their characteristics filling in related documentation.
- Carries out operations to obtain information and present documents to the Public Administration identifying the different types of public registries.

### **“Electronic Data Processing”**

The holder:

- Processes alphanumeric texts in an extended keyboard applying typing strategies.
- Installs and updates computer applications related to administration reasoning the steps to be followed in the process.
- Prepares documents and accounting templates using standard spreadsheet options.
- Prepares documents using standard word processor options.
- Performs operations of data management in standard office automation data bases.
- Integrates digital images and video sequences in company documents using standard applications and peripherals.
- Prepares multimedia presentations using specific applications.
- Manages mail and electronic agenda using specific applications.

### **“Accounting Techniques”**

The holder:

- Recognises the elements that integrate the assets of an economic organisation classifying them into asset categories.
- Recognises the accounting methodology analysing accounting terminology and tools used in the company.
- Identifies the basic content of the Spanish General Accounting Plan for SMEs (PGC-PYME) interpreting its structure.
- Enters in the accounts basic economic data, applying the accounting methodology and the criteria of the Spanish General Accounting Plan for SMEs.
- Performs accounting operations by means of the use of specific computer applications assessing their efficiency in the accounting management plan.

### **“Human Resources Administration Operations”**

The holder:

- Carries out administrative operations during the processes of personnel recruitment and selection describing associated documentation.
- Carries out administrative operations during the processes of training, development, compensation and bonuses of employees recognising related documentation.
- Prepares documentation related to the process of recruitment, changes in work situations and termination of the contract, identifying and applying current labour legislation.
- Prepares documentation related to the payment of salaries, National Insurance contributions and inherent taxes, recognising and applying current legislation.
- Prepares documentation related to incidents derived from employees work activity, describing and applying the established norms.
- Applies procedures of quality, labour risk prevention and environmental protection in the administrative operations of human resources recognising their effect in an integrated system of administrative management.

### **“Treatment of Accounting Documentation”**

The holder:

- Prepares accounting documentation interpreting the information contained.
- Enters in the accounts common economic data recognising and applying accounting methodology and the criteria of the Spanish General Accounting Plan for SMEs.
- Enters in the accounts common economic operations corresponding to a complete financial year, recognising and applying accounting methodology and the criteria of the Spanish General Accounting Plan for SMEs.
- Audits accounts relating each accounting record with the data of the documents.

### **“Foreign Language: English”**

The holder:

- Recognises professional and current information contained in oral discourses produced in standard language, analysing the global content of the message and relating it with the corresponding linguistic resources.
- Interprets professional information contained in simple written texts, analysing its contents thoroughly.
- Produces oral messages which are clear and structured, participating as an active agent in professional conversations.
- Writes simple texts in standard language, relating grammatical rules with their goal.
- Applies professional attitudes and behaviours in communicative situations, describing common relationships which are characteristic of the foreign language country.

### **“A business Experience in the Classroom”**

The holder:

- Identifies the characteristics of the business project developed in the classroom participating in its activities.
- Transmits information among the different areas and to internal and external customers of the company created in the classroom recognising and applying communication techniques.

- Organises information explaining the different planned manual methods and computer systems.
- Prepares administration documentation, distinguishing and applying administrative tasks of each department of the company.
- Carries out the activities derived from trade policy, identifying the functions of the buying and selling department.
- Deals with incidents identifying criteria and procedures to solve problems and complaints.
- Works in a team recognising and assessing the different contributions of each member of the team.

#### **“Auxiliary Operations for Cash Management”**

The holder:

- Applies cash control methods describing the stages to be followed.
- Carries out the operations of recruitment, renewal and cancellation corresponding to basic financial tools of funding, investment and services of this kind used in the company, describing their goals.
- Makes basic financial calculations identifying and applying the corresponding financial rules.
- Performs basic banking operations interpreting associated documentation.

#### **“Professional Training and Guidance”**

The holder:

- Selects job opportunities, identifying the different possibilities of labour integration, and the alternatives of lifelong learning.
- Applies teamwork strategies, assessing their effectiveness and efficiency on the achievement of the company's goals.
- Exercises rights and complies with the duties derived from labour relationships, recognising them in the different job contracts.
- Determines the protective action of the Spanish Health Service in view of the different eventualities covered, identifying the different types of assistance.
- Assesses risks derived from his/her activity, analysing job conditions and risk factors present in his/her labour setting.
- Participates in the development of a risk prevention plan in a small enterprise, identifying the responsibilities of all agents involved.
- Applies protection and prevention measures, analysing risk situations in the labour setting of the Technician in Administrative Management.

#### **“Business and Entrepreneurial Initiative”**

The holder:

- Recognises skills related to entrepreneurial initiative, analysing the requirements derived from job positions and business activities.
- Defines the opportunity of creating a small enterprise, assessing the impact on the performance setting and incorporating ethic values.
- Carries out the activities for the setting-up and implementation of a company, choosing the legal structure and identifying the associated legal obligations.
- Carries out basic administrative and financial management activities of an SME, identifying the main accounting and tax obligations and filling in documentation.

#### **“On the Job Training”**

The holder:

- Identifies the company's structure and organisation relating them with its internal and external functions and the economic sector to which it belongs or that in which their customers are classified.
- Applies labour and ethic habits in his/her professional activity according to the characteristics of the job position and the procedures established by the company.
- Records orders, documents and communications, interpreting their content.
- Prepares documents or communications, following the criteria established by the company and current legislation.
- Deals with and manages administration documentation, following the criteria established by the company and applying current legislation.
- Records and files administration documentation, following the criteria established by the company and applying current legislation.
- Carries out sales operations, products promotion and customer service, adapting to the characteristics and criteria established by the company and collaborating in its sales area.

### **RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE DIPLOMA**

The Technician in Administrative Management works either in large, medium and small enterprises, in any sector of activity, and particularly in the services industry, as well as in the Public Administration, offering administrative support in administrative tasks and management of the aforementioned companies and institutions and attending customers and citizens.

The most relevant occupations or jobs are the following:

- Administrative assistant
- Office assistant
- Payment and collections manager
- Sales clerk
- Personnel assistant
- Administrative assistant in the Public Administration
- Receptionist
- Customer service clerk
- Cash clerk
- Means of payment clerk

### **AWARD, ACCREDITATION AND LEVEL OF THE DIPLOMA**

**Name of the body awarding the diploma on behalf of the King of Spain:** Spanish Ministry of Education or the different Autonomous Communities according to their areas of competence. The title has academic and professional validity throughout Spain.

**Official duration of the education/ training leading to the diploma:** 2000 hours.

**Level of the diploma (national or international)**

- NATIONAL: Post-Compulsory Secondary Education
- INTERNATIONAL:
  - Level 3 of the International Standard Classification of Education (ISCED 3).
  - Level 4A of the European Qualifications Framework (EQF4).

**Entry requirements:** Holding the Certificate in Compulsory Secondary Education or holding the corresponding access test.

**Access to next level of education/training:** This diploma may provide access to Higher Technical Cycles provided that an entrance exam is passed.

**Legal basis.** Basic regulation according to which the diploma is established:

- Minimum teaching requirements established by the State: Royal Decree 1631/2009, of 30 October, according to which the diploma of Technician in Administrative Management and its corresponding minimum teaching requirements are established.

**Explanatory note:** This document is designed to provide additional information about the specified diploma and does not have any legal status in itself. An Annex I may be added and will be filled in by the corresponding Autonomous Community.

## INFORMATION ABOUT THE EDUCATION SYSTEM

