

1. Title of the certificate ⁽¹⁾
Aile ve Tüketici Hizmetleri Alanı Tüketici Hizmetleri Dalı
⁽¹⁾ In the original language

2. Translated title of the certificate ⁽¹⁾
Family and Consumer Services Field Consumer Services Branch
⁽¹⁾ If applicable. This translation has no legal status.

3. Profile of skills and competences
The holder of this certificate;
<ul style="list-style-type: none">• Serves according to the speciality of consumer group.• Investigates development process of consumer rights.• Performs section cleaning and organizing operations.• Performs product and services procurement operations.• Packs and warps up products according to their specialities.• Performs product return and complaint operations.• Performs complaint operations arrived to arbitration committee for consumer problems.• Provides consumer satisfaction by following consumer operations.• Performs private order operations of consumers.• Prepares sales documents.• Performs carrying and delivery operations.• Performs filing and archiving operations.

4. Range of occupations accessible to the holder of the certificate ⁽¹⁾
Can work at related departments of institutions and organizations providing societal and personal services as Consumer Services Personnel.
⁽¹⁾ If applicable

⁽¹⁾ 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.
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5. Official basis of the certificate

Name and status of the body awarding the certificate Related secondary education institutions realising formal vocational and technical education which is subordinated to Ministry of National Education	Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of National Education												
Level of the certificate (national or international) Level 4 occupation according to EQF. Level 4 occupation according to TQF. It complies with ISCED 3. ISCED-F CODE: 0416	Grading scale / Pass requirements <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;"><u>Score</u></td> <td style="text-align: center;"><u>Grade</u></td> </tr> <tr> <td style="text-align: center;">85.00-100</td> <td style="text-align: center;">Excellent</td> </tr> <tr> <td style="text-align: center;">70.00-84.99</td> <td style="text-align: center;">Good</td> </tr> <tr> <td style="text-align: center;">60.00-69.99</td> <td style="text-align: center;">Average</td> </tr> <tr> <td style="text-align: center;">50.00-59.99</td> <td style="text-align: center;">Passing</td> </tr> <tr> <td style="text-align: center;">0-49,99</td> <td style="text-align: center;">Fails</td> </tr> </table>	<u>Score</u>	<u>Grade</u>	85.00-100	Excellent	70.00-84.99	Good	60.00-69.99	Average	50.00-59.99	Passing	0-49,99	Fails
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85.00-100	Excellent												
70.00-84.99	Good												
60.00-69.99	Average												
50.00-59.99	Passing												
0-49,99	Fails												
Access to next level of education/training The holder of this diploma can switch to higher education programs in line with the related legislation.	International agreements												
Legal basis National Education Basic Law No. 1739 Vocational Education Law No. 3308 Regulation on Ministry of National Education Secondary Education Institutions													

6. Officially recognised ways of acquiring the certificate

1. Having completed the vocational and technical Anatolian High School, Anatolian vocational or Anatolian technical program providing four-year education 2. Successfully having completed the education program related to his/her field on vocational open education high school						
Vocational education takes 3 years after the 9th grade of formal education and the percentage and duration of theoretical and practical education within the program are indicated below. Vocational education is provided both theoretically and practically.						
Description of vocational education and training received	Percentage of total programme (%)			Duration (hours/weeks/months/years)		
	Anatolian Vocational Program	Anatolian Technical Program	Vocational Training Center	Anatolian Vocational Program	Anatolian Technical Program	Vocational Training Center
School-/training centre-based	80	93	-	86	108	-
Workplace-based	20	7	-	22	8	-
Total duration of the education/ training leading to the certificate				108	116	-
Entry requirements 1. For formal vocational education, having completed the lower secondary school and not exceeding the age limit according to related legislation 2. For vocational open education highschool, having completed the lower secondary school 3. Achieving year-end success average in line with the related legislation after the 9th grade which is common for Anatolian technical program 4. Passing the exam for secondary education institutions for entering vocational and technical Anatolian High School, Anatolian vocational or Anatolian technical program						
Additional information This EUROPASS Certificate Supplement is prepared for graduates of 2018-2020.						
More information (including a description of the national qualifications system) available at: www.myk.gov.tr www.tyc.gov.tr						

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<https://www.europass.gov.tr/>

<https://europass.cedefop.europa.eu/>

National Reference Point

<http://urn.meb.gov.tr>