

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

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

3. Profile of skills and competences
<p>The holder of this certificate;</p> <ul style="list-style-type: none"> <li>• Makes meal and menu planning.</li> <li>• Explains consumer services, home and institution services, social support services and environmental services.</li> <li>• Determines the social changes experienced and the effects of the changing society on the family structure.</li> <li>• Uses communication methods and techniques effectively.</li> <li>• Carries out sales services.</li> <li>• Follows consumer behavior and purchasing process.</li> <li>• Makes commercial calculations.</li> <li>• Monitors legal services carried out in the institution.</li> <li>• Makes pre-sales preparations.</li> <li>• Performs operations related to the solution of customer problems.</li> <li>• Makes packaging.</li> <li>• Performs document filing and archiving.</li> </ul>

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

**<sup>(\*)</sup> 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.

© European Union, 2002-2014 | <http://europass.cedefop.europa.eu>

5. Official basis of the certificate													
<b>Name and status of the body awarding the certificate</b> Related secondary education institutions realising formal vocational and technical education which is subordinated to Ministry of National Education	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Ministry of National Education												
<b>Level of the certificate (national or international)</b> Level 4 occupation according to EQF. Level 4 occupation according to TQF. It complies with ISCED 3. ISCED-F CODE: 0416	<b>Grading scale / Pass requirements</b> <table border="0"> <tr> <td><u>Score</u></td> <td><u>Grade</u></td> </tr> <tr> <td>85.00-100</td> <td>Excellent</td> </tr> <tr> <td>70.00-84.99</td> <td>Good</td> </tr> <tr> <td>60.00-69.99</td> <td>Average</td> </tr> <tr> <td>50.00-59.99</td> <td>Passing</td> </tr> <tr> <td>0-49.99</td> <td>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
<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												
<b>Access to next level of education/training</b> The holder of this diploma can switch to higher education programs in line with related legislation.	<b>International agreements</b>												
<b>Legal basis</b> 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. Completing vocational and technical Anatolian High School, Anatolian vocational or Anatolian technical program providing four-year education						
2. Successfully completing education program related to his/her field on vocational open education high school						
Vocational education takes 3 years after 9th grade of formal education and the percentage and duration of theoretical and applied education within the program are indicated below. Vocational education is provided both theoretical and applied.						
Description of vocational education and training received	Percentage of total programme (%)			Duration (hours/weeks/months/years)		
	Anatolian Vocational Program	Anatolian Technical Program	Vocational Training Centre	Anatolian Vocational Program	Anatolian Technical Program	Vocational Training Centre
School-/training centre-based	80	93	-	86	108	-
Workplace-based	20	7	-	22	8	-
<b>Total duration of the education/ training leading to the certificate</b>				108	116	-

**Europass**

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

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

**National Reference Point**

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