EUROPASS CERTIFICATE SUPPLEMENT [(*)]

Republic of Estonia

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1. TITLE OF THE CERTIFICATE [(1)]

IT-süsteemide nooremspetsialist, tase 3

[(1)] in the original language

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2. TRANSLATED TITLE OF THE CERTIFICATE [(1)]

Junior IT systems specialist, level 3

[(1)] if applicable. This translation has no legal status.

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3. PROFILE OF SKILLS AND COMPETENCIES

IT systems junior specialist: Works independently in some narrower section of work, following detailed instructions. Can work in customer support, as IT support person, as monitoring specialist, etc. Has limited discretion within established practices and methods. Is responsible for solving standard IT problems, forwarding the more complicated cases to senior specialists.
The main tasks of an IT systems junior specialist are IT system solutions implementation, testing, preparation of documentation, user support, provision of services and information security safeguard.
IT systems junior specialist is able to adjust their communication style to various situations and persons. Expresses their opinions clearly, does not hold back information and is able to point out key standpoints. Has good emotional control in complicated situations. The job requires a willingness and skills to participate in teamwork.

1) Testing (e-CF kompetents B.3.*)
In accordance with detailed instructions performs tests and maintains records of test results.
2) Solution implementation (e-CF kompetents B.4.)
Under supervision and in accordance with detailed instructions removes or installs individual components. Installs and manages hardware and software as necessary. Solves technical problems according to regulations and instructions.
3) Preparation of documentation (e-CF kompetents B.5.)
Prepares documents describing products, services, components or applications in accordance with appropriate documentation requirements.
4) User support (e-CF kompetents C.1.)
Routinely in everyday work communicates with users, applies ICT knowledge and skills to respond to users' inquiries. Solves straightforward incidents following prescribed procedures.
5) Service Delivery (e-CF kompetents C.3.)
Registers and follows data of operating reliabilty according to instructions and registers deviations.
6) Information security management (e-CF kompetents E.8.)
Keeps track of non-conformities and communicates the observations according to instructions.

*The basis of description for ICT vocations is the European e-Competence Framework(e-CF) which defines 36 e-CF basic competences, dividing them between five fields of ICT business processes. http://www.ecompetences.eu/

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4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE [(1)]

IT systems junior specialist, IT support person, User support junior specialist, IT technician, Computer technician.

[(1)] If applicable

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	**Name and status of the national/regional authority providing accreditation/recognition of the certificate** Sector Skills Council approved by a Regulation of the Government of the Republic
Level of the certificate (national or international) Estonian Qualification Framework level 3 European Qualification Framework level 3	**Grading scale / Pass requirements** Test
Access to next level of education/training Estonian Qualification Framework level 4 European Qualification Framework level 4	**International agreements** Agreement between BCS Koolitus and ECDL Foundation granting the authority to conduct examinations of EUCIP* (European Certificate of Informatics Professionals) (certificate) *EUCIP (European Certificate of Informatics Professionals) is a certification programme for IT professionals and ICT vocational students which consists of a core certification and specialised certifications for a range of competences based on an array of job-specific profiles. Separate certification applies for IT Administrators.

Legal basis

Occupational Qualifications Act (RT I 2008, 24, 156; 01.09.2008)

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

In order to obtain a occupational certificate, the applicant has to prove all his/her competencies required by the occupational standard and by the procedure for awarding of occupational qualification established by the body awarding the occupational qualification.

The usual vocational training of an IT systems junior specialist is vocational education or professional experience.

More information (including a description of the national qualifications system) available at:
www.kutsekoda.ee