

1. TITLE OF THE CERTIFICATE ⁽¹⁾

Bürootöötaja, tase 4

⁽¹⁾ in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE ⁽¹⁾

Clerical staff, level 4

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

3. PROFILE OF SKILLS AND COMPETENCIES

A clerical worker deals with ensuring a smooth functioning of office work in an organisation, provision of services for domestic and foreign customers and documentation work within limits of one's competence, offering clerical support (incl entry of data, document copying, scanning).

More specific duties of a clerical worker depend on a specific organisation and presuppose mostly good communication skills and fast, flexible and correct actions. Typical clerical work consists in information communication, telephone communication, preparation of documents, entry of data, and clerical support of official meetings.

The knowledge, skills and attitudes of a clerical worker influence the reputation of the organisation.

Competencies:

- Ensuring the functioning of clerical work:
- Organisation of maintenance of the office premises;
- Preparation of official meetings and conferences;
- Subscription of periodicals (incl preservation) and organisation of activation of access right;
- Administration of office appliances.
- Provision of services for domestic and foreign customers:
- Information communication;
- Clerical support for official meetings and conferences.
- Work with documents:
- Generation and formalisation of documents;
- Receipt and registration of documents;
- Deposit of documents;
- Calligraphic writing.

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

Clerical specialist, clerical officer, clerical worker, data entry clerk, office worker, technical secretary, general secretary

^(*) 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 available at: <http://europass.cedefop.europa.eu/en/home>

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(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 4 European Qualification Framework level 4	Grading scale / Pass requirements passed/fail
Access to next level of education/training Secretary, level 5	International agreements
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.

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