

## 1. Title of the certificate (HR) and programme number

**Tehničar za poštanske i financijske usluge**

(170204)

2. Translated title of the certificate (EN) <sup>(1)</sup>**Technician for postal and financial services**<sup>(1)</sup> This translation has no legal status.

## 3. Profile of skills and competences

## A) GENERAL EDUCATION COMPETENCES

- Use actively mother tongue and foreign languages by applying basic communication knowledge and skills in different situations
- Apply mathematical knowledge and solve mathematical problems
- Apply basic physical knowledge and understanding of the natural world principles within the framework of sustainable community development
- Use modern information and communication technology actively and critically
- Act in accordance with the principles of professional ethics
- Manage one's own learning and work and implement entrepreneurial competences.
- Continuously acquire knowledge and skills in line with technological changes
- Exercise regularly in order to maintain one's own health and prevent occupational diseases

## B) VOCATIONAL COMPETENCES

- Apply regulations and operational processes relevant to the work of the postal services provider
- Use of electronic aids and information communication systems in postal business and in the work of postal services provider
- Provide banking and insurance services in and outside the post office
- Communicate with postal services provider using the rules of business communication as well as inform the users of postal services
- Apply and maintain tools, work equipment and resources for performing postal services provider tasks
- Prepare and implement daily documentation for the reporting to the postal services provider with emphasis on the preparation of financial reports related to services and postal business
- Have basic knowledge of customs procedure in the international transport of mail in postal traffic
- Manipulate hazardous and forbidden substances as well as and substances with restrictions in postal traffic transportation
- Prepare, implement and complete services performed, sale of goods and financial transactions of postal services provider
- Implement relevant safety, ecological, environmental and work safety measures for people, equipment and tools of postal services provider
- Implement relevant regulations on the protection of packages, work safety, safety when handling cash as well as the protection of human health and the environment of the postal services provider

## 4. Range of occupations accessible to the holder of the certificate

Performs financial transactions of the postal services provider, with special emphasis on the implementation of security and protection measures as well as ecological measures and environmental protection measures and the implementation of security measures in handling cash. Which of the aforementioned jobs the technician for postal and communication services will perform, depends on the postal services provider.

The most frequent positions are: counter officer, postal traffic controller and head of a post office. In addition to this, technician for postal and financial services can work as a courier for delivery of postal packages, in postal packages sorting office as well as in postal services providers' warehouse.

## 5. Official basis of the certificate

<p><b>Name and status of the body awarding the certificate</b></p> <p>The certificate is issued by the secondary education institution (vocational education and training school).</p>	<p><b>Name and status of the national authority providing accreditation/recognition of the certificate</b></p> <p>Ministry of Science and Education Donje Svetice 38 10 000 Zagreb <a href="http://www.mzo.hr">www.mzo.hr</a></p>
<p><b>Legal basis</b></p> <p>Primary and Secondary School Education Act (Official Gazette No. 87/2008, 86/2009, 92/2010, 105/2010-corr., 90/2011, 16/2012, 86/2012, 94/2013, 152/2014, 7/2017, 68/2018 and 98/2019) Vocational Education Act (Official Gazette No. 30/2009, 24/2010, 22/2013 and 25/2018) Croatian Qualifications Framework Act (Official Gazette No. 22/2013, 41/2016, 64/2018 and 47/2020)</p>	<p><b>National grading system / Pass requirements</b></p> <p>Excellent 5 (10) A Very good 4 (9) B Good 3 (8) B Sufficient 2 (6-7) C Insufficient 1 (0-5) F In order to pass the exam, it is necessary to get the grade 2 (6-7), i.e. C (sufficient).</p>
<p><b>Level of qualifications</b></p> <p>Level 4.2. in the Croatian Qualifications Framework</p>	<p><b>Access to next level of education/training</b></p> <p>Access to higher level of qualification in accordance with the Croatian Qualifications Framework.</p>

## 6. General data of acquiring the certificate

	Percentage of total programme (%)	Total number of hours
General education part	52,1 %	2268
Vocational part – theoretical	40,1 %	1740
Vocational part – practice/exercises	7,8 %	341
<b>Duration of education</b>		4 years

**Entry requirements:** The completion of primary education

**More information available at:**

Ministry of Science and Education ([www.mzo.hr](http://www.mzo.hr))  
Education and Teacher Training Agency ([www.azoo.hr](http://www.azoo.hr))  
Agency for Vocational Education and Adult Education ([www.asoo.hr](http://www.asoo.hr))

National Europass Centre in Croatia ([www.europass.hr](http://www.europass.hr))  
at the Agency for Mobility and EU Programmes ([www.mobilnost.hr](http://www.mobilnost.hr)).

**(\*) Explanatory note**

The Certificate supplement provides additional information about the certificate and does not have any legal status in itself. Its format is based on the Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass) and repealing Decision No 2241/2004/EC.

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