

# EUROPASS DIPLOMA SUPPLEMENT

## TITLE OF THE DIPLOMA (ES)

*Técnico Superior en Asistencia a la Dirección*

## TRANSLATED TITLE OF THE DIPLOMA (EN)<sup>(1)</sup>

*Higher Technician in Office Director Assistance*

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(1) This translation has no legal status.

## DIPLOMA DESCRIPTION

**The holder of this diploma will have acquired the General Competence with regard to:**

The general competence of this diploma consists of assisting management and other departments in organization's activities, representation of the organization and in administrative and documentary functions, managing information and its internal and external communication, and performing other tasks for delegation, using, if necessary, the English language and/or another foreign language, applying the current legislation and quality management protocols that ensure customer or user satisfaction and acting according to the rules of labour risk prevention and environmental protection.

**Within this framework, the PROFESSIONAL MODULES and their respective LEARNING OUTCOMES acquired by the holder are listed below:**

### “Management of Legal and Business Documents”

The holder:

- Characterizes the structure and organization of Public Administrations established in the Spanish and the EU Constitution, recognizing organizations, institutions and the people involved.
- Periodically updates legal information required by the business activity, selecting the legislation and the jurisprudence related to the organization.
- Organizes the legal documents related to the establishment and operation of institutions, complying with the applicable civil and commercial law according to the agreed guidelines.
- Completes the most usual private contracting models in business operations or public trust documents, applying the current legislation and computer resources available in order to sign and to submit them.
- Prepares the documentation required by public agencies regarding the different administrative procedures, complying with the current legislation and the agreed guidelines.

### “Human Resources and Corporate Social Responsibility”

The holder:

- Characterizes the company as a community of people, distinguishing the ethical implications of its behavior regarding those involved in it.
- Contrasts the application of the principles of corporate social responsibility in developing policies of companies' human resources, determining their suitability to internationally validated good practices.
- Coordinates information flows of human resources department through the organization, using personal and social skills in the process of human resources management.
- Applies administrative procedures relating to the selection of human resources, selecting the most appropriate methods and tools for the policy of each organization.
- Manages the administrative procedures relating to training, promotion and development of human resources, designating the most appropriate methods and tools.

### “Office Automation and Information Processing”

The holder:

- Maintains in optimal conditions the equipment, software and network performance, installing and updating the required components of hardware and software.
- Writes alphanumeric texts in an extended keyboard, applying tabulations techniques.
- Manages file systems, searching and choosing the necessary information with the conventional and computing means.
- Prepares worksheets adapted to the needs that arise in the information processing, applying advanced options.
- Develops text documents using the advanced features of a word processor.
- Uses management systems databases adapted to the needs that arise in the administrative information processing, using advanced options.
- Seamlessly manages information from different applications and audiovisual archives, using specific software and peripherals.
- Manages electronic mail and calendar, using specific applications.
- Develops multimedia presentations of documents and reports, using specific applications.

### **“Integral Process of Commercial Activity”**

The holder:

- Determines the assets of the company, analyzing the business activity.
- Integrates the accountancy regulations and the method of double entry, analyzing the General Accounting Plan (GAP) in SMEs and the accounting methodology.
- Manages information on taxes affecting or taxing the company's business, choosing and implementing the commercial and tax legislation in force.
- Develops and organizes the administrative documentation of sales transactions, relating it to the commercial transactions of the company.
- Determines procedures for managing cash flows, analyzing the associated documentation and its flow within the company.
- Records basic accounting facts derived from commercial activity and within a business cycle, applying accounting methodology and the principles and rules of the GAP.
- Manages and controls the treasury, using computer applications.

### **“Communication and Customer Service”**

The holder:

- Characterizes techniques of institutional and promotional communication, distinguishing between internal and external ones.
- Performs on-site and off-site oral presentations, applying communication techniques and adapting them to the situation and to the speaker.
- Prepares written documents of a professional nature, applying linguistic, spelling and style criteria.
- Determines the processes of reception, registration, distribution and retrieval of written communication, using specific criteria for each of these tasks.
- Applies communication techniques, identifying the most appropriate ones for client relationship and service..
- Manages inquiries, complaints and claims of potential customers, applying the current legislation.
- Organizes after-sales service, relating it to customer loyalty.

### **“English”**

The holder:

- Recognizes professional and daily information contained in all types of oral speeches broadcasted by any media in standard language, accurately interpreting the message content.
- Interprets professional information contained in written texts, analyzing their contents comprehensively.
- Issues clear and well structured oral messages, analyzing the content of the situation and adapting it to the linguistic register of the speaker.
- Prepares documents and reports specific to the professional or academic life and everyday language resources relating to the purpose of writing.
- Applies professional attitudes and behaviours in communication situations, describing typical relationships of the country of the foreign language.

### **“Second Foreign Language”**

The holder:

- Recognizes specific daily and professional information contained in oral speeches delivered in clear and simple standard language, identifying the overall content of the message.
- Interprets written business information contained in simple texts, analyzing their contents comprehensively.
- Produces simple, clear and well structured oral messages, relating the purpose of the message with acquired linguistic structures.
- Develops simple texts, relating grammatical rules to its purpose.
- Applies professional attitudes and behaviours in communication situations, describing typical relationships of the country of the foreign language.

### **“Business Protocol”**

The holder:

- Characterizes the public relations principles and elements, relating them to different business situations.
- Selects the applicable business protocol techniques, describing the different elements of design and organization, depending on the nature and the type of the event and the target audience.
- Characterizes the institutional protocol, analyzing the different systems of organization and using the established regulations.
- Coordinates the activities that support communication and professional relationships, both external and internal, combining the techniques employed with the user type.
- Prepares service letters or quality and guarantees commitments according to the protocols established by the company/organization.
- Promotes correct attitudes of customer/user service, analyzing the importance of exceeding his/her expectations.

### **“Organization of Corporate Events”**

The holder:

- Optimizes the work environment and the team's commitment according to the objectives of the organization, applying motivational techniques in work management and transmission of synthetically and understandable orders and objectives in the most appropriate way.
- Coordinates the own actions and those of management or working group whom he/she provides support, using conventional and/or electronic methods and techniques of time management,
- Plans the tasks of his/her management position, adapting them to the situation, to the speaker and to the work objectives.
- Organizes meetings and corporate events, using techniques of negotiation, protocol standards and meeting the objectives.
- Organizes domestic and international travels, complying with the objectives and procedures.

### **“Advanced Management of Information”**

The holder:

- Manages administrative aspects of business projects, managing resources through a specific application of control.
- Prepares documents, integrating text, data, images and charts through the appropriate computer applications.
- Prepares audiovisual presentations related to business management or project, using applications of digital video processing.
- Performs management tasks of business and projects, using Web 2.0 tools.
- Manages documents by means of a document management system.

### **“Project on Management Assistance”**

The holder:

- Identifies the needs of the production sector, relating them to the standard projects that may satisfy them.
- Designs projects related to the competences described in the diploma, including and developing their constituting stages.
- Plans the project implementation, determining the intervention plan and associated documentation.
- Defines the procedures for the monitoring and control of the project implementation, justifying the selection of the variables and the instruments used.

### **“Professional Training and Guidance”**

The holder:

- Selects job opportunities, identifying the different possibilities of labour integration, and the alternatives of lifelong learning.
- Applies teamwork strategies, assessing their effectiveness and efficiency on the achievement of the company's goals.
- Exercises rights and complies with the duties derived from labour relationships, recognising them in the different job contracts.
- Determines the protective action of the Spanish Health Service in view of the different covered eventualities, identifying the different types of assistance.
- Assesses risks derived from his/her activity, analysing the job conditions and the risk factors present in his/her labour setting.
- Participates in the development of a risk prevention plan for a small enterprise, identifying the responsibilities of all the agents involved.
- Applies protection and prevention measures, analysing the risk situations in the labour setting of the Higher Technician in Office Director Assistance.

### **“On the Job Training”**

The holder:

- Identifies the structure and the organization of the company, relating both to the type of service provided.
- Applies ethical and work habits in the development of their profession, according to the characteristics of the job and the procedures established by the company.
- Prepares and processes all types of documents and manages those communications relating to the administrative areas of the company, using different means, equipment and control instruments, according to the procedures set by the company and the sector.
- Plans and develops the tasks supporting the management or the working or project group, related to the process management of all the areas of the company, proposing guidelines and supervising the tasks of the team he/she is responsible for.

## **RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE DIPLOMA**

The Higher Technician in Office Director Assistance works next to one or more officers or directors, executives or working teams (department, project or group, among others) in a context of increasing internationalization. He/she basically plays an interpersonal, organizational and management role that can be developed in all types of organizations

(national or international companies, associations, government agencies, public or private, national or international sector entities) that accommodate this type of professional.

The most relevant occupations or jobs are the following:

- Director's Assistant.
- Personal Assistant.
- Director's secretary.
- Office and Management Assistant.
- Legal Assistant.
- Assistant to Human Resources departments.
- Administrative in Public Administrations and Organisms.

### **AWARD, ACCREDITATION AND LEVEL OF THE DIPLOMA**

**Name of the body awarding the diploma on behalf of the King of Spain:** Spanish Ministry of Education or the different Autonomous Communities according to their areas of competence. The title has academic and professional validity throughout Spain.

**Official duration of the education/ training leading to the diploma:** 2000 hours.

**Level of the diploma (national or international)**

- NATIONAL: Non-University Higher Education
- INTERNATIONAL:
  - Level 5 of the International Standard Classification of Education (ISCED5).
  - Level 5 of the European Qualifications Framework (EQF5).

**Entry requirements:** Holding the Certificate in Post-Compulsory Secondary Education (Bachillerato) or holding the corresponding access test.

**Access to next level of education/training:** This diploma provides access to university studies.

**Legal basis:** Basic regulation according to which the diploma is established:

- Minimum teaching requirements established by the State: Royal Decree 1582/2011, of 4 November, according to which the diploma of Higher Technician in Office Director Assistant and its corresponding minimum teaching requirements are established.

**Explanatory note:** This document is designed to provide additional information about the specified diploma and does not have any legal status in itself.

**COURSE STRUCTURE OF THE OFFICIALLY RECOGNISED DIPLOMA**

| <b>PROFESSIONAL MODULES IN THE DIPLOMA ROYAL DECREE</b>    | <b>CREDITS<br/>ECTS</b> |
|--|-------------------------|
| <b>Management of Legal and Business Documents</b>          | 6                       |
| <b>Human Resources and Corporate Social Responsibility</b> | 6                       |
| <b>Office Automation and Information Processing</b>        | 12                      |
| <b>Integral Process of Commercial Activity</b>             | 11                      |
| <b>Communication and Customer Service</b>                  | 12                      |
| <b>English</b>   | 7                       |
| <b>Second Foreign Language</b>                             | 7                       |
| <b>Business Protocol</b>                                   | 9                       |
| <b>Organization of Corporate Events</b>                    | 11                      |
| <b>Advanced Management of Information</b>                  | 7                       |
| <b>Project on Management Assistance</b>                    | 5                       |
| <b>Professional Training and Guidance</b>                  | 5                       |
| <b>On the Job Training</b>                                 | 22                      |
|  | TOTAL CREDITS           |
|  | <b>120</b>              |
| <b>OFFICIAL DURATION (HOURS)</b>                           | <b>2000</b>             |

\* The minimum teaching requirements shown in the table above comprise 55% official credit points valid throughout Spain. The remaining 45% corresponds to each Autonomous Community and can be described in the **Annex I** of this supplement.

## INFORMATION ON THE EDUCATION SYSTEM

