

1. Title of the certificate (NL)

Ervaringsbewijs: helpdesk operator (m/v)

In the original language

2. Translated title of the certificate

Certificate of professional competence: helpdesk operator (m/f) (EN)

Titre de compétence professionnelle: opérateur helpdesk (h/f) (FR)

This translation has no legal status.

3. Profile of skills and competences

The occupational standard was developed and approved by the sectoral social partners.

The holder of the certificate of professional competence can:

multitask:

- listen to or talk with customers and at the same time keep track of information appearing on the screen;
- communicate in written with customers and at the same time keep track of information appearing on the screen;
- listen to or talk with customers while using the keyboard or the mouse and the headset.

manage information in a helpdesk system:

- make a ticket*;
- update a ticket;
- transfer a ticket;
- round off a ticket;
- use tools in function of the assignment.

use communication techniques:

- communicate with the customer according to procedures and processes during the contact;
- ask questions for clarification purposes;
- let the customer finish to explain his/her problem;
- restate what the customer says in the light of the purpose of the contact;
- tailor choice of words according to the customer;
- calm down the customer.

treat questions problem solving oriented according to procedures and processes:

- treat the customer's question as outlined in the procedures and processes;
- look up the information asked by the client in available information sources according to procedures and processes;
- treat a ticket according to the time limit as outlined in the SLA**;
- treat a ticket according to the priorities as outlined in the SLA;
- follow up whether the treatment of the ticket occurs as outlined in the procedures and processes;
- give feedback to the customer concerning the progress of a solution;
- answer the customer's questions;
- give a solution adapted to the urge and the impact of the problem situation when different solutions are possible.

* ticket: registration procedure

** SLA: service providing agreement

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>

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4. Range of sectors and occupations relevant to the holder of the certificate

The holder of the certificate of occupational competence can work in a call centre. A call centre can be an autonomous company (third party) or a division within a company (inhouse) with another core business.

5. Official basis of the certificate

Name and status of the body awarding the certificate <i>Test centre recognized by the Flemish government</i>	Name and legal status of the national/regional authority providing accreditation/recognition of the certificate Flemish Ministry of Work and Social Economy <i>Koning Albert II laan 35 box 21 1030 Brussels</i>
Level of the certificate (national or international) <i>Flemish level</i> <i>RAC (Recognition of Acquired Competences)</i>	Grading scale / Pass requirements <i>All competences as described in point 3 must be proved.</i>
International agreements	
Legal basis <ul style="list-style-type: none"> • <i>Flemish Government Order of 23 September 2005 implementing the Decree of 30 April 2004 on the acquisition of a certificate of professional competence</i> • <i>Ministerial Order of 4 May 2009 determining the standard for the title of helpdesk operator (= certificate of professional competence)</i> 	

6. Officially recognized ways of acquiring the certificate

Description of followed pathways	Percentage of total programme (%)	Duration (hours/weeks/months/years)
Recognition of acquired competences	100	Max. 5 hours
Total duration of the assessment leading to the certificate		Max. 5 hours

Additional information

The assessment was developed according to the helpdesk operator standard, as established and approved by employees' representatives and employers' representatives from the sector. The assessment consists of an optional portfolio evaluation and the actual assessment by 2 evaluators according to the helpdesk operator standard.

More information is available at:

www.ervaringsbewijs.be

Flemish overview of Europass certificate supplements:

You can download the Flemish Europass Certificate supplements in different languages and find a description of the national and regional systems for qualifications at:

www.europass-vlaanderen.be/cs