

1. Title of the certificate (HR) and programme number <sup>(1)</sup>**Tehničar za poštanske i financijske usluge**

(170224)

<sup>(1)</sup> In the original language.2. Translated title of the certificate (EN) <sup>(2)</sup>**Technician for postal and financial services**<sup>(2)</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 language activities and basic communication knowledge and skills in different situations
- Apply mathematical knowledge, skills and processes and solve mathematical problems
- Understand the natural world principles by applying basic physical knowledge and act responsibly towards nature and the environment
- Understand the geographical processes and basic historical knowledge
- Use modern information and communication technology safely and critically
- Have knowledge of basic economic concepts and functioning of the economic system
- Act in accordance with the principles of professional ethics and civic education
- Foster physical and health culture by exercising regularly in accordance with individual possibilities in order to maintain and preserve health

## 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
- Communication of postal service providers with colleagues and the users of postal services using the rules of business communication
- Provide timely and accurate information to the users of postal services
- Apply and maintain tools, work equipment and resources for performing postal services provider tasks
- Prepare and keep daily documentation for the reporting to the postal services provider with emphasis on the preparation of financial reports related to postal services and postal business
- Have basic knowledge of customs procedure in the international transport of mail in postal traffic and apply them to the performance of tasks in the domain of postal services provider
- Manipulate safely hazardous and forbidden substances as well as the substances with restrictions in postal traffic transportation
- Prepare and sell goods and execute financial transactions of postal services provider
- Implement safety, ecological, environmental and work safety measures for people, equipment and tools in accordance with the applicable rules and regulations of the postal services provider
- Implement regulations on the protection of packages, work safety, safety when handling cash as well as the protection of human health and the environment in accordance with the applicable rules and regulations of the postal services provider

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

He/she performs financial transactions of the postal services provider, with special emphasis on the implementation of security and protection measures, 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 these work positions, 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, Education and Youth Donje Svetice 38 10000 Zagreb <a href="http://www.mzom.hr">www.mzom.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, 98/2019, 64/2020, 151/2022 and 156/2023) Vocational Education Act (Official Gazette No. 30/2009, 24/2010, 22/2013, 25/2018 and 69/2022) Croatian Qualifications Framework Act (Official Gazette No. 22/2013, 41/2016, 64/2018, 47/2020 and 20/2021)</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</p> <p>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	51,3	2233
Vocational part – theoretical	40,9	1775
Vocational part – practice/exercises	7,8	341
<b>Duration of education</b>		4 years

**Entry requirements:** Completion of primary education

**More information available at:**

Ministry of Science, Education and Youth ([www.mzom.hr](http://www.mzom.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 reference point:**

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

**(<sup>1</sup>) 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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