

**1. TITLE OF THE CERTIFICATE (ES)**

**Certificado de Profesionalidad de nivel 3 en  
ADGD0110 ASISTENCIA EN LA GESTIÓN DE LOS PROCEDIMIENTOS TRIBUTARIOS**

**2. TRANSLATED TITLE OF THE CERTIFICATE (EN)**

**Professional Certificate Level 3 in  
ADGD0110 ASSISTANCE IN TAX PROCEDURES MANAGEMENT  
(This translation has no legal status)**

**3. PROFILE OF SKILLS AND COMPETENCES**

The holder of this certificate will have acquired the **general competence** to assist and collaborate in dealing with tax, inspection and collection procedures, as well as the penalty regime and revision system via administrative appeal, obtaining necessary taxation information, serving and informing the taxpayer and carrying out the tax administration procedures in accordance with current law, using the necessary computer applications. This general competence is divided into the following **skills units** (UC):

- Obtain and handle information relevant for taxpayers (UC1783\_3).
- Assist taxpayers in tax procedures administration management (UC1784\_3).
- Carry out tax clarification investigations, issue notifications and certificates (UC1785\_2).
- Carry out administrative management from tax inspections and tax information collection procedures (UC1786\_3).
- Carry out administrative management resulting from penalty and review procedures (UC1787\_3).
- Use office software for the in the management of information and documentation (UC0233\_2).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Obtaining information of importance to taxpayers (MF1783\_3).
- Customer service in tax administration management (MF1784\_3).
- Tax registration management, notification of actions and issue of tax management documents (MF1785\_2).
- Administrative management of tax application procedures (MF1786\_3).
- Administrative management of penalty and review procedures (MF1787\_3).
- Office software (MF0233\_2).
- Practical training at the workplace in Assistance in tax procedures management (MP0384)

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Collaborate in searching for and obtaining information of tax importance in public and private records using tax agency databases.
- Participate in the process of communication with taxpayers to provide them with tax assistance, applying the tax regulations and using specific computer applications.
- Collaborate in administrative management activities derived from tax management, inspection and collection procedures.
- Take part in the company's working processes, following the rules and instructions established at the workplace.

#### 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work in the tax administration at national, regional or local level, and self-employed or employee for companies that provide services for the public administration. The most pertinent occupations and positions are:

- Tax agent.
- Tax agent in the public administration management departments.
- Tax agent in the public administration inspection departments.
- Tax agent in the public administration collection departments.
- Other support professional for the public administration for inspection, control and similar tasks.
- Tax clerk in the public administration management departments.
- Tax clerk in the public administration inspection departments.
- Tax clerk in the public administration collection departments.
- Tax administration clerk in consultancy companies. Telephone operator in the tax administration agency.

#### 5. OFFICIAL BASIS OF THE CERTIFICATE

##### **Name and status of the national/regional authority providing accreditation/recognition of the certificate**

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

##### **Level of the certificate**

The Professional Certificate Level 3 of the National Repertoire of Professional Certificates corresponds to level 4 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

##### **Grading scale/Pass requirements**

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

##### **Access to next level of education/training**

This Professional Certificate Level 3 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

##### **Legal basis**

Royal Decree 1692/2011 of 18 November, establishing two professional certificates in the professional family Administration and Management, which are included in the National Repertoire of Professional Certificates. (Appendix I, Code: ADGD0110)

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	95	700
Practical training at the workplace	5	40
<b>Total duration of training leading to the certificate</b>		<b>740</b>

### Entry/access requirements:

- *Bachiller* Diploma (upper secondary education); or
- Professional Certificate Level 2 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

**Additional information:** Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: [www.sepe.es](http://www.sepe.es)

National Europass Centre: [www.oapee.es](http://www.oapee.es)

(\*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no 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 is available at: <http://europass.cedefop.eu.int>

## Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

