

NATIONAL-QUALIFICATIONS-FRAMEWORK-FOR-HIGHER EDUCATION-PROGRAM-ADEQUACY RELATION¹

Basic Field Adequacies (Call Center Services)			PROGRAM ADEQUACIES												National Qualifications Framework for Higher Education of Turkey (TYYÇ, 5th Level, Pre-License Education)		
			1	2	3	4	5	6	7	8	9	10	11	12			
KNOWLEDGE	1- Have basic knowledge in the field.		X X	X X											1. Secondary level based on qualifications acquired textbooks containing the updated information in the field of application of theoretical tools and supplies, and other resources supported by the basic level and have practical knowledge	KNOWLEDGE	
SKILLS	1- Have ability using knowledge about call center services field in decision, practice and behavior.				X X	X X	X X						X X		1. Gaining the ability to use an area in the basic theoretical and practical knowledge acquired in the field level in the same area at the same level or a higher level of education	SKILLS	
	2-Have ability of analyze, interpret and evaluation of information about the field.			X X		X X	X X										
COMPETENCIES	Get used to independently and take responsibility.	1-Fulfills the duties and responsibilities given.		X			X X					X		X	1. To conduct independently a study at the basic level about the field 2. Encountered in applications related to the field and to take responsibility as a team member to solve complex and unpredictable problems 3. Able to carry out activities within the framework of a project for the development of employees under the responsibility	Get used to independently and take responsibility	COMPETENCIES
		2- takes responsibility as a team member for encountered in practice or unforeseen problems.			X X		X X					X X					
		3- Take responsibility as a team leader in a project context.			X X	X X	X X							X X			

NATIONAL-QUALIFICATIONS-FRAMEWORK-FOR-HIGHER EDUCATION-PROGRAM-ADEQUACY RELATION (Continue)

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			1	2	3	4	5	6	7	8	9	10	11	12						
COMPETENCIES	Learning Competence	1- Can evaluate acquired knowledge and skills constructive and critically.	X X	X X					X X							1. Basic level of knowledge and skills gained in the field to evaluate critically, identify their learning needs and to meet.	Learning Competence	COMPETENCIES		
		2- Shows that they realize the need of constant learning.							X X	X					X				2. Education to a higher level of education in the same field or to a profession in the same level	
		3- Be open to participation in the program for learning.			X X			X	X X	X										3. Have gained awareness of lifelong learning
COMPETENCIES	Communication and Social Competence	1- Transfers thoughts and suggestions about area related to the acquired knowledge and skills in written and verbal.				X X		X X								1. To transfer basic knowledge and skills at the level of thought that have space-related issues through written and oral communication	Communication and Social Competence	COMPETENCIES		
		2- Is likely to help colleague.			X X		X X					X X							2. To be able to share their thoughts on topics related to the field and an expert for solutions for the problems and people who do not	
		3- Have knowledge of foreign languages in Level of European Language Portfolio A2 (to follow the information in the minimum field and to communicate with colleagues).						X X												3. European Language Portfolio for at least one foreign language to follow the information in the field using the A2 general level and be able to communicate with colleagues
		4- Uses information and communication technologies with the computer software in the basic level of at least European Computer Driving Licence..			X X				X X											
COMPETENCIES	Field Specific Competence	1- Acts according to organization / Institution, business and social ethics.									X X	X X				1. The collection of data related to the field, implementing and publicizing the results of social, scientific, cultural and ethical values have	Field Specific Competence	COMPETENCIES		
		2- Have sufficient awareness about issues of universality of social rights, social justice, quality and cultural values, environmental protection, occupational health and safety.									X X								2. The universality of social rights, social justice, quality and environmental protection, cultural values, have sufficient awareness of occupational health and safety issues	
		3- Is open to change and innovation.			X				X						X					