

**TITLE OF THE DIPLOMA (ES)**  
*Técnico Superior en Administración y Finanzas*  
**TRANSLATED TITLE OF THE DIPLOMA (EN) <sup>(1)</sup>**  
*Higher Technician in Administration and Finance*

(1) This translation has no legal status.

<b>PROFESSIONAL MODULES</b>	
<i>First Course</i>	<i>Second year</i>
<ul style="list-style-type: none"> <li>• Management of Legal and Business Documentation.</li> <li>• Human Resources and Corporate Social Responsibility.</li> <li>• Office automation and information processing.</li> <li>• Integral process of commercial activity.</li> <li>• Communication and customer service.</li> <li>• English.</li> <li>• Professional Training and Guidance.</li> </ul>	<ul style="list-style-type: none"> <li>• Human resources management.</li> <li>• Financial Management.</li> <li>• Accounting and taxation.</li> <li>• Logistics and Commercial Management.</li> <li>• Business Simulation.</li> <li>• Administration and Finance Project.</li> <li>• On the job training.</li> </ul>

## DIPLOMA DESCRIPTION

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

Organizing and executing operations of management and administration in business, work, accounting, tax and financial statements processes of a public or private company, applying the current legislation and quality management protocols, managing information, ensuring customer and/or user satisfaction and acting according to the rules on 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 the organization of Public Administrations established in the Spanish Constitution and in the EU, recognizing organizations, institutions and people that integrate them.
- Periodically updates the 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 the operation of institutions, complying with the applicable civil and commercial law as defined in the guidelines.
- Completes the most common private contracting models in business operations or public trust documents, applying the current legislation and computer resources available for their submission and signing.
- Prepares the documentation required by public agencies regarding the different administrative procedures, complying with the current legislation and guidelines defined.

### “Human Resources and Corporate Social Responsibility”

The holder:

- Characterizes the company as a community of people, distinguishing the ethical implications of its behaviour regarding those involved in it.
- Contrasts the application of the principles of corporate social responsibility in developing policies of companies’ human resources, taking into account their conformity to internationally validated good practices.
- Coordinates information flows of the human resources department through the organization, using personal and social skills in the processes of human resources management.
- Applies administrative procedures relating to the selection of human resources, selecting the most appropriate methods and tools to the policy of each organization.
- Manages 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 the equipment, the applications and the network in optimum performance conditions installing and updating the required hardware and software components.
- Writes alphanumeric texts with an extended keyboard, applying typing techniques.
- Manages file systems, finding and choosing the necessary information with conventional and computing means.
- Prepares worksheets adapted to the needs that arise during the information processing, applying the advanced options.
- Develops text documents using the advanced features of a word processor.
- Uses database management systems adapted to the needs that arise in the administrative information processing, applying advanced options.
- Integrally manages information from different applications and audiovisual archives, using specific software and peripherals.
- Manages e-mail and PDA's, using specific applications.
- Creates multimedia presentations of documents and reports, using specific applications.

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

The holder:

- Determines the assets of the company, analyzing its business activity.
- Integrates accounting regulations and the double-entry method of, analyzing the General Accounting Plan (GAP) in SMEs and the accounting methodology.
- Manages information on taxes affecting or taxing the business activity of the company, choosing and applying the corporate and tax legislation in force.
- Develops and organizes the administrative documentation of sales transactions, relating it to the commercial transactions of the company.
- Determines the 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 the speaker.
- Prepares written documents of professional nature, using 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 for the relationship and service of clients/users.
- Manages inquiries, complaints and claims of potential customers, applying 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 delivered by any media in standard language, accurately interpreting the content of the message.
- Interprets professional information contained in complex 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, relating the language to the purpose of writing.
- Applies professional attitudes and behaviours in communication situations, the describing typical relationships and the features of the country of the foreign language.

### **“Human Resource Management”**

The holder:

- Manages the documentation generated by the recruitment process, applying the current legislation.
- Schedules the administrative tasks related to the amendment, suspension and termination of the employment contract, applying the current legislation and filling in the related documentation.

- Characterizes the administrative obligations of the employer with the Social Security, processing documentation and performing fair calculations.
- Elaborates the documents derived from the remuneration process of human resources and payment obligations pursuant to the regulations in force.

### **“Financial Management”**

The holder:

- Determines financial needs and the optimal economic aid for the company, identifying possible alternatives.
- Classifies financial products and services, analyzing their characteristics and forms of contracting.
- Evaluates products and financial services in the market, performing calculations and preparing appropriate reports.
- Characterizes the type of insurance, analyzing the insurance activity.
- Selects investments in financial or economic assets, analyzing their characteristics and making the appropriate calculations.
- Integrates partial budgets of functional and/or territorial areas of the business/organization, verifying the information contained.

### **“Accounting and Taxation”**

The holder:

- Accounts the accounting events derived from the operations of financial-economic importance of a company in computerized form, complying with the criteria set out in the General Accounting Plan (GAP).
- Processes tax and accounting obligations relating to corporate and personal income taxes, applying current fiscal and commercial regulations.
- Records accounting transactions arising from fiscal year end based on the information and documentation of a complete economic cycle, using the criteria of GAP and current legislation.
- Draws up annual accounts and verifies the procedures to make the r deposit in the Commercial Register, applying the commercial legislation in force.
- Prepares analysis reports on the economic and financial situation and assets of a company, interpreting the statements of accounts.
- Characterizes the audit process in the company, describing its purpose within the Spanish legal framework.

### **“Logistics and Commercial Management”**

The holder:

- Develops procurement plans, analyzing information from different areas of the organization or company.
- Conducts suppliers' selection processes, analyzing the technical conditions and the usual parameters.
- Plans the management of the relation with the suppliers, applying techniques of negotiation and communication.
- Schedules the documentary record and controls of the procurement process, using the mechanisms provided in the program and using computer applications.
- Defines the phases and the operations to be performed within the logistical chain, ensuring the traceability and the quality in the goods tracking process.

### **“Business Simulation”**

The holder:

- Determines the business innovation factors, relating them to the activity of entrepreneurship.
- Selects a business idea, analyzing the market.
- Determines the internal organization of the company, its legal form and the necessary resources, analyzing the alternatives available and the objectives of the project.
- Tests the feasibility of the company through different types of analysis, verifying the different factors that can influence it.
- Manages the documentation required for the startup of a company, verifying the legal procedures and necessary actions involving the completion of the business project.
- Performs the management of the company-project in its different departments.

### **“Project on Administration and Finance”**

The holder:

- Identifies the needs of the production sector, relating them to the relevant 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 the associated documentation.
- Defines the procedures to monitor and to control 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 the 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 Administration and Finance.

## “On the Job Training”

The holder:

- Identifies the structure and the organization of the company, relating them to the type of service provided.
- Applies ethical and work habits in the development of his/her profession, according to the characteristics of the job and company procedures.
- Prepares and processes all types of documents relating to the administrative areas of the company, using different means, equipment and control instruments, according to the procedures of the company and the sector.
- Manages the administrative process of all company areas, proposing lines of approach and monitoring the work of the department he/she manages.

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

The Higher Technician in Administration and Finance works in large, medium and small companies in any sector of activity, particularly in the service sector and Public Administrations, performing administrative tasks in managing and counselling in employment, commercial, tax and accounting areas of these companies and institutions, providing service and support to customers and citizens, doing paperwork with Public Administrations and managing the archive and communication of the company.

The most relevant occupations or jobs are the following:

- Office administrative.
- Commercial administrative.
- Financial administrative.
- Accounting clerk.
- Logistics administrative.
- Banking and insurance administrative.
- HR administrative.
- Administrative in Public Administration.
- Administrative in legal, accounting, labor, fiscal consultancies or administrative agencies.
- Technician in management of collections.
- Responsible for customer service.

## 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: Royal Decree 1584/2011, of 4 November