

## 1. TITLE OF THE CERTIFICATE (DE) (1)

**Abschlussprüfung im staatlich anerkannten Ausbildungsberuf  
Fachkraft für Automaten-service**

(1) in original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)(1)

**Final examination in the state-recognized training occupation  
Dispensing and game machine servicing specialist**

(1) This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCES

- Install and connect ready-to-use dispensing and game machines
- Empty and fill dispensing and game machines
- Monitor and replenish stocks
- Carry out machine account balances
- Inspect currency and goods
- Clean and service machines and replace components
- Conduct machine operation tests
- Identify malfunctions and their causes, document them and remedy them
- Explain to customers how the machines function and how to operate them
- Determine goods and replacement parts requirements
- Conduct information and counselling interviews
- Determine customer behaviour and customer requirements
- Recommend sites for machine types
- Process complaints
- Participate in advertising campaigns
- Apply statutory regulations for installing and operating dispensing and game machines
- Analyse work processes in their own field and improve them

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE (1)

Dispensing and game machine servicing specialists are employed in dispensing and game machine business enterprises, especially in the following fields: Goods, beverage and food dispensers, automated teller machines, ticket dispensers, telephone and time recording machines, and game machines. They can also be employed by such dispensing and game machine operators as transport enterprises, parking garage enterprises, food

(1) if applicable

### (\*) Explanatory notes

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 on transparency is available at: [www.europass.cedefop.eu.int/transparency](http://www.europass.cedefop.eu.int/transparency)

## 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b> Chamber of Industry and Commerce	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Chamber of Industry and Commerce
<b>Level of the certificate (national or international)</b> ISCED 3B	<b>Grading scale / Pass requirements</b> 100-92 points = 1 = excellent 91 - 81 points = 2 = good 80 - 67 points = 3 = average 66 - 50 points = 4 = pass 49 - 30 points = 5 = poor 29 - 0 points = 6 = fail  A total of at least 50 grade points are required to pass the examination.
<b>Access to next level of education / training</b> Dispensing and game machine specialist, electronics technician (without specialism), precision technician	<b>International agreements</b> In the field of vocational training, joint declarations on the comparability of qualifications obtained in the respective vocational training systems have been signed on the basis of bilateral agreements concluded between Germany and France and between Germany and Austria.
<b>Legal basis</b> Ordinance on the Development and Piloting of Vocational Education and Training in the machines sector of 01/08/2008 (Federal Law Gazette, Part I, p 2) Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany, KMK, of 08.11.2007), (Federal Gazette, No 92a of 24.06.2008)	

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Final examination administered by the competent body: <ol style="list-style-type: none"> <li>1. after completion of dual training in a company and at part-time vocational school (normal procedure)</li> <li>2. after retraining in a recognized training occupation</li> <li>3. as an external examination for working people without formal vocational qualifications or persons who have been trained at full-time vocational schools or other vocational training institutions</li> </ol>
<b>Additional information</b>  <b>Entry requirements:</b> Entry requirements are not governed by legislation; as a rule, young people are admitted after completing (nine or ten years of) general education. <b>Duration of training:</b> 2 years. <b>Training in the "dual system":</b> Teaching of the knowledge, skills and competences needed for an occupation is based on the typical requirements of work and business processes and prepares the trainees for a specific job. <b>The training is provided in a company and at part-time vocational school:</b> In the company, the trainees acquire practical skills in a real working environment. On one or two days per week, the trainees attend part-time vocational school, where they are taught general and vocational knowledge related to their training occupation.  <b>More information</b> is available at: <a href="http://www.berufenet.arbeitsagentur.de">www.berufenet.arbeitsagentur.de</a>  <b>National Europass Centre</b> <a href="http://www.europass-info.de">www.europass-info.de</a>