

1. TITLE OF THE CERTIFICATE (DE)

**Zeugnis über die Prüfung zum anerkannten Fortbildungsberuf
Geprüfter Kundenberater/Geprüfte Kundenberaterin im Tischlerhandwerk**

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Certificate on completion of the recognized further training examination for
Certified customer advisor in joinery**

This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES

- Solicit, advise and support customers; settle and obtain contracts in consultation with customers and staff; agree delivery dates and payment conditions; carry out quality assurance measures; handle complaints and support the management in their marketing activities; apply basic communication principles; take account of relevant rules and regulations
- Record customer requirements; draw up proposals for design and construction in cooperation with the customer; design alternative options that meet customer requirements; draw up design plans; take account of design, manufacturing, economic and ecological aspects; use computer-aided presentation media; ensure customized product presentation
- Draw up cost estimates and bids; assume project planning; compile data for order processing; assess company's contract execution capabilities in terms of human and material resources; consider economic aspects; deal with modifications; cooperate with production planning

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

Certified customer advisors in joinery work in furniture making, in companies which produce wooden goods, construction kits or components or in the finishing trade or are self-employed. They receive and implement customer requirements. They perform tasks related to contract acquisition and execution and final acceptance.

(*) 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.cedefop.eu.int/transparency

5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Name and status of the body awarding the certificate Chamber of Industry and Commerce (<i>Industrie- und Handelskammer, IHK</i>)</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate Chamber of Industry and Commerce</p>
<p>Level of the certificate (national or international) ISCED 2011 Level 5 These qualifications are referenced to level 5 of both the German and the European Qualifications Framework (DQR, EQF); see publication of 22 July 2015 (BAnz AT 22.07.2015 p. 4).</p>	<p>Grading scale/Pass requirements (**) 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 The candidate passed all examinations required for the completion of further training.</p>
<p>Access to next level of education and training The further training examination gives access to the next level of qualifications</p> <ul style="list-style-type: none"> • Certified master joiner (<i>Geprüfter Tischlermeister/Geprüfte Tischlermeisterin</i>) • Certified senior commercial clerk under the Crafts Code (<i>Geprüfter Kaufmännischer Fachwirt/Geprüfte Kaufmännische Fachwirtin nach der Handwerksordnung</i>) • Certified initial and continuing training specialist (<i>Geprüfter Aus- und Weiterbildungspädagoge/Geprüfte Aus- und Weiterbildungspädagogin</i>) <p>as well as access to advanced programmes in higher education.</p>	<p>International agreements</p>
<p>Legal basis Regulations governing the recognized further training examination for certified customer advisor in joinery of 6 July 2004 (BGBl. I p. 1482)</p>	

6. OFFICIALLY RECOGNIZED WAYS OF ACQUIRING THE CERTIFICATE

The certificate is acquired by passing the examination administered by the body mentioned in section 5 above. Before sitting the examination, candidates must furnish proof of

1. Successful completion of vocational training for the recognized occupation of joiner, followed by at least one year of practical work or
2. Successful completion of training for another recognized woodworking or wood processing occupation, followed by at least one year of practical work in customer service or
3. Relevant skills and competences.

Additional information

The skills and competences of which proof is to be furnished in the further training examination are usually acquired during many years of practical work and within the framework of education measures. Courses are offered in preparation for the examination; their duration and content are geared to the different specialist and managerial tasks.

Translations of the certificate can be obtained from the body mentioned in section 5 above.

(*)Note

Simplified grading scale; for official grading scale see Sixth Ordinance Amending Further Training Examination Regulations of 9 December 2019 (Federal Law Gazette Part I p. 2153)