



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

**Abschlussprüfung im staatlich anerkannten Ausbildungsberuf  
Fachangestellter für Arbeitsmarktdienstleistungen/ Fachangestellte für  
Arbeitsmarktdienstleistungen**

(1) in original language

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

**Final examination in the state-recognized training occupation Specialist in employment  
services**

(1) This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES

- Record customer requirements and understand the work processes resulting from such requirements; provide information and work autonomously to process complex requirements on the basis of statutory stipulations whilst according due consideration to effectiveness, efficiency and quality standards
- Process applications for cash payments in particular with regard to benefits and basic benefits
- Accord due consideration to general legal conditions in accepting job seeker and unemployment registrations
- Process applications for family welfare benefits
- Provide particular support in the areas of vocational guidance, work placement, case management and for further social services such as childcare, addiction advice and debt counselling
- Support internal services, particularly in the areas of human resources, finances and controlling
- Communicate, cooperate and correspond with customers in a secure, competent and service oriented manner; use intercultural competences
- Manage appointments for customers and employees
- Use information and communications systems and inform customers about their use
- Accord due consideration to data protection and data security.

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

Specialists in employment services mainly work for employment agencies, for joint institutions set up by local government and employment agencies, for authorised providers or for family insurance funds. They are deployed in customer care and in internal services.

(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

<p><b>Name and status of the body awarding the certificate</b></p> <p>competent bodies for vocational training in the civil service</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p>competent bodies for vocational training in the civil service</p>
<p><b>Level of the certificate (national or international)</b></p> <p>ISCED 3B German Qualifications Framework (DQR) level 4 (alignment is preliminary pursuant to "German Qualifications Framework for Lifelong Learning" - German EQF - Referencing report of 15 November 2012). Published by: Federal Ministry of Education and Research (BMBF), Berlin and Bonn; Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany (Conference of the Ministers of Education and Cultural Affairs - KMK), Berlin)</p>	<p><b>Grading scale / Pass requirements</b></p> <p>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</p> <p>A total of at least 50 grade points are required to pass the examination.</p>
<p><b>Access to next level of education / training</b></p> <p>Local government: degree in public administration Federal Employment Agency: advancement to skilled worker level (previously known as "higher grade") without requirement to sit an examination</p>	<p><b>International agreements</b></p> <p>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.</p>
<p><b>Legal basis</b></p> <p>Ordinance on Initial Vocational Education and Training in the Occupation of Specialist in employment services of 05/24/2012 (Federal Law Gazette, Part I, p 1206) Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany, KMK, of 22.03.2012)</p>	

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

<p>Final examination administered by the competent body:</p> <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>
<p><b>Additional information</b></p> <p><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.</p> <p><b>Duration of training:</b> 3 years.</p> <p><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.</p> <p><b>More information</b> is available at: <a href="http://www.berufenet.arbeitsagentur.de">www.berufenet.arbeitsagentur.de</a></p> <p><b>National Europass Centre</b> <a href="http://www.europass-info.de">www.europass-info.de</a></p>