

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

**Abschlussprüfung im staatlich anerkannten Ausbildungsberuf
Kaufmann im Einzelhandel/ Kauffrau im Einzelhandel**

(1) in original language

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

**Final examination in the state-recognized training occupation Management assistant for
retail services**

(1) This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES

- Offer and sell goods and services
- Use product knowledge to inform and advise customers and provide service, including in a foreign language
- Operate the till, calculate till balances and process payment transactions
- Assist in planning product ranges, determine product requirements, procure goods
- Arrange and display goods in the sales area
- Assist with advertising measures
- Check and maintain product stocks, assist in accepting and checking goods
- Assist with logistics processes at the company, label and store goods
- Assist with the implementation of a multi-channel strategy
- Evaluate key indicators and statistics for performance monitoring purposes
- Assist with the planning and organisation of work processes
- Plan human resources deployment in own field of activity
- Work as part of a team and in a customer and process-oriented manner
- Use information and communication technology systems
- Take sustainability aspects into account, Management assistants for retail services are in possession of more specialist skills in one of the areas of ensuring availability of goods, advising customers, cash desk system data, customer service, and advertising and sales promotion., They also have more specialist skills in three of the areas of advising customers in complex situations, procurement of goods, stock monitoring and commercial management and control, marketing measures, e-commerce, staff management and development, and preparation for entrepreneurial self-employment.

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

Management assistants for retail services work in trade enterprises of different sizes, of varying types and with different assortments of goods, or may run a business of their own. Sales activities form one of the focal points of the commercial tasks they perform. They also control product and data flow in assisted-service and self-service enterprises.

(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

5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Name and status of the body awarding the certificate</p> <p>Chamber of Industry and Commerce</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate</p> <p>Chamber of Industry and Commerce</p>
<p>Level of the certificate (national or international)</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>Grading scale / Pass requirements</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>Access to next level of education / training</p> <p>Certified senior trade specialist, certified senior clerk for retail sales, certified senior clerk in marketing, certified senior clerk in procurement, certified specialist commercial clerk for human resources</p>	<p>International agreements</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>Legal basis Ordinance on Initial Vocational Education and Training in the Occupation of Management assistant for retail services of 03/13/2017 (Federal Law Gazette, Part I, p 458) Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany, KMK, of 16.09.2016), (Federal Gazette, No AT 01.09.2017 B1 of 01.09.2017) amendment ordinance of 01.06.2017 (Federal Law Gazette, Part I, p 1503)</p>	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

<p>Final examination administered by the competent body:</p> <ol style="list-style-type: none"> 1. after completion of dual training in a company and at part-time vocational school (normal procedure) 2. after retraining in a recognized training occupation 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
<p>Additional information</p> <p>Entry requirements: 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>Duration of training: 3 years.</p> <p>Training in the "dual system": 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. The training is provided in a company and at part-time vocational school: 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>More information is available at: www.berufenet.arbeitsagentur.de</p> <p>National Europass Centre www.europass-info.de</p>