

Advanced training profile

Certified senior business clerk in human resources services

1. Fields of employment and tasks

Certified senior business clerks in human resources services work on an employment or self-employment basis in human resources services companies and in relevant organisational units in other companies. They assume autonomous responsibility for typical tasks within the human resources sector as a matter of course, particularly personnel procurement, personnel advisory, sales management, personnel management and business administration management tasks, and function mainly at an operational level. They are able to plan, monitor and manage processes along the value-added chain and represent a company externally.

They possess the following individual capabilities:

- analyse market developments and infer business consequences;
- acquire customers, register customers' human resources requirements and develop appropriate offers;
- draw up staff potential analyses and human resources requirements analyses and plan and manage personnel acquisition, training and development processes;
- manage staff and conflicts;
- develop new products in the human resources services sector and structure organisational changes and flexibilisation with regard to staff;
- evaluate human resources services circumstances on the basis of macro-economic, micro-economic and legal contexts and develop business steps to be actioned;
- structure internal and external company communication and public relations work and
- evaluate processes within the company with regard to quality.

2. Vocational qualifications

Certified senior business clerks in human resources services have knowledge, skills and experience which they have normally acquired via relevant vocational education and training and occupational experience. In order to carry out the tasks described above, they have skills and occupational experience in the following areas:

- analysis of markets and opportunities;
- selection and further development of human resources services;
- customer acquisition and expansion of cooperation with customers;
- personnel acquisition and retention;
- staffing, order monitoring and follow-up;
- staff management and development;
- company management, process monitoring and performance evaluation.

3. Evidence of qualifications

Certified senior business clerks in human resources services have proved that they are in possession of the skills described in Paragraph 2 above by sitting an examination held under public law pursuant to a Legal Directive issued by the Federal Government on 23 July 2010 (Federal Law Gazette Part I, No. 39, pp.1035-1038). A certificate is issued to record that the examination has been passed.

4. Admission requirements

In order to be admitted to the examination for certified senior business clerk in human resources services, candidates must demonstrate that they have successfully completed a three-year course of vocational education and training in a recognised training occupation within the human resources services sector and must further demonstrate at least one year's occupational practice in a company within the human resources services sector or a comparable qualification. Candidates are also admitted to the examination if they have successfully completed the final examination in another recognised training occupation and are able to demonstrate at least two years' subsequent relevant occupational practice or at least five years' relevant occupational practice.

Training measures are offered to enable candidates to prepare for the examination. The duration of such training measures is based on the differentiated functional and management tasks.