

## 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 (m/f)**

(1) This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCES

- Sell goods and services
- Use product knowledge to Inform and advise customers and provide service
- Operate the till and calculate the till balance
- Assist in developing the product range
- Arrange and present goods in the sales area
- Assist with sales promotion activities
- Check and maintain product stocks, Assist in accepting and checking goods
- Label and store goods
- Determine product requirements, Procure goods
- Assist with the company's logistics processes
- Evaluate key indicators and statistics to monitor success and use this information to develop measures
- Assist in the planning and organisation of work processes
- Plan human resources deployment in own field of activity
- Work as part of a team, work in a customer and process-oriented way and use customer service skills
- Use information and communication technology systems.

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

Management assistants for retail services work in trade enterprises of different sizes, types and goods assortments, or may run a business of their own. Sales activities form the focal point of the commercial tasks they perform. They also control product and data flow in assisted-service and self-service enterprises. Further areas of activity include product management, product range development, marketing, trade logistics, procurement and acceptance of products, accounting, human resources management, controlling and e-commerce.

(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>Chamber of Industry and Commerce</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p>Chamber of Industry and Commerce</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>Certified senior commercial clerk, certified commercial assistant, specialised administrative assistant for procurement and logistics, business economist (state certified) in furniture, woodworking, textiles, chemists' products/hardware, trade economist, certified advisor in various areas, certified controller, certified management accountant</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 Vocational Education and Training in the retail trade in the training occupations of sales assistant for retail services and management assistant for retail services of 03/24/2009 (Federal Law Gazette, Part I, p 671) Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany, KMK, of 17.06.2004), (Federal Gazette, No 208a of 03.11.2004)</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>