

1. TITLE OF THE CERTIFICATE (DE) ⁽¹⁾

Lehrabschlussprüfungszeugnis Pharmazeutisch-kaufmännische Assistenz

⁽¹⁾ in original language

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

Certificate of Apprenticeship "Pharmaceutical Trade Assistance" (f/m)

⁽²⁾ This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES
Specialist areas of competence:
Goods management

The pharmaceutical trade assistant handles various tasks in the field of goods management and communicates with people inside and outside the company. In this way he/she determines the demand for goods, checks order proposals and orders the goods. The pharmaceutical trade assistant receives goods, assists in the acceptance of narcotics and takes appropriate measures in the event of defective deliveries. In addition, he/she stores the products properly while taking into account product-specific storage and safety regulations and checks stocks for correctness and saleability.

Sales and advice

The pharmaceutical trade assistant supports pharmacists in sales, identifies customer needs and advises customers according to their expectations and wishes and on the basis of his/her specialised knowledge in the areas of medicines and chemicals as well as health, nutrition and cosmetics. In doing so, he/she observes his/her dispensing competence as well as the respective dispensing regulations and can handle (doctor's) prescriptions professionally. The pharmaceutical trade assistant advises customers on health-related factors and issues, on practical approaches to maintaining health and on disease prevention and treatment, for example. He/she informs clients about the services offered and also carries them out (e.g. blood pressure measurement). The pharmaceutical trade assistant also processes payments and determines the daily turnover. He/she answers customer enquiries and processes customer orders. He/she deals with complaints and claims competently. He/she forwards customer enquiries that go beyond his/her area of competence to the pharmacist or refers customers to the doctor.

Laboratory technology

The pharmaceutical trade assistant assists pharmacists in the production of standard pharmacy dosage forms, bottled goods and magistral preparations. These include in particular tea mixtures, solutions, ointments, pastes, gels, capsules, drops, syrups, suspensions, tinctures, suppositories, powder mixtures and eye drops. As part of the production process, he/she carries out laboratory work steps, makes elaboration records, prepares production records and documents the laboratory work. The pharmaceutical trade assistant participates in in-process controls and the preparation of test reports. After completing the preparation, he/she fills or packs it into suitable storage and dispensing containers, taking into account cleanliness and hygiene, and labels and tags them properly.

Marketing

The pharmaceutical trade assistant works on various tasks while implementing operational marketing measures based on the fundamentals of marketing. For example, he/she prepares the product range for sale, labels products and manages shelves. He/she presents the company's product range in compliance with legal requirements. For this, he/she positions articles attractively and designs presentations to suit sales. He/she keeps up to date with trends in the entire product range.

Business accounting

The pharmaceutical trade assistant carries out work in business accounting on the basis of his/her knowledge of the individual sub-areas of accounting. In bookkeeping, this includes the organisation of supporting documents and checking supporting documents. As part of cost accounting, he/she calculates health insurance and pharmacy retail prices, taking into account the recommended retail price for drugs and the lists of goods. He/she also participates in operational payment transactions and records statistical key figures. The pharmaceutical trade assistant carries out the settlement with health insurance institutions and calculates the expected transfer amount of the general salary fund of Austrian pharmacists taking into account the monthly settlement with the health insurance funds.

Interdisciplinary areas of competence:

Working in an operational and professional environment

The pharmaceutical trade assistant carries out his/her activities efficiently within the scope of the operational range of services, taking into account business management as well as ecological contexts. He/she acts within the operational structure and process organisation in a self-competent and socially and methodically competent manner and handles the tasks assigned to him/her in a solution-oriented manner and in accordance with the situation on the basis of his/her understanding of entrepreneurial thinking. Furthermore he/she communicates in a target group-oriented manner, in a way appropriate for the profession including in English, and acts in a customer-oriented manner.

Quality oriented, safe and sustainable work

The pharmaceutical trade assistant applies the principles of operational quality management and is involved in the further development of operational standards. He/she reflects on his/her own approach and uses the knowledge gained in his/her area of responsibility. The pharmaceutical trade assistant observes the legal and operational regulations for his/her personal safety and health at work and acts appropriately in the event of accidents and injuries. He/she correctly applies operational health and hygiene standards. He/she implements the necessary measures in the area of personal hygiene as well as occupation and company-specific hygiene. Within the scope of his/her area of responsibility he/she takes into account significant ecological impacts of his/her activities and therefore acts in a sustainable and resource-conserving manner.

Digital work

The pharmaceutical trade assistant selects and makes efficient use of the most appropriate digital equipment, operational software and digital forms of communication for his/her tasks within the framework of the legal and operational requirements. He/she digitally procures the internal and external information required for handling tasks. The pharmaceutical trade assistant acts purposefully and responsibly on the basis of his/her digital competence. This includes, in particular, the sensitive and secure handling of data taking into account operational and legal requirements (e.g. the General Data Protection Regulation).

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽³⁾

Range of occupations:

Employment including in pharmacies, hospital pharmacies, pharmaceutical wholesalers and public health care facilities

⁽³⁾ if applicable

(*) Explanatory note

This document has been developed with a view to providing additional information on individual certificates; it has no legal effect in its own right. These explanatory notes refer to the Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass).

More information on Europass is available at: <http://europass.cedefop.europa.eu> or www.europass.at

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate	Name and status of the national/regional authority providing accreditation/recognition of the certificate
Lehrlingsstelle der Wirtschaftskammer (Apprenticeship Office of the Economic Chamber; for the address, see certificate)	Bundesministerium für Arbeit und Wirtschaft (Federal Ministry of Labour and Economy)
Level of the certificate (national or international)	Grading scale / Pass requirements
NQF/EQF 4 ISCED 35	Overall performance: Pass with Distinction Good Pass Pass Fail
Access to next level of education/training	International agreements
Access to the <i>Berufsreifeprüfung</i> (i.e. certificate providing university access for skilled workers) or a vocational college for people under employment. Access to relevant courses at a <i>Fachhochschule</i> (i.e. university level study programme of at least three years' duration with vocational-technical orientation); additional examinations must be taken if the educational objective of the respective course requires it.	Between Germany, Hungary, South Tyrol and Austria, international agreements on the mutual automatic recognition of apprenticeship-leave examinations and other vocational qualifications have been concluded. Information on equivalent apprenticeship occupations can be obtained from the Federal Ministry of Labour and Economy.

Legal basis

1. Training Regulation for Pharmaceutical Trade Assistance BGBl. II (Federal Law Gazette) No. 337/2021 (company-based training)
2. Curriculum framework (education at the vocational school for apprentices)
3. The present apprenticeship trade replaces the apprenticeship trade Pharmaceutical Trade Assistance (Training and Examination Regulation BGBl. II (Federal Law Gazette) No. 137/2014), which expired as of 31 of July 2021.

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

1. Training in the framework of the given Training Regulation for Pharmaceutical Trade Assistance and of the curriculum of the vocational school for apprentices. Admission to the final apprenticeship examination upon completion of the apprenticeship period specified for the apprenticeship trade concerned. The final apprenticeship examination aims to establish whether the apprentice has acquired the skills and competences required for the respective apprenticeship trade and is able to carry out the activities particular to the learned trade herself/himself in an appropriate manner.
2. Admission to the final apprenticeship examination in accordance with Article 23 (5) of the *Berufsausbildungsgesetz* (Vocational Training Act). An applicant for an examination is entitled to sit the final apprenticeship examination without completing a formal apprenticeship training if she/he has reached 18 years of age and is able to prove acquisition of the required skills and competences by means of a relevant practical or an on-the-job training activity of appropriate length, by attending relevant courses etc.

Additional information:

Entry requirements: successful completion of 9 years of compulsory schooling

Duration of training: 3 years

Enterprise-based training: Enterprise-based training comprises $\frac{4}{5}$ of the entire duration of the training and focuses on the provision of job-specific skills and competences according to Article 3 of the Training Regulation, BGBl. II (Federal Law Gazette) No. 337/2021, enabling the apprentice to exercise qualified activities as defined by the profile of skills and competences specified above (cf. job profile).

Education at vocational school: School-based education comprises $\frac{1}{5}$ of the entire duration of the training. The vocational school for apprentices has the tasks of imparting to apprentices the basic theoretical knowledge, of supplementing their enterprise-based training and of widening their general education in the framework of subject-oriented part-time instruction.

More information (including a description of the national qualification system) is available at:
www.zeugnisinfo.at and www.edusystem.at

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