

1. TITLE OF THE CERTIFICATE (DE) ⁽¹⁾
Höhere Berufsqualifikation „Sales Expert in Retail“
⁽¹⁾ in original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN) ⁽²⁾
Extended Professional Qualification “Sales Expert in Retail”
⁽²⁾ This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES
Holders of the Extended Professional Qualification in Sales Expert in Retail are able to • implement operational processes and ensure their execution and compliance within the team, • ensure personal safety and goods security in accordance with legal requirements, • plan the budget for the department and justify it to management, • analyse key business figures, draw conclusions and implement appropriate measures or recommend them to management where necessary, • ensure compliance with workforce-related key figures and, in consultation with management, take suitable counter measures when deviations from these values occur, • check complaints and claims from both external and internal sources and develop goal-oriented solutions, • evaluate operational processes in terms of practicality and efficiency and communicate feasible proposals for optimisation to management, • participate responsibly in the achievement of company objectives by taking effective leadership and organisational measures within their department, • regularly report to the branch management on performance within their department and on any challenges encountered, • plan staff deployment in compliance with fundamental labour law regulations and coordinate personnel adjustments with management or participate responsibly in their implementation, • coordinate and lead a team of employees (including apprentices) in compliance with legal regulations, • train and instruct employees in product knowledge, sales strategies and service quality, • conduct employee performance reviews and implement or recommend to management suitable staff development measures based on performance evaluations, • order goods according to demand while considering inventory levels and seasonal factors, ensure incoming goods inspections are carried out and take appropriate measures where necessary, • present goods attractively and in a way that encourages sales, or ensure the goods are presented by the department team, • ensure the proper storage of goods to maintain quality standards, • conduct inventory counts and coordinate the resulting follow-up actions and • advise customers on complex goods-specific matters and individual concerns, offering suitable solutions.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽³⁾
Holders of the Extended Professional Qualification in Sales Expert in Retail can use this qualification to work in all sectors of brick-and-mortar retail (e.g. furniture retail, pharmacy retail, building materials retail, food retail).
⁽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 The qualification certificate is issued by the higher VET validation and examination centres authorised to issue qualifications for the subject matter (a list of these centres can be downloaded from the Federal Ministry for Economy, Energy and Tourism BMWET website).	Name and status of the national/regional authority providing accreditation/recognition of the certificate Bundesministerium für Wirtschaft, Energie und Tourismus (Federal Ministry for Economy, Energy and Tourism)
Level of the certificate (national or international) NQF/EQF 5	Grading scale / Pass requirements Overall performance: Passed Failed The exam is considered “passed” if at least 60% of the total points are achieved. In the event of a negative assessment, it is possible to retake the oral examination six weeks after the last examination date at the earliest.
Access to next level of education/training ---	International agreements ---
Legal basis Regulation of the Extended Board of the Austrian Federal Economic Chamber concerning the introduction and acquisition of the Extended Professional Qualification “Sales Expert in Retail” (Sales Expert – Validation and Examination Regulation)	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE
Approval for examination and validation in accordance with Section 2 of Sales Expert – Validation and Examination Regulation: Admission to the final examination can be obtained through one of three options: • Option 1: A qualification-related certificate assigned to at least NQF Level 4 AND at least two years of subsequent professional experience in the retail sector, working an average of at least three days per week • Option 2: A non-qualification-related certificate assigned to at least NQF Level 4 AND at least three years of subsequent professional experience in the retail sector, working an average of at least three days per week • Option 3: Completion of at least five years of professional experience in the retail sector, working an average of at least three days per week
Additional information: Qualifications: Graduates are entitled to use the title “Extended Professional Qualification” in private and business correspondence. Further information on higher vocational education and training: https://www.bmwet.gv.at/Themen/Lehre-und-Berufsausbildung/HBB-Gesetz.html More information (including a description of the national qualification system) is available at: www.zeugnisinfo.at and www.edusystem.at National Europass Centre: europass@oead.at Ebendorferstraße 7, A-1010 Vienna; Tel. + 43 1 53408-684