

1. TITLE OF THE CERTIFICATE (DE) ⁽¹⁾

Lehrabschlussprüfungszeugnis Drogist/Drogistin

⁽¹⁾ in original language

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

Certificate of Apprenticeship “Non-dispensing Chemist” (f/m)

⁽²⁾ This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES
Specialist areas of competence:
Sales and advice

The non-dispensing chemist identifies customer needs and advises customers, if necessary, while taking into account special dispensing regulations according to their expectations and wishes and on the basis of his/her networked expertise on different product ranges, for example in the areas of health care, medicines, medicinal herbs, food supplements, cosmetics, chemicals, plant protection agents, biocides and household items. He/she presents suitable products on the basis of the ascertained customer needs and provides information about their properties, possible uses, etc. in personal conversations, in writing or with digital media. The non-dispensing chemist uses digital equipment and applications for research, advice and sales processing as required. He/she also processes payments and determines the daily turnover. The non-dispensing chemist answers customer enquiries and processes customer orders. He/she deals with complaints and claims competently.

Marketing and e-commerce

The non-dispensing chemist has basic knowledge in the fields of marketing and e-commerce and handles various tasks in order to carry out company marketing measures (e.g. advertising, sales promotion). In this way he/she prepares the product range for sale. The non-dispensing chemist 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.

Purchasing and product management

The non-dispensing chemist has knowledge of procurement, handles various tasks in this area and communicates with people inside and outside the company in the process. In this way, he/she determines the demand for goods, makes a justified preselection and orders the goods. The non-dispensing chemist receives goods and carries out identity checks on medicines authorised for sale in the pharmacy. He/she checks invoices and takes appropriate action in the event of defective deliveries. In addition, he/she stores the products while taking into account product-specific storage regulations and checks stocks for correctness and saleability.

Administration

The non-dispensing chemist carries out various tasks as part of operational administration. This includes, in particular, document processing, where he/she checks documents for accuracy and completeness and files or forwards them in accordance with operational requirements. The non-dispensing chemist uses the equipment in his/her work area competently and in accordance with company regulations.

Interdisciplinary areas of competence:
Working in an operational and professional environment

The non-dispensing chemist has basic knowledge of the operational range of services and business management and ecological contexts in order to organise and carry out his/her activities efficiently. 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 non-dispensing chemist 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 non-dispensing chemist 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. 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 non-dispensing chemist 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 non-dispensing chemist 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, small and medium-sized businesses in pharmacy retail, pharmacy chains, in drug wholesalers (pharmacy goods wholesalers) and in the chemical or pharmaceutical industry

⁽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 Lehrlingsstelle der Wirtschaftskammer (Apprenticeship Office of the Economic Chamber; for the address, see certificate)	Name and status of the national/regional authority providing accreditation/recognition of the certificate Bundesministerium für Arbeit und Wirtschaft (Federal Ministry of Labour and Economy)
Level of the certificate (national or international) NQF/EQF 4 ISCED 35	Grading scale / Pass requirements Overall performance: Pass with Distinction Good Pass Pass Fail
Access to next level of education/training 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.	International agreements 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 Non-dispensing Chemist BGBl. II (Federal Law Gazette) No. 335/2021 (company-based training) 2. Curriculum framework (education at the vocational school for apprentices) 3. The present apprenticeship trade replaces the apprenticeship trade Non-dispensing Chemist (Training and Examination Regulation BGBl. II (Federal Law Gazette) No. 142/2011, 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 Non-dispensing Chemist 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 <i>Berufsausbildungsgesetz</i> (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. 335/2021, 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 National Europass Center: europass@oead.at

