

1. TITLE OF THE CERTIFICATE (DE) ⁽¹⁾

**Lehrabschlussprüfungszeugnis Immobilienkaufmann/Immobilienkauffrau –
Schwerpunkt Verwalter**

⁽¹⁾ in original language

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

**Certificate of Apprenticeship 'Real Estate Agency Assistant Specialising in
Management' (f/m)**

⁽²⁾ This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES

Specialist areas of competence:

Foundations of the real estate industry

The real estate agency assistant has relevant basic knowledge of civil law, land register law, tenancy law, residential property law, consumer protection law as well as tax and duty law in order to be able to carry out his/her tasks competently. He/she has basic knowledge of building technology in order to be able to advise his/her (potential) customers accordingly and to commission external companies/tradespeople professionally. In addition, the real estate agency assistant can obtain information such as land register extracts, property plans and manage them in the form of (digital) files.

Office management

The real estate agency assistant fulfils a variety of tasks within the scope of operational communication. This includes, in particular, letter or e-mail correspondence, where he/she takes care of the text design in accordance with internal specifications (e.g. corporate design). The real estate agency assistant undertakes schedule management and organises discussions and meetings. He/she determines the need for office supplies, participates in the ordering of goods, accepts the goods and checks the invoices. The real estate agency assistant also handles the incoming and outgoing mail. He/she uses the equipment of his/her work area competently. The real estate agency assistant deals with complaints and claims professionally.

Marketing

The real estate agency assistant has knowledge of marketing and participates in the design of operational communication media (e.g. newsletters, direct mailings, press releases, social media contributions/articles) based on this knowledge: For example, he/she creates short texts or edits text modules and undertakes formatting and design work. In addition, he/she works on the training company's external image.

Operational accounting

The real estate agency assistant carries out work in operational accounting on the basis of his/her knowledge in the individual sub-areas of accounting. In bookkeeping, this includes organisation of supporting documents and the checking of supporting documents. He/she is also involved in operational payment transactions. In addition, the real estate agency assistant carries out tasks within the scope of data preparation (working with statistics).

Specialised technical area of competence:

Real estate management

The real estate agency assistant specialising in management has relevant basic knowledge of the law on non-profit housing in order to carry out his/her tasks competently. The real estate agency assistant oversees real estate by answering enquiries from owners, tenants/leaseholders, etc. in a professional manner and keeping owners and tenants/leaseholders up to date on all developments. He/she plans the owners' meetings, convenes them and participates in holding them and in follow-up activities: He/she prepares the documents, sends out invitations, checks that there is a quorum, takes the minutes, obtains offers for measures decided upon and sends or displays information. The real estate agency assistant cooperates in the conclusion and termination of tenancy/leasing relationships, in the event of a change of ownership, as well as in the initiation of collection proceedings in court, in court terminations and in payment and eviction actions. To look after properties, he/she organises property management, measures to establish or maintain property security and maintenance of the property. The real estate agency assistant also has relevant basic knowledge of insurance law in order to handle insurance claims professionally. He/she works on settlements for tenancy/leasing relationships and ownership of residential apartments

by being responsible for the management of supporting documents of the individual management properties, carrying out simple calculations, preparing and sending the settlements and handling payment transactions.

Interdisciplinary areas of competence:

Working in an operational and professional environment

The real estate agency assistant has basic knowledge of the operational range of services and of business, economic and ecological connections in order to organise and carry out his/her activities efficiently and sustainably and in line with the interests of the workplace in terms of intrapreneurship. He/she acts self-competently, socially and methodically within the operational structure and process organisation and works on the tasks assigned to him/her in a solution-oriented manner appropriate to the situation. In addition, he/she communicates in a manner appropriate to the target group, also in English to suit the job, and acts in a customer-oriented manner.

Quality oriented, safe and sustainable work

The real estate agency 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 from this in his/her area of responsibility. The real estate agency 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. Within the scope of his/her area of responsibility, he/she considers significant ecological effects of his/her activity and therefore acts in a sustainable and resource-saving manner.

Digital work

The real estate agency assistant selects and efficiently uses the most suitable 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 obtains the internal and external information necessary for the processing of tasks. The real estate agency assistant acts purposefully and responsibly based on his/her digital competence. This includes in particular the sensitive and secure handling of data in compliance with legal and operational requirements (e.g. General Data Protection Regulation).

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

Range of occupations:

Employment including at property and building management companies, real estate trustees, banks and other credit and insurance companies

⁽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 transparency 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 real estate agency assistant BGBl. II (Federal Law Gazette) No. 61/2020 (company-based training), examination regulation of the commercial-administrative apprenticeship occupations BGBl. II (Federal Law Gazette) No. II 203/2021 2. Curriculum framework (education at the vocational school for apprentices) 3. The present apprenticeship trade replaces the apprenticeship trade for real estate agency assistant (training regulation BGBl. II [Federal Law Gazette] No. 10/2004), which expired as of 30.04.2020.	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE
1. Training in the framework of the given training regulation for real estate agency assistant 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 2 of the training regulation, BGBl. II (Federal Law Gazette) No. 61/2020, enabling the apprentice to exercise qualified activities as defined by the profile of skills and competences specified above. 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 Ebendorferstraße 7, A-1010 Wien; Tel. + 43 1 53408-684