

1. TITLE OF THE CERTIFICATE (DE) ⁽¹⁾

Lehrabschlussprüfungszeugnis Großhandelskaufmann/Großhandelskauffrau

⁽¹⁾ in original language

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

Certificate of Apprenticeship 'Wholesale Trader' (f/m)

⁽²⁾ This translation has no legal status.

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

The wholesale trader carries out a variety of tasks in purchasing on the basis of his/her knowledge of operational purchasing processes. His/her tasks include market observation and analysis, market research, purchase planning, management of supplier data or negotiations with suppliers and obtaining offers as well as comparing and evaluating them. Carrying out purchase orders, determining or monitoring delivery dates and checking order confirmations also fall within his/her area of responsibility. When carrying out his/her tasks, he/she takes into account fundamental legal provisions (e.g. regarding the formation and fulfilment of (purchase) agreements, warranty and guarantee).

Logistics

The wholesale trader has extensive knowledge of the operational flow of goods. He/she can receive and accept articles, compares deliveries with orders and carries out quantity or quality checks on incoming articles. In case of delays in delivery and defective deliveries, the wholesale trader takes measures in accordance with the legal and operational requirements. He/she also stores goods, taking into account the storage conditions required for the articles. He/she also monitors or manages stocks. If the wholesale trader detects defects in stored articles, he/she takes measures in accordance with operational requirements. The wholesale trader also participates in stocktaking. He/she knows the processes to be carried out when dispatching goods and is able to pick articles but also to handle transport damage.

Advice and sales

The wholesale trader has extensive knowledge of the articles in his/her area of responsibility and has an overview of the workplace's product range. He/she places articles to promote sales and decides on pricing. Based on his/her knowledge of the relevant factors for pricing, the wholesale trader is able to assist in the calculation of sales prices. He/she answers customer enquiries in compliance with operational requirements. After identifying their needs, he/she advises customers on the workplace's products and services. The wholesale trader conducts sales talks and submits offers to customers. In addition, he/she processes purchase orders or other orders according to operational requirements and contributes to customer loyalty. If complaints and claims are received from customers, he/she accepts them and processes them in accordance with the legal requirements and the usual procedures in the industry and workplace. The wholesale trader processes payment transactions with the cash register system, taking into account the operational requirements. In doing so, he/she complies with the security measures associated with monetary transactions. For special situations at the cash register (e.g. change complaints or returns) he/she takes the operational requirements into account. He/she also balances the cash account. The wholesale trader complies with the operational measures to prevent shoplifting and in a theft situation is able to behave in accordance with the law and the operational requirements.

Marketing

The wholesale trader has knowledge of marketing. He/she knows the operational marketing measures and implements various sales-promoting measures within the framework of the operational requirements. This is also based on his/her knowledge of customer classification.

Operational accounting

The wholesale trader carries out work in operational accounting on the basis of his/her knowledge of the tasks of operational accounting, of the operational procedures for determining success and of operational payment transactions. He/she participates in the operational document flow (e.g. by checking supporting documents for correctness and completeness) and issues invoices. He/she is also able to interpret key figures and statistics (e.g. warehouse key figures, sales key figures). The wholesale trader has knowledge of the composition of operating costs and their effects on the economic success of the workplace and is able to implement appropriate measures within the framework of the operational requirements.

Office management

Within the scope of his/her work, the wholesale trader competently uses the operational equipment of his/her area of work. He/she complies with operational communication guidelines and is able to give and obtain written and oral information. When designing documents, he/she also adheres to the operational requirements (e.g. corporate design).

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

The wholesale trader has basic knowledge of the importance of wholesale, 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. 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 based on his/her understanding of intrapreneurship. In addition, he/she communicates in a manner appropriate to the target group, and acts in a customer-oriented manner.

Quality oriented, safe and sustainable work

The wholesale trader 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 wholesale trader 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 wholesale trader 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 wholesale trader 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 in wholesale companies with a wide range of products (e.g. electronics, medicines, iron and hardware goods, food, beverages)

⁽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 wholesale trader BGBl. II (Federal Law Gazette) No. 57/2020 (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 wholesale trader (training regulation BGBl. II [Federal Law Gazette] No. 8/2004), 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 wholesale trader 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. 57/2020, 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