

1. TITLE OF THE CERTIFICATE (DE) ⁽¹⁾
Lehrabschlussprüfungszeugnis Industriekaufmann/Industriekauffrau
⁽¹⁾ in original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN) ⁽²⁾
Certificate of Apprenticeship 'Industry Office Assistant' (f/m)
⁽²⁾ This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES
<p>Specialist areas of competence:</p> <p>Purchasing The industry office assistant has knowledge of procurement, works on tasks in this area and communicates with people inside and outside the workplace. He/she participates in the assessment and selection of raw materials and supplies to be ordered, obtains offers and participates in price negotiations. He/she also checks and implements orders. He/she takes appropriate measures in case of defective deliveries and services.</p> <p>Logistics (storage and shipping) The industry office assistant carries out work in logistics on the basis of his/her knowledge of the operational storage and handling organisation as well as the storage requirements and handling of various goods. This includes stocktaking and the creation of purchase requisitions. He/she also checks order confirmations and takes appropriate action in the event of deviations. In addition he/she participates in the planning and organisation of transport orders and coordinates partners in the distribution sector.</p> <p>Marketing and sales The industry office assistant has knowledge of marketing and works on the workplace's external image and in the preparation and/or follow-up of events on the basis of this knowledge. In addition, he/she carries out various tasks related to sales. This includes, for instance, activities such as processing customer enquiries, accepting and checking orders and issuing the corresponding documents. He/she deals with complaints and claims competently.</p> <p>Finance The industry office assistant carries out work in operational accounting on the basis of his/her knowledge in the individual sub-areas of accounting. This includes checking supporting documents for correctness and completeness and preparing the usual operational supporting documents for posting. He/she is also involved in operational payment transactions. The industry office assistant checks invoices and prepares payments with consideration of possible price reductions. The industry office assistant is able to estimate costs and act in a cost-conscious manner in accordance with the budget requirements. He/she allocates costs to cost centres and identifies types of costs.</p> <p>Personnel The industry office assistant carries out tasks within the scope of personnel administration. This includes, for example, time recording, creating personnel files and issuing time confirmations. On the basis of his/her knowledge in the field of operational personnel development, he/she carries out tasks within the framework of the development and further training of staff (e.g. the organisational handling of the training organisation). In addition, he/she carries out coordination tasks and communicates with employees.</p> <p>Production The industry office assistant has knowledge of the operational production processes and carries out tasks within the scope of production planning as well as work preparation and/or planning. This includes, for example, the recording of key production figures, the evaluation of productivity hours or cooperation in materials management.</p> <p>Office management The industry office assistant fulfils a variety of tasks within the scope of operational communication. This includes letter and e-mail correspondence, for instance. He/she is able to undertake schedule management and organises discussions, meetings and business trips.</p> <p>Interdisciplinary areas of competence:</p>

Working in an operational and professional environment

The industry office 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. 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, including in the foreign language spoken at the workplace to suit the job, and acts in a customer-oriented manner.

Quality oriented, safe and sustainable work

The industry office 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 industry office 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 industry office 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 industry office 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 in industrial enterprises of all sectors, e.g. in the metal, electrical, wood, paper, food or plastics 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 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 industry office assistant BGBl. II (Federal Law Gazette) No. 62/2020 (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 industry office assistant (training regulation BGBl. II [Federal Law Gazette] No. 11/2004), 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 industry office 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. 62/2020, 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