

**1. TITLE OF THE CERTIFICATE (DE) <sup>(1)</sup>**
**Lehrabschlussprüfungszeugnis Verwaltungsassistent/Verwaltungsassistentin**
<sup>(1)</sup> in original language

**2. TRANSLATED TITLE OF THE CERTIFICATE (EN) <sup>(2)</sup>**
**Certificate of Apprenticeship 'Administration Assistant' (f/m)**
<sup>(2)</sup> This translation has no legal status.

**3. PROFILE OF SKILLS AND COMPETENCES**
**Specialist areas of competence:**
**General administration**

The administration assistant specialising in general administration carries out administrative tasks on the basis of the applicable legislation. This includes activities such as the processing of business documents (e.g. fact-finding, calculations) and the preparation of documents (e.g. statements, notices, presentations of facts). The administration assistant informs and advises customers (e.g. clients, citizens, patients, colleagues from other departments, business areas or units). He/she handles customer enquiries and deals competently with complaints and petitions. He/she complies with the regulations on official secrecy and the obligation to provide information.

**Procurement, inventory and materials management**

The administration assistant has knowledge of procurement, inventory and materials management and handles various tasks in this area. In this way he/she determines the need for inventory items as well as material and recognises the need for services in his/her area of responsibility. He/she compares offers from different suppliers, makes a reasoned pre-selection and participates in the ordering of goods or services. The administration assistant accepts goods of his/her area of responsibility and inventories or manages them professionally. He/she checks invoices and takes appropriate measures in case of defective deliveries and services.

**Public accounting**

The administration assistant carries out work in public accounting. This includes organisation of supporting documents, checking supporting documents and preparing them for posting. He/she is also involved in payment transactions. In addition, the administration assistant collects data for drawing up key figures and prepares statistics.

**Public relations work**

The administration assistant has knowledge of the public relations work of public administration and participates in the design of communication media (e.g. newsletters, 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 external image of the public administration organisation.

**Office management**

The administration assistant fulfils a wide range of communication tasks. This includes, in particular, letter or e-mail correspondence, where he/she takes care of the text design in accordance with specifications (e.g. corporate design). The administration assistant undertakes schedule management and organises discussions, meetings and business trips. He/she also handles the incoming and outgoing mail. He/she uses the equipment of his/her work area competently.

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

The administration assistant has basic knowledge 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 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. The administration assistant communicates in a manner appropriate to the target group, also in English to suit the job, and acts in a customer-oriented manner. In addition, the administration assistant takes into account professional ethical principles.

**Quality oriented, safe and sustainable work**

The administration assistant applies the principles of quality management and is involved in the further development of corresponding standards. He/she reflects on his/her own approach and uses the knowledge gained from this in

his/her area of responsibility. He/she observes the legal regulations and those of the public administration organisation 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 administration assistant selects and efficiently uses the most suitable digital equipment, software and digital forms of communication for his/her tasks within the framework of the legal requirements and those of the public administration organisation. He/she digitally obtains the internal and external information necessary for the processing of tasks. The administration 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 requirements and those of the public administration organisation (e.g. General Data Protection Regulation).

#### **4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(3)</sup>**

##### **Range of occupations:**

Employment including in the public service (federal, provincial and municipal administrative bodies, e.g. ministries, district offices), in public institutions such as social insurance companies, associations, health care facilities, tax offices, courts, at universities, universities of applied sciences and schools as well as in offices and secretariats of the liberal professions (building management companies, lawyers', notaries' and tax consultants' offices, chartered accountants, architects, civil engineers)

<sup>(3)</sup> 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](http://www.europass.at)

5. OFFICIAL BASIS OF THE CERTIFICATE	
<b>Name and status of the body awarding the certificate</b> Lehrlingsstelle der Wirtschaftskammer  (Apprenticeship Office of the Economic Chamber; for the address, see certificate)	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b>  Bundesministerium für Arbeit und Wirtschaft (Federal Ministry of Labour and Economy)
<b>Level of the certificate (national or international)</b>  NQF/EQF 4 ISCED 35	<b>Grading scale / Pass requirements</b>  Overall performance: Pass with Distinction Good Pass Pass Fail
<b>Access to next level of education/training</b> 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.	<b>International agreements</b> 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.
<b>Legal basis</b> 1. Training regulation for administration assistant BGBl. II (Federal Law Gazette) No. 73/2020 (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 administration assistant (training regulation BGBl. II [Federal Law Gazette] No. 16/2004), 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 administration 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.
<b>Additional information:</b>  <b>Entry requirements:</b> successful completion of 9 years of compulsory schooling  <b>Duration of training:</b> 3 years  <b>Enterprise-based training:</b> 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. 73/2020, enabling the apprentice to exercise qualified activities as defined by the profile of skills and competences specified above.  <b>Education at vocational school:</b> 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.  <b>More information</b> (including a description of the national qualification system) is available at: <a href="http://www.zeugnisinfo.at">www.zeugnisinfo.at</a> and <a href="http://www.edusystem.at">www.edusystem.at</a>  <b>National Europass Center:</b> <a href="mailto:europass@oead.at">europass@oead.at</a> Ebendorferstraße 7, A-1010 Wien; Tel. + 43 1 53408-684