

**1. TITLE OF THE CERTIFICATE (DE) <sup>(1)</sup>****Lehrabschlussprüfungszeugnis Betriebsdienstleistung**<sup>(1)</sup> in original language**2. TRANSLATED TITLE OF THE CERTIFICATE (EN) <sup>(2)</sup>****Certificate of Apprenticeship "corporate service provision" (f/m)**<sup>(2)</sup> This translation has no legal status.**3. PROFILE OF SKILLS AND COMPETENCES**

- procurement of goods and services by taking advantage of the information technologies (Internet, etc.)
- implementation of needs analyses; calculation of required quantities; ordering of goods; monitoring of deliveries; storage of goods; and making complaints
- implementation of supply chain management on the basis of menus, taking into account the respective needs of different target groups
- planning, organisation and supervision of event- and target group-related designing and decoration of corporate functional areas
- organisation and implementation of the hygiene control system and related documentation according to the principles of the HACCP system
- initiation and monitoring of repair, maintenance and cleaning services
- planning, organisation and implementation of sales promoting measures
- customer advisory services; personal sales transactions; handling of complaints management
- development of staff employment plans and rosters and collaboration in staff instruction and training
- implementation and monitoring of measures aiming at quality assurance
- performance of administrative tasks using business information and communication systems
- co-operation in corporate bookkeeping and cost accounting
- compilation, maintenance and evaluation of statistics, electronic and card files as well as indexes
- appropriate written and oral command of language and mode of expression as well as use of job-related foreign language

**4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(3)</sup>****Range of occupations:**

Employment in particular in senior citizens and nursing homes, youth hostels, hospitals, rehab centres, boarding schools, education and training establishments, convalescence homes and similar institutions.

**Pursuit of regulated professions on a self-employed basis:**

Qualifications pursuant to the 1994 *Gewerbeordnung* (Crafts, Trade, Service and Industry Act): The crafts, services and trades regulated on the basis of the 2002 Amendment to the *Gewerbeordnung* are subject to the provisions of the *Gewerbeordnung* on the furnishing of certificates of competency as contained in the respective regulations. Final apprenticeship examinations completed successfully replace, in particular, those parts of the master craftsperson examination which relate to subject-specific skills and competences in the various crafts and trades.

<sup>(3)</sup> if applicable**<sup>(\*)</sup> Explanatory note**

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/614/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers. More information on transparency is available at: <http://europass.cedefop.eu.int/> or <http://www.europass.at/>

## 5. OFFICIAL BASIS OF THE CERTIFICATE

<p><b>Name and status of the body awarding the certificate</b></p> <p><i>Lehrlingsstelle der Wirtschaftskammer</i> (Apprenticeship Office of the Economic Chamber; for the address, see certificate)</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p><i>Bundesministerium für Digitalisierung und Wirtschaftsstandort (Federal Ministry of Digital and Economic Affairs)</i></p>
<p><b>Level of the certificate (national or international)</b></p> <p>EQF/NQF 4 ISCED 35</p>	<p><b>Grading scale / Pass requirements</b></p> <p>Overall performance: Pass with Distinction Good Pass Pass Fail</p>
<p><b>Access to next level of education/training</b></p> <p>Access to the <i>Berufsreifeprüfung</i> (i.e. certificate providing university access for skilled workers), a bridge course or a technical vocational college for people under employment. Access to 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.</p>	<p><b>International agreements</b></p> <p>International agreements on the mutual recognition of apprenticeship trades have been concluded between Germany, Hungary, the South Tyrol and Austria. More information on this topic may be obtained at the Austrian Federal Ministry of Digital and Economic Affairs.</p>
<p><b>Legal basis</b></p> <ol style="list-style-type: none"> <li>1. Training and Examination Regulation for Corporate Service Provision, BGBl. (Federal Law Gazette) II No. 282/05 (enterprise-based training)</li> <li>2. Curriculum framework (education at the vocational school for apprentices)</li> </ol>	

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

<ol style="list-style-type: none"> <li>1. Training in the framework of the given Training Regulation for Corporate Service Provision 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.</li> <li>2. Admission to the final apprenticeship examination in accordance with Article 23 (5) of the Berufsausbildungsgesetz (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.</li> </ol>
<p><b>Additional information:</b></p> <p><b>Entry requirements:</b> successful completion of 9 years of compulsory schooling</p> <p><b>Duration of training:</b> 3 years</p> <p><b>Enterprise-based training:</b> Enterprise-based training comprises <math>\frac{4}{5}</math> 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. (Federal Law Gazette) II No. 282/05, enabling the apprentice to exercise qualified activities as defined by the profile of skills and competences specified above.</p> <p><b>Education at vocational school:</b> School-based education comprises <math>\frac{1}{5}</math> 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.</p> <p><b>More information</b> (including a description of the national qualification system) is available at: <a href="http://www.certificate.at">http://www.certificate.at</a> and <a href="http://www.bmbwf.gv.at">http://www.bmbwf.gv.at</a></p> <p><b>National reference point:</b> <a href="mailto:info@zeugnisinfo.at">info@zeugnisinfo.at</a></p>