

**1. TITLE OF THE CERTIFICATE (DE)<sup>(1)</sup>**

**Lehrabschlussprüfungszeugnis Einzelhandel –  
Schwerpunkt Telekommunikation**

<sup>(1)</sup> in original language

**2. TRANSLATED TITLE OF THE CERTIFICATE (EN)<sup>(2)</sup>**

**Certificate of Apprenticeship “Retail Trade Services specialising in  
Telecommunications” (f/m)**

<sup>(2)</sup> This translation has no legal status.

**3. PROFILE OF SKILLS AND COMPETENCES**

The retail trader specialising in telecommunications

- plans his/her (further) initial and continuing education and training with awareness of the importance of lifelong learning for his/her individual professional and personal success,
- develops personal strength through self-reflection,
- forms his/her own opinion and viewpoint based on the social and economic situation,
- is able to explain the importance of a well-groomed appearance of the salesman/saleswoman,
- is able to enter into dialogue with customers, taking relevant communication and feedback rules into account, is able to inform and advise them,
- sells goods and services applying his/her knowledge of the goods and offers service provision,
- accepts sales and customer orders and handles them,
- is able to explain the basics of a guarantee and warranty,
- accepts complaints and handles them,
- is aware of the importance of sustainable, ecological production and the effects of globalisation,
- identifies the demand for goods and cooperates in goods acquisition,
- cooperates in the acceptance of goods and controls on goods, examines and maintains the inventory levels, labels the goods and stores them,
- places and presents goods in the sales room and cooperates in sales promotion measures,
- operates the cash desk and settles the cash accounts,
- evaluates key performance indicators and statistics for monitoring success and derives measures from this,
- cooperates in the planning and organisation of work processes,
- uses information and communication technologies,
- works in a team-, customer- and process-oriented way using his/her service competence,
- uses instruction manuals and other technical documents,
- handles customer requests typical for the sector (such as exchanging SIM cards, blocking, acceptance of repairs, information about tariffs and itemised phone bills, etc.),
- advises on product selection and informs about the general technical developments and the trends of the offered product groups as well as the related accessories,
- informs about connecting components, taking connectivity options into account,
- offers additional sales and conducts follow-up sales to ensure better use of the technical options and adaptation to technical progress,
- has appropriate written and oral command of language and specialist terminology and is able to use the job-related foreign language.

As a supplement to the specialisation “Telecommunications”, training can be provided in the additional specialisation “Digital Sales”.

The retail trader who additionally specialises in digital sales

- is able to assess the possibilities of using mobile devices as part of his/her sales activities but is also aware of the risks of the digital world,
- is able to use mobile devices in his/her sales pitches and advisory talks in a customer-friendly and needs-oriented manner,
- uses mobile devices when offering supplementary and replacement items as well as other services of the company,

- knows how to handle returned goods from multi-channel selling (buying online – returning offline),
- cooperates in answering online enquiries related to his/her activity area.

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

##### Range of occupations:

Employment including in retail enterprises (specialised telecommunications shops), in branches of electrical and electronics trading companies, in department stores and in the retail outlets of the different telecom providers (telecom shops)

<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 Council Resolution no. 2241/2004/EG of the European parliament and the Council of 15 December 2004 on a single Community framework for the transparency of qualifications and competences (Europass).

Any section of these notes which the issuing authorities consider irrelevant may remain blank.

More information on transparency 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 Digitalisierung und Wirtschaftsstandort (Federal Ministry of Digital and Economic Affairs)
<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. More information on this topic may be obtained at the Austrian Federal Ministry of Digital and Economic Affairs.
<b>Legal basis</b> 1. Training Regulation and Examination Regulation for Retail Trade Services BGBl. II (Federal Law Gazette) No. 113/2015 as amended by BGBl. II (Federal Law Gazette) No. 130/2017 (company-based training) 2. Curriculum framework (education at the vocational school for apprentices)	

#### 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

1. Training in the framework of the given Training Regulation for Retail Trade Services 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 *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.

**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 3 of the Training Regulation, BGBl. II (Federal Law Gazette) No. 113/2015 as amended by BGBl. II (Federal Law Gazette) No. 130/2017, 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](http://www.zeugnisinfo.at) and [www.edusystem.at](http://www.edusystem.at)

**National Europass Center:** [europass@oead.at](mailto:europass@oead.at)  
Ebendorferstraße 7, A-1010 Wien; Tel. + 43 1 53408-684