



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Commercieel administratief medewerker

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Commercial administrative worker

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Commercial administrative worker are:

- Processing orders and/or invoices;
- Placing orders;
- Monitoring delivery times;
- Maintaining supplier files;
- Requesting and comparing quotations;
- Maintaining the sales administration;
- Maintaining part of the debtor and creditor administration;
- Speaking to customers and suppliers;
- Recording agreements in the registration systems;
- Carrying out consultations with the warehouse or distribution department;
- Providing information on all products and services purchased and/or sold by the company.

The Commercial administrative worker is involved in the administration of sales and/or purchase orders. The wishes of the customer must be met as well as possible. Customer orientation is therefore a requirement, for both internal and external customers. Considering the administration the Commercial administrative worker is responsible for checking agreements and orders, and identifying delays in orders.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

The Commercial administrative worker is sometimes known as the 'purchase and sales administration assistant'; the assistant may also elsewhere be known as the 'purchase and administration assistant', 'sales administration assistant', 'purchase administration assistant' or 'sales administration assistant'. Trade is the core task of a large number of companies. In a large organisation, sales and purchasing are separate. In smaller companies, the Commercial administrative worker works on both.

5. OFFICIAL BASIS OF THE CERTIFICATE

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| Name and status of the body awarding the certificate The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme. | Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education, Culture and Science |
| Level of the certificate (national or international) | Grading scale / Pass requirements |

* 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 2001/613/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 is available at: <http://www.europass.cedefop.europa.eu/>

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| 5. OFFICIAL BASIS OF THE CERTIFICATE | |
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| Qualification level 2 of the Dutch VET qualification structure Characteristics: intended as an initial qualification, which everyone should at least obtain. The participant develops skills in order to be able to carry out practical tasks and is responsible for his or her own block of tasks. NLQF level 2 - EQF level 2 - ISCED 3C | 10 excellent 9 very good 8 good 7 very satisfactory 6 pass 5 fail 4 unsatisfactory 3 very unsatisfactory 2 poor 1 very poor |
| Access to next level of education/professions With a diploma at qualification level 2, transfer is possible to a course at qualification level 3. | International agreements |
| Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 10048 | |

| 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE | |
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| Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl). In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week. In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution. | |
| Average duration of the education/ training leading to the certificate | 2 year(s) (3200 study hours) (depending on previous education) |
| Entry requirements The certificate preparatory vocational secondary education (vmbo) basic vocational programme, or a comparable level. | |

| 7. ADDITIONAL INFORMATION |
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| Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP) for VET: www.nlncrp.nl SBB has been appointed by the Ministry of Education, Culture and Science as NRP. |