



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Afdelingsmanager
Kwalificatiedossier: Manager handel

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Department manager
Qualification file: Trade manager

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Department manager are:

Core task 1: Carries out policy of the organisation

- 1.1 Adapts policy plans to own situation
- 1.2 Monitors policy and makes suggestions for improvements
- 1.3 Analyses and interprets the sales figures
- 1.4 Monitors the financial situation and makes reports about this
- 1.5 Determines the need for staff in accordance with the structure of the organisation
- 1.6 Recruits and selects colleagues
- 1.7 Supervises colleagues in their professional performance
- 1.8 Organises development of the colleagues
- 1.9 Is responsible for the staff administration
- 1.10 Organises and leads a work meeting

Core task 2: Manages flow of goods and stock

- 2.1 Manages and supervises the team by the receipt and processing of goods
- 2.2 Manages the receipt of goods and storage
- 2.3 Manages article presentations
- 2.4 Monitors the stock and orders
- 2.5 Manages the care of the sales area and storage area

Core task 3: Coordinates and carries out sales activities

- 3.1 Manages and supervises the team in their sales activities
- 3.2 Receives and addresses clients
- 3.3 Carries out sales consultations
- 3.4 Supplies made-to-measure work specific to the sector
- 3.5 Places an order on behalf of a client
- 3.6 Deals with complaints

Core task 4: Coordinates and carries out completion of sales

- 4.1 Manages and supervises the team in the sales department
- 4.2 Manages the payment system

*** 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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3. PROFILE OF SKILLS AND COMPETENCES

- 4.3 Provides the client with information about the completion of sale
 4.4 Runs the payment system
 4.5 Closes up the payment system and takes care of the its administration

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

The Department manager works in the retail or wholesale trade, within varying formulas, in both SMEs and in chain stores and in both the food and the non-food sector.

5. OFFICIAL BASIS OF THE CERTIFICATE

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) Qualification level 4 of the Dutch VET qualification structure Characteristics: non-job related skills such as tactical and strategic capacities. The professional bears his or her own responsibility, which is not only related to practical implementation in terms of monitoring and supervision, but also a more formal, organisational responsibility. The range of tasks also includes drafting new procedures. NLQF level 4 - EQF level 4 - ISCED 3A	Grading scale / Pass requirements 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 In the job market and within the higher vocational education, the Department manager can be promoted to area manager or sales manager. Within the higher vocational education, programmes for Small business & retail management and/or Commercial economics are logical follow-ups.	International agreements The profession of Department manager is not regulated in the Netherlands. However the education and training for this profession on qualification level 4 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.
Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 93491 The education and training for this qualification is offered as of August 1, 2009.	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

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	4 year(s) (6400 study hours) (depending on previous education)
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Entry requirements

The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.

7. ADDITIONAL INFORMATION

Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The

7. ADDITIONAL INFORMATION

information in section 3 and 4 is drawn directly from the qualification file, that is composed by the Centre of Expertise. The complete qualification file is available at www.kwalificatiesmbo.nl, only in Dutch.

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP) for VET: www.nlgrp.nl

SBB has been appointed by the Ministry of Education, Culture and Science as NRP.