



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Verkoopsspecialist detailhandel
Kwalificatiedossier: Verkoopsspecialist

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Sales specialist retail trade
Qualification file: Sales specialist

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Sales specialist retail trade are:

Core task 1: Is responsible for the receipt and processing of goods

- 1.1 Supervises colleagues on receipt and in processing of goods
- 1.2 Is responsible for receipt of goods
- 1.3 Is responsible for storing away goods
- 1.4 Builds up and takes care of article presentations
- 1.5 Inspects the stock and orders (or suggests what to order)
- 1.6 Takes care of sales area and/or storage area

Core task 2: Sells, gives advice and service

- 2.1 Supervises colleagues in their sales activities
- 2.2 Receives and addresses clients
- 2.3 Carries out sales and advisory consultations
- 2.4 Supplies made-to-measure work specific to the sector
- 2.5 Places an order on behalf of a client
- 2.6 Takes complaints and/or deals with complaints

Core task 3: Conducts and/or completes sales transactions

- 3.1 Makes the payment system ready for use
- 3.2 Provides the client with information about the completion of sale
- 3.3 Runs the payment system
- 3.4 Closes up the payment system and takes care of its administration

Core task 4: Optimises sales and assortment

- 4.1 Suggests improvements concerning the assortment
- 4.2 Suggests improvements concerning the presentations
- 4.3 Analyses the sales figures and makes suggestions for improvements
- 4.4 Takes part in work meetings

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

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

The Sales specialist retail trade 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 3 of the Dutch VET qualification structure Characteristics: implementation of more than just the own block of tasks. The professional is able to account for his or her actions towards colleagues, and monitors and supervises the work of others. The range of tasks also includes drafting work preparation procedures. NLQF level 3 - EQF level 3 - ISCED 3C	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 With the certificate of Sales specialist retail trade, transfer is possible to a middle management or specialist course (qualification level 4). Career opportunities for the Sales specialist retail trade within the intermediate vocational education and on the job market within the retail and wholesale trade are: - Trade manager (e.g.: Department manager, Branch manager, Branch manager wholesale business and Manager household goods), level 4; - Entrepreneur retail trade level 4.	International agreements The profession of Sales specialist retail trade is not regulated in the Netherlands. However the education and training for this profession on qualification level 3 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): 90383 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	3 year(s) (4800 study hours) (depending on previous education)
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 information in section 3 and 4 is drawn directly from the qualification file, that is composed by the Centre of

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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.nl-nrp.nl

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