

1. Title of the certificate (HR) and programme number <sup>(1)</sup>

**Prodavač (dualni model obrazovanja)**

(440933)

<sup>(1)</sup> In the original language.

 2. Translated title of the certificate (EN) <sup>(2)</sup>

**Salesperson (dual model of education)**

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

## 3. Profile of skills and competences

## A) GENERAL EDUCATION COMPETENCES

- Use actively mother tongue and foreign languages by applying language activities and basic communication skills in different situations
- Apply basic mathematical knowledge and independently perform basic mathematical operations
- Understand the geographical processes and fundamental historical knowledge
- Use modern information and communication technology safely and actively
- Apply consistently ethical principles, respect diversity and cultivate a tolerant relationship towards others
- Understand the economic system and apply entrepreneurial competences
- Foster physical and health culture by exercising regularly, maintain hygiene for the purposes of maintaining one's own and other people's health

## B) VOCATIONAL COMPETENCES

- Implement all stages of the procurement process for the point of sale (depending on the type of sale) in accordance with the current standards and regulations
- Implement all phases of warehouse operations for the point of sale (depending on the type of sale) in accordance with the current standards and regulations
- Monitor the stock of goods at the point of sale with quality control of the goods in the warehouse and at the point of sale (depending on the type of sale) in accordance with the current standards and regulations
- Handle digital and/or mechanical devices, tools, equipment and machines for work processes in trade and warehouse operations at the point of sale (depending on the type of sale) respecting safety standards and occupational safety rules
- Implement all phases of planning and preparation of sales space and assortment for sale at the point of sale (depending on the type of sale) in accordance with current standards and regulations and sales policies of the business entity
- Implement all stages of the sales process for the point of sale (in accordance with the type of sale) with the application of new technologies and knowledge of sales psychology and communication and sales skills according to regulations in trade business
- Manage the quality of all work processes in trade business for the point of sale (in accordance with the type of sale) with the aim of improving sales
- Maintain the cleanliness and orderliness of the sales and storage space according to current standards and regulations
- Dispose of waste and packaging in the sales area (depending on the type of sale) according to current standards and regulations

## 4. Range of occupations accessible to the holder of the certificate

The salesperson sells goods and provides information about the products they sell. Depending on the type of sale, the salesperson can be employed in the sale of food and non-food products in specialised, factory and classic stores, mini markets, supermarkets, hypermarkets, drugstores, discount stores, cash & carry stores, gas stations and stores at gas stations, non-specialised stores of mainly non-food products, department stores, outlet centres, outlet stores, newsstands, vending machines, sales at stands and markets, mobile sales, direct sales, distance sales, catalogue sales, TV sales, Internet sales, phone sales and other types of sale outside stores, as a cashier at stations, in cinemas, theatres, etc. Depending on the job offer within the business entity, a salesperson can advance to the position of manager, store manager, procurement manager, department manager, etc. Self-employment in the sales business is also possible.

## 5. Official basis of the certificate

<p><b>Name and status of the body awarding the certificate</b></p> <p>The certificate is issued by the secondary education institution (vocational education and training school).</p>	<p><b>Name and status of the national authority providing accreditation/recognition of the certificate</b></p> <p>Ministry of Science, Education and Youth Donje Svetice 38 10000 Zagreb <a href="http://www.mzom.gov.hr">www.mzom.gov.hr</a></p>
<p><b>Legal basis</b></p> <p>Primary and Secondary School Education Act (Official Gazette No. 87/2008, 86/2009, 92/2010, 105/2010-corr., 90/2011, 16/2012, 86/2012, 94/2013, 152/2014, 7/2017, 68/2018, 98/2019, 64/2020, 151/2022 and 156/2023) Vocational Education and Training Act (Official Gazette, No. 30/2009, 24/2010, 22/2013, 25/2018 and 69/2022) Croatian Qualifications Framework Act (Official Gazette No. 22/2013, 41/2016, 64/2018, 47/2020 and 20/2021)</p>	<p><b>National grading system / Pass requirements</b></p> <p>Excellent 5 (10) A Very good 4 (9) B Good 3 (8) B Sufficient 2 (6-7) C Insufficient 1 (0-5) F</p> <p>In order to pass the exam, it is necessary to get the grade 2 (sufficient).</p>
<p><b>Level of qualifications</b></p> <p>Level 4.1 in the Croatian Qualifications Framework</p>	<p><b>Access to next level of education/training</b></p> <p>Access to higher level of qualification in accordance with the Croatian Qualifications Framework.</p>

## 6. General data of acquiring the certificate

	Percentage of total programme (%)	Total number of hours
General education part	22,44	816
Vocational part – theoretical	9,46	344
Vocational part – exercises/ work-based learning	68,10	2476
<b>Duration of education</b>		3 years

**Entry requirements:** The completion of primary education

**More information available at:**

Ministry of Science, Education and Youth ([www.mzom.gov.hr](http://www.mzom.gov.hr))

Education and Teacher Training Agency ([www.azoo.hr](http://www.azoo.hr))

Agency for Vocational Education and Adult Education ([www.asoo.hr](http://www.asoo.hr))

National Europass Centre in Croatia ([www.europass.hr](http://www.europass.hr)) at the Agency for Mobility and EU Programmes ([www.ampeu.hr](http://www.ampeu.hr)).

**(\*) Explanatory note**

This document provides additional information about the school certificate and does not have any legal status in itself. Its format is based on the Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass) and repealing Decision No 2241/2004/EC.

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