

1. Title of the certificate (HR) and programme number

Komercijalist

(060804)

2. Translated title of the certificate (EN) ⁽¹⁾

Commercial Officer

⁽¹⁾ 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 basic communication knowledge and skills in different situations
- Apply mathematical knowledge and solve mathematical problems
- Behave responsibly towards nature and protect the environment
- Use modern information and communication technology actively and critically
- Act in accordance with the principles of professional ethics and civic education
- Manage one's own learning and work and implement entrepreneurial competences
- Continuously acquire knowledge and skills in line with technological changes
- Exercise regularly and foster health culture

B) VOCATIONAL COMPETENCES

- Manage business negotiations while applying communication-presentation skills and rules and standards of business communication
- Collect and analyse business data by using statistical methods and interpret the information obtained
- Conduct marketing concept in business
- Plan, organise and implement supply and sales processes in the country and abroad
- Participate in the takeover of goods and organization of goods delivery (transport, shipping and insurance)
- Present goods and give advice to a business partner in the processes of sales and supply applying the rules of sales psychology
- Describe commercial goods features and track goods novelties to boost sales
- Draft, fill and archive business documentation and continuously update business data base
- Implement appropriate standards and regulations on consumer protection and safety at work
- Identify business opportunities to improve existing business

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

The commercial officer performs the activities most often by travelling. Visits business partners on regular travels, researches and analyses supply and demand requirements in the sales process, using samples or catalogues with a detailed description of the offered goods, pricing and information on the availability and usability of the goods.

Is employed in companies in the field of material production, non-production services, state administration institutions and agencies, public institutions and non-governmental organizations.

At the work place, an advance to managerial positions, e.g. to a position of a commercial manager, sales manager, etc.

The occupation allows for setting up and managing one's own company.

5. Official basis of the certificate

<p>Name and status of the body awarding the certificate</p> <p>The certificate is issued by the secondary education institution (vocational education and training school).</p>	<p>Name and status of the national authority providing accreditation/recognition of the certificate</p> <p>Ministry of Science and Education Donje Svetice 38 10 000 Zagreb www.mzo.hr</p>
<p>Legal basis</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 and 68/2018) Vocational Education Act (Official Gazette No. 30/2009, 24/2010, 22/2013 and 25/2018) Croatian Qualifications Framework Act (Official Gazette No. 22/2013, 41/2016 and 64/2018)</p>	<p>National grading system / Pass requirements</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 In order to pass the exam, it is necessary to get the grade 2 (6-7), i.e. C (sufficient).</p>
<p>Level of qualifications</p> <p>Level 4.2. in the Croatian Qualifications Framework</p>	<p>Access to next level of education/training</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	51,4 %	2236
Vocational part – theoretical	40,8 %	1778
Vocational part – practice/exercises	7,8 %	338
Duration of education		4 years

Entry requirements: The completion of primary education

More information available at:

Ministry of Science and Education (www.mzo.hr)
Education and Teacher Training Agency (www.azoo.hr)
Agency for Vocational Education and Adult Education (www.asoo.hr)

National Europass Centre in Croatia (www.europass.hr)
at the Agency for Mobility and EU Programmes (www.mobilnost.hr).

(*) Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. It provides additional information on the profile of skills and competences acquired by a particular educational programme. The description of skills and competences 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.

© European Union, 2002-2014 | www.europass.cedefop.europa.eu

