

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

Prodavač

(060903)

⁽¹⁾ In the original language

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

Salesperson

⁽¹⁾ If applicable. This translation has no legal status.

3. Profile of skills and competences

A) GENERAL EDUCATION COMPETENCES

- Active use of mother tongue and foreign languages using basic communication knowledge and skills
- Communicate adequately in a verbal, nonverbal and symbolic way with customers and other persons at work
- Apply the essential sociocultural knowledge about other countries and languages, accept tolerant communication with members of other cultures
- Apply mathematics and independently perform basic mathematical operations
- Use modern information technologies
- Apply consistently professional ethics and civic education principles
- Show responsible behavior towards nature and environmental protection
- Foster health culture and hygienic habits to preserve health and prevent occupational diseases

B) VOCATIONAL COMPETENCES

- Develop enterprising spirit, kindness, ethical quality (towards customers, colleagues and property), quickness, accuracy, logics of thinking, linking and concluding, independence, self-confidence and self-criticality
- Understand adequate standards (regulations) and commercial properties of goods
- Present goods, act in the capacity of advisor for customers in the selling and buying process
- Apply sales psychology knowledge
- Monitor merchandise novelties to improve sales
- Establish links between all trade business functions
- Solve economic account problems
- Implement consumer protection regulations

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

Sells different goods. Works in specialized shops and gets acquainted with the handling and the features of new products. Successful and efficient salespersons can be promoted to managerial positions, such as the position of sales manager or retail or procurement manager, department head, shop manager and can be employed at the place where Internet and telephone sales are made.

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 and 7/2017)</p> <p>Vocational Education Act (Official Gazette No. 30/2009 and 25/2018)</p> <p>Croatian Qualifications Framework Act (Official Gazette No. 22/2013 and 41/2016)</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</p> <p>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 4.1. 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

Description of vocational education and training received	Percentage of total programme (%)	Total number of hours
General education part	42 %	1294
Vocational part – theoretical	24,8%	586
Vocational part – practice/exercises	33,2%	1209
Duration of education		3 years

Entry requirements: The completion of primary education.

More information available at:

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

National reference point:

National Europass Centre (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. 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.

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