

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

**Prodavač**  
(060903)

2. Translated title of the certificate (EN)<sup>(1)</sup>

**Salesperson**

<sup>(1)</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 basic communication knowledge and skills in different situations and with different persons
- Respect diversity when communicating with the members of other cultures
- Apply basic mathematical knowledge and independently perform basic mathematical operations
- Use modern information and communication technology actively and critically
- Behave responsibly towards nature and environmental protection
- Apply consistently professional ethics principles
- Foster physical and health culture and hygienic habits for the purposes of maintaining one's own and other people's health

## B) VOCATIONAL COMPETENCES

- Differentiate the work tasks of the sales staff
- Have knowledge of adequate standards (regulations) and commercial properties of goods
- Present goods and give advice to 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 and safety at work regulations
- Recognise the need for continuing professional development

All of the above is the


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

The salesperson works on sales of goods or services. Can work in specialized shops and get acquainted with the handling and the features of new products. Can also be employed in places where catalogue, TV, internet and telephone sales are performed and places where other forms of sales are carried out outside of the shop (for example, as cashier at stations, cinemas, theatres).

Can be promoted to managerial positions, such as the position of sales manager or retail or procurement manager, department head or shop manager.

The occupation of a salesperson also enables independent activity in sales business.

5. Official basis of the certificate	
<b>Name and status of the body awarding the certificate</b>  The certificate is issued by the secondary education institution (vocational education and training school).	<b>Name and status of the national authority providing accreditation/recognition of the certificate</b>  Ministry of Science and Education Donje Svetice 38 10 000 Zagreb <a href="http://www.mzo.hr">www.mzo.hr</a>
<b>Legal basis</b>  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 and 98/2019) 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, 64/2018 and 47/2020)	<b>National grading system / Pass requirements</b>  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).
<b>Level of qualifications</b>  Level 4.1. in the Croatian Qualifications Framework	<b>Access to next level of education/training</b>  Access to higher level of qualification in accordance with the Croatian Qualifications Framework.

6. General data of acquiring the certificate		
	Percentage of total programme (%)	Total number of hours
General education part	42,0 %	1294
Vocational part – theoretical	24,8 %	589
Vocational part – practice/exercises	33,2 %	1209
<b>Duration of education</b>		3 years
<b>Entry requirements:</b> The completion of primary education  <b>More information available at:</b> Ministry of Science and Education ( <a href="http://www.mzo.hr">www.mzo.hr</a> ) Education and Teacher Training Agency ( <a href="http://www.azoo.hr">www.azoo.hr</a> ) Agency for Vocational Education and Adult Education ( <a href="http://www.asoo.hr">www.asoo.hr</a> )  National Europass Centre in Croatia ( <a href="http://www.europass.hr">www.europass.hr</a> ) at the Agency for Mobility and EU Programmes ( <a href="http://www.mobilnost.hr">www.mobilnost.hr</a> ).  <b>(*) Explanatory note</b> The Certificate supplement provides additional information about the 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. © European Union, 2002-2020   <a href="http://www.europass.cedefop.europa.eu">www.europass.cedefop.europa.eu</a>		
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