

Certificate Supplement

1. Legally protected title of the qualification

Detailhandelsfachfrau/Detailhandelsfachmann mit Fähigkeitszeugnis (FZ),
Schwerpunkt Beratung

2. Translated title of the qualification

Retail Professional
Diploma of Vocational Education and Training Specialism: Advising Customers

3. Profile of skills and competences

Holders of this qualification professionally serve and advise customers having different needs.

Holders of this qualification ensure that their store is able to provide an optimal product range. They possess extensive knowledge of the range of products on offer in their stores, as well as of these products' features and prices as well as quality, environmental and social standards. They maintain a calm and professional demeanour when dealing with complaints and other difficult customer interactions, and strive for a mutually acceptable solution. They are able to assume responsibility for general operational processes such as the handling of various payment methods or the implementation of anti-theft measures. They are aware of the latest trends in their field and advise their customers accordingly.

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

Holders of this qualification work mainly on the sales floor and focus on providing customer advice.

Holders of this qualification work in various areas of specialisation: Home improvement, Services, Electronics, Food, Lifestyle, Mobility, Music, Stationery and children's toys, Gardening, and Animals. These areas of specialisation can be further subdivided into 28 branches. Holders of this qualification therefore possess a broad-based understanding of retail as well as more in-depth knowledge in one of these branches.

They work in specialist shops, chain stores, department stores and for wholesalers.

5. Official basis of the qualification

Name and status of the national authority responsible for issuing the qualification:

- Amt für Berufsbildung und Berufsberatung (ABB), Postplatz 2, 9494 Schaan, Liechtenstein
Postadresse: Postfach 684, 9490 Vaduz, Liechtenstein
www.abb.llv.li; phone: +423 236 72 00; mail: info.abb@llv.li



Level of the qualification (national or international):

National Qualifications Framework for the VPET system: **Level 4**

European Qualifications Framework: **Level 4**

Grading scale/Pass requirements:

6 = very good

5 = good

4 = satisfactory

3 = unsatisfactory

2 = poor

1 = unusable

Minimum passing grade: 4

Legal basis of the qualification:

- Verordnung vom 26. Oktober 2010 über die berufliche Grundbildung Detailhandelsfachfrau/Detailhandelsfachmann mit Fähigkeitszeugnis (FZ)
- Verordnung über den Nationalen Qualifikationsrahmen für Abschlüsse der Berufsbildung vom 27. August 2014 (RS 412.105.1)

6. Officially recognised ways of acquiring the qualification

Training for the VET Diploma: Retail Professional lasts 3 years. Training content is usually distributed across two different learning locations: classroom instruction at a vocational school and apprenticeship training at a host company. However, depending on the VET programme, learners will also attend branch courses at a branch training centre. Professional competences required for the given occupation are decided by the sponsor of the VET programme.

- Host companies provide learners with practical skills associated with the occupation. Learners usually work an average of 3.5 day(s) per week.

- Vocational schools provide classroom instruction in vocational subjects and subjects falling under the category of language, communication and society (LCS). Learners usually attend classes an average of 1.5 day(s) per week; total number of lessons: 1560.

- Branch training centres provide learners with additional skills that are intended to complement classroom instruction and apprenticeship training, total duration of branch courses: 10 days.

The qualification procedure and final examination includes the following:

- Practical project covering 1.5 hours

- (Written and/or verbal) testing of knowledge gained from vocational instruction covering 1 hours

- LCS

The calculation of the overall grade takes into account the grades obtained for individual areas of competence and the grades obtained from classroom instruction at the vocational school branch courses and workplace training.

Other equivalent qualification procedures are possible.



National referencing body:

AIBA

This certificate supplement draws its legal basis in Article 4 paragraph 1 of the Ordinance of 27 August 2014 on the National Qualifications Framework for Vocational and Professional Qualifications (NQF-VPQ-O, SR 412.105.1). This certificate supplement follows the model recommended by the European Parliament and Council (Decision No. 2241/2004/EC). The purpose of the certificate supplement is to provide sufficient data to improve the international transparency and fair professional recognition of qualifications (diplomas, certificates etc.). It describes the nature, level, context, content and type of training and education pursued and successfully completed by the individual named on the original qualification to which this supplement is appended. The certificate supplement is free from value, judgements, equivalence statements or recommendations on recognition.

Additional information can be found at: www.nqfl.li

