



EUROPASS CERTIFICATE SUPPLEMENT (*)



Republic of Estonia

1. TITLE OF THE CERTIFICATE ⁽¹⁾

Müüja I

⁽¹⁾ in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE ⁽¹⁾

Shop Assistant I

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

3. PROFILE OF SKILLS AND COMPETENCIES

A holder of the professional certificate of Shop Assistant I:

- prepares his/her workplace and keeps it in order;
- considers the safety of the work environment;
- determines the needs of customers, assesses the options for meeting the needs, and proposes the best solution;
- receives deliveries of goods;
- prepares goods for sale in compliance with packaging and labelling rules and provides goods with price tags;
- stacks goods in the sales area according to demand and category, taking into account the policies for the display of goods and marketable state of goods;
- keeps records of the goods and assesses stocks;
- services and advises customers in connection with the range, quality, maintenance, origin, manufacturer and usages of goods;
- carries out replacement and reclamation of goods;
- services customers with special needs and from different cultural backgrounds;
- solves any problems that may arise;
- handles customer complaints and commendations;
- is familiar with the assortment, quality, chemical composition, nutritional value, flavour, usage options, storage requirements, 'use by' dates and labels of food products;
- is familiar with the assortment, composition, quality, warranty period, usage conditions and options, storage requirements, fashion trends and labelling of manufactured goods;
- is familiar with different selling techniques;
- works at a cash register: handles the goods and calculates the total amount of purchase;
- carries out settlements with customers using various means of payment;
- verifies daily cash income

The work of the Shop Assistant in the sales area involves fast interchange of various activities, which requires physical and mental endurance as well as the ability to switch from one activity to another.

^(*) 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.

More information available at: <http://europass.cedefop.eu.int>

© EUROPEAN COMMUNITIES 2002

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽¹⁾

A Shop Assistant works in a sales organisation.

⁽¹⁾ If applicable

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate Estonian Traders' Association Kiriku 6, 10130 Tallinn, Estonia Phone: +372 6201 914 Fax: +372 6418 474 info@kaupmeesteliit.ee www.kaupmeesteliit.ee The authorisation to act as the body awarding professional certificates was granted to the Estonian Traders' Association on 16 December 2002 by the resolution No. 9 of the Professional Council for Services. The Estonian Traders' Association is a voluntary association of retail and wholesale enterprises operating in the Republic of Estonia. The Traders' Association was founded in 1996 to represent and protect the interests of the members in legislative processes, development of entrepreneurship, and promoting good trade practice. The Traders' Association is a founding member of the Estonian Employers' Confederation and a member of the Estonian Chamber of Commerce. The Traders' Association is a member of EuroCommerce, European association of retail, wholesale and international trade.	Name and status of the national/regional authority providing accreditation/recognition of the certificate Estonian Qualification Authority 'Kutsekoda' Mustamäe tee 16 11317 Tallinn, Estonia Ph. +372 679 1700 Fax +372 679 1701 E-mail kutsekoda@kutsekoda.ee www.kutsekoda.ee The private law foundation 'Kutsekoda' (Professions Chamber) was established in 2001 in cooperation with the Estonian Government to continue the creation of the system of professions started in 1997 by the Estonian Chamber of Commerce and Industry. The objectives of the Professions Chamber include establishment and development of an integrated and organised professional qualifications system, establishment of prerequisites for achieving comparability of the qualifications of Estonian employees and acknowledgement of other countries, as well as management of the state register of professions as the authorised processor.
Level of the certificate (national or international) National Estonian Professional Qualifications System Level I	Grading scale / Pass requirements The examination consists of two stages: I examination of knowledge (theory test) II examination of skills (practical sales situation)
Access to next level of education/training Shop Assistant II	International agreements -
Legal basis Professions Act (RT I, 2008, 24, 156)	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Application entry requirements (level of education or training, professional experience, in-service training, etc.) Please indicate duration if required.

Shop Assistant I professional qualification requires at least basic education and professional skills and knowledge.

More information available at:

www.kutsekoda.ee