

1. TITLE OF THE CERTIFICATE <sup>(1)</sup>**Müüja-klienditeenindaja, tase 4**<sup>(1)</sup> in the original language2. TRANSLATED TITLE OF THE CERTIFICATE <sup>(1)</sup>**Shop assistant, level 4**<sup>(1)</sup> if applicable. This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCIES

A shop assistant works in a trading company and his/her work consists in servicing the clients, treatment and selling of goods and settling accounts.

A shop assistant participates in organising the sales work and in the team work, is ready for service, performs his/her work tasks in ordinary and in specific situations.

A shop assistant assumes responsibility for performing his/her tasks and is ready to supervise other employees within limits of his/her responsibility area.

A shop assistant may additionally specialise to a specific group of goods:

- 1) Food and convenience goods;
- 2) Garden and construction goods;
- 3) Dressing room goods;
- 4) Leisure goods;
- 5) Electronics and office goods.

Competencies:

- Treatment of goods and commodity research;
- Serving and selling;
- Work in till;
- Organisation of sales work.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE <sup>(1)</sup>

Shop assistant, customer service attendant, cashier, salesperson-consultant

<sup>(1)</sup> If applicable<sup>(\*)</sup> 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.europa.eu/en/home>

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## 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b> The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Sector Skills Council approved by a Regulation of the Government of the Republic
<b>Level of the certificate (national or international)</b> Estonian Qualification Framework level 4 European Qualification Framework level 4	<b>Grading scale / Pass requirements</b> passed/fail
<b>Access to next level of education/training</b>	<b>International agreements</b>
<b>Legal basis</b> Occupational Qualifications Act (RT I 2008, 24, 156; 01.09.2008)	

## 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

In order to obtain a occupational certificate, the applicant has to prove all his/her competencies required by the occupational standard and by the procedure for awarding of occupational qualification established by the body awarding the occupational qualification.

**More information** (including a description of the national qualifications system) available at:  
[www.kutsekoda.ee](http://www.kutsekoda.ee)