

## 1. TITLE OF THE CERTIFICATE <sup>(1)</sup>

**Müüja II**

<sup>(1)</sup> in the original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE <sup>(1)</sup>

**Shop assistant II**

<sup>(1)</sup> if applicable. This translation has no legal status.

## 3. PROFILE OF SKILLS AND COMPETENCIES

A holder of the professional certificate of Shop Assistant II:

- 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.

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

### <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>

A Shop Assistant works in a sales organisation.

(<sup>1</sup>) If applicable

### 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 Occupational Qualifications System, level II Estonian Qualifications Framework, level 4 European Qualifications Framework, level 4	<b>Grading scale / Pass requirements</b> I examination of knowledge (theory test) II examination of skills (practical sales situation)
<b>Access to next level of education/training</b> Shop assistant III	<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)