

## 1. Title of the certificate (NL)

**Ervaringsbewijs: administratief commercieel medewerker binnendienst (m/v)**

In the original language

## 2. Translated title of the certificate

**Certificate of professional competence: administrative commercial assistant inside service (m/f) (EN)**

**Titre de compétence professionnelle: employé(e) administratif(ve) commercial(e) au service interne (h/f) (FR)**

This translation has no legal status.

## 3. Profile of skills and competences

*The standard was developed and approved by the sectoral social partners.*

***The holder of the certificate of professional competence is able to:***

***communicate in a commercial manner:***

- inform customers in writing or by telephone of products/services;
- ask specific questions in order to determine the customer's requirements;
- propose alternatives that meet the customer's requirements;
- inform the customers of the contents of an offer;
- inform the customers of the situation of an order;
- contact customers in order to collect missing data needed to draw up offers/orders.

***manage sales administration:***

- draw up standard offers using collected data;
- register orders;
- provide orders with specifications;
- correct mistakes in data;
- carry out sales administration using a software package;
- produce customer data sheets and keep them up to date.

***confer:***

- discuss possibilities and restrictions of production/delivery terms regarding an order;
- ask feedback on the situation of an order;
- transmit complaints;
- confer with the sales person on agreements with the customer.

## 4. Range of sectors and occupations relevant to the holder of the certificate

*The holder of the certificate of professional competence may work as an administrative commercial assistant inside service.*

### 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/C224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EG 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>

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5. Official basis of the certificate	
<b>Name and legal status of the body awarding the certificate</b> <i>Test centre recognized by the Flemish government</i>	<b>Name and legal status of the national/regional authority providing accreditation/recognition of the certificate</b> <b>Flemish Ministry of Employment and Social Economy</b> <i>Koning Albert II laan 35 box 21 1030 Brussels</i>
<b>Level of the certificate (national or international)</b> <i>Flemish level RAC (Recognition of Acquired Competences)</i>	<b>Grading scale / Minimum requirements</b> <i>All competences as described under point 3 must be proved.</i>
<b>International or European regulation</b>	
<b>Legal basis</b> <ul style="list-style-type: none"> <li>• <i>Flemish Government Order of 23 September 2005 implementing the Decree of 30 April 20004 on obtaining a certificate of occupational competence</i></li> <li>• <i>Ministerial Order of 13 July 2010 determining the standard for the title of administrative commercial assistant inside service (= certificate of professional competence)</i></li> </ul>	

6. Officially recognized ways of acquiring the certificate		
<b>Description of followed pathways</b>	<b>Percentage of the total programme (%)</b>	<b>Duration (hours/weeks/months/years)</b>
Recognition of Acquired Competences (RAC)	100	Max. 4 hours
<b>Total duration of the assessment leading to the certificate</b>		Max. 4 hours
<b>Additional information</b> <i>The assessment was developed according to the standard for administrative commercial assistant inside service, as established and approved by worker and employer representatives from the sector. The assessment consists of direct observation of the process in an occupationally relevant context and a role play. The actual assessment is done by 2 evaluators according to the standard for administrative commercial assistant inside service.</i>		
<b>More information is available at:</b> <a href="http://www.ervaringsbewijs.be">www.ervaringsbewijs.be</a>		
<b>Flemish overview of Europass Certificate supplements</b> <i>You can download the Flemish Europass Certificate supplements in different languages and find a description of the national and regional systems for qualifications at:</i> <a href="http://www.europass-vlaanderen.be/cs">www.europass-vlaanderen.be/cs</a>		