

1. TITLE OF THE CERTIFICATE (ES)

Certificado de Profesionalidad de nivel 2 en
COMT0112 ACTIVIDADES DE GESTIÓN DEL PEQUEÑO COMERCIO

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Professional Certificate Level 2 in
COMT0112 SMALL RETAIL SHOP MANAGEMENT
(This translation has no legal status)

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to set up and manage a small shop or independent retail outlet; organise, manage and control supplies, implement branding at point of sale and organise product sales through traditional channels or the Internet, using external management and consultancy services where the complexity of the activity so requires, in order to guarantee business response, continuance and sustainability over time; boost the personal customer service and advice offered and create customer loyalty while meeting criteria of quality for small shops, environmental respect, safety and risk prevention, and complying with the law. This general competence is divided into the following **skills units** (UC):

- Develop and manage a small quality shop (UC2104_2).
- Organise and promote the point of sale in a small shop (UC2105_2).
- Guarantee a small shop's supplies capacity to meet demand (UC2106_2).
- Sell products and/or services through different sales channels (UC0239_2).
- Manage occupational risk prevention in small shops (UC1792_2).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Setting up and developing a small shop (MF2104_2).
- Organising and promoting a small shop (MF2105_2).
- Purchasing management in a small shop (MF2106_2).
- Sales operations (MF0239_2).
- Occupational risk prevention in small shops (MF1792_2).
- Practical training at the workplace in small shop management (MP0496)

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Carry out the procedures and activities needed to open and grow a small quality shop; and to administer and manage all its operational areas: finance, accounting, tax, labour, cash management and sales.
- Carry out actions to promote small shops, using animation and decorative resources, laying out of the sales area, window dressing techniques, posters, signs and promotions, and organising products.
- Establish an online presence for the shop, and manage its presence on Web 2.0/3.0 social media or blogs, using these tools as a virtual shop-window for the shop, as a mechanism for communicating with the customers and as a means of selling products.
- Manage purchasing in the small shop and organise products.
- Carry out different types of sales operations for different customers, in both Spanish and English and with different types of products and services, applying sales techniques that improve friendly and trusting customer relations.
- Take part in the company's working processes, following the rules and instructions established at the workplace.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work without assistance in small retail establishments open to the public, in both rural and urban areas, providing a personal service and also the possibility of e-commerce. The most pertinent occupations and positions are:

- Company manager of retail outlets with fewer than 10 employees.
- Shop owner.
- Small shop manager.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the national/regional authority providing accreditation/recognition of the certificate

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

Level of the certificate

The Professional Certificate Level 2 of the National Repertoire of Professional Certificates corresponds to level 3 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

Grading scale/Pass requirements

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

Access to next level of education/training

This Professional Certificate Level 2 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

Legal basis

Royal Decree 614/2013 of 2 August, establishing six professional certificates in the professional family Trade and Marketing, which are included in the National Repertoire of Professional Certificates. (Appendix I, Code: COMT0112).

Amended by Royal Decree 982/2013 of 13 December, establishing two professional certificates in the professional family physical and sports activities, which are included in the National Repertoire of Professional Certificates, and updating the professional certificate established in Royal Decree 614/2013 of 2 August.

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

| Description of vocational training received | Percentage of total programme (%) | Duration (hours) |
|--|-----------------------------------|------------------|
| Training modules | 85 | 450 |
| Practical training at the workplace | 15 | 80 |
| Total duration of training leading to the certificate | | 530 |

Entry/access requirements:

- Compulsory Secondary Education Diploma (Lower secondary education); or
- Professional Certificate Level 1 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

Additional information: Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: www.sepe.es

National Europass Centre: www.oapee.es

(*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no 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 is available at: <http://europass.cedefop.eu.int>

Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

