

**1. TITLE OF THE CERTIFICATE (ES)**

**Certificado de Profesionalidad de nivel 2 en  
COMV0108 ACTIVIDADES DE VENTA**

**2. TRANSLATED TITLE OF THE CERTIFICATE (EN)**

**Professional Certificate Level 2 in  
COMV0108 SALES ACTIVITIES  
(This translation has no legal status)**

**3. PROFILE OF SKILLS AND COMPETENCES**

The holder of this certificate will have acquired the **general competence** to sell products and/or services through a variety of sales channels, establishing positive relations with customers, achieving the objectives proposed by the organisation and creating links that help build customer loyalty. This general competence is divided into the following **skills units (UC)**:

- Sell products and/or services through different sales channels (UC0239\_2).
- Carry out auxiliary sales operations (UC0240\_2).
- Carry out customer service operations (UC0241\_2).
- Communicate in English with an independent user level in commercial activities (UC1002\_2).

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

- Sales operations (MF0239\_2).
- Auxiliary sales operations (MF0240\_2).
- Information and customer service (MF0241\_2).
- Professional English for commercial activities (MF1002\_2).
- Practical training at the workplace in Sales activities (MP0009)

(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 different types of sales operations for different customers, in both Spanish and English, with a variety of products and services, applying sales techniques that lead to friendly and trusting customer relations.
- Collaborate in storage operations, operations implementing and animating points of sale in different types of commercial establishments, applying criteria of stock management and point-of-sale organisation.
- Carry out cash collection and registration of point-of-sale transactions, in both Spanish and in English, with a proper handling the point-of-sale cash desks and terminals.
- Provide information and customer service in Spanish and in English in a variety of commercial situations, using systems and communication techniques adapted to the different communication channels used with customers: face-to-face, telephone, e-mail, messages or other.
- 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 in any productive sector in the area of sales. The main sub-sectors in which the holder may work are: industrial companies (sales department), wholesale trade, retail trade, integrated retailing, affiliated retailing and retail agencies. The most pertinent occupations and positions are:

- Shop cashier.
- Shop assistant.
- Salesperson.
- Sales promoter.
- Contact centre operator.
- Call-centre operator.
- Tele-salesperson.
- E-commerce sales operator.
- Information and customer service specialist.

## 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 1377/2008 of 1 August, establishing two professional certificates in the professional family Retail Sales and Marketing, which are included in the National Repertoire of Professional Certificates. (Appendix I, Code: COMV0108). Amended by Royal Decree 1522/2011 of 31 October, establishing five professional certificates in the professional family Trade and Marketing, which are included in the National Repertoire of Professional Certificates, and updating the professional certificates established as Appendix I of Royal Decree 1377/2008 of 1 August, in relation to the provisions of trainers and minimum space requirements, installations and equipment.

## 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	86	510
Practical training at the workplace	14	80
<b>Total duration of training leading to the certificate</b>		<b>590</b>

### 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](http://www.sepe.es)

National Europass Centre: [www.oapee.es](http://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

