



**07 - COURSES TRAIN THE TRAINER FOR THE PROFESSION “WORKER IN RETAIL SECTOR”**

Co-funded by the  
Erasmus+ Programme  
of the European Union



**SLOVAK AUSTRIAN GERMAN ALLIANCE  
VOCATIONAL EDUCATION AND TRAINING**

# 07 - COURSES TRAIN THE TRAINER FOR THE PROFESSION

## „WORKER IN RETAIL SECTOR“

**Project:** SAGA FOR VET

**Activity:** Train the Trainer Week

**When?:** 2 – 6 October 2016

**Where?:** Das Europäische Bildungswerk für Beruf und Gesellschaft

Hegelstraße 2, 39104 Magdeburg



**SLOVAK AUSTRIAN GERMAN ALIANCE  
VOCATIONAL EDUCATION AND TRAINING**

# PROGRAM

## **Framework program on "Train the Trainer" within the framework of the SAGA for VET project (the intellectual output O2 – O7)**

The goal of this program is to provide comprehensive knowledge regarding theoretical and practical part of the education to the participants with respect to the selected program/profession. On the basis of the information received, the participants should be able to understand the analyses of the professions developed by the partners of the BBRZ-Group and EBG and also should be active in the development of various educational programs. (accreditation) in Slovakia. In addition, the participants of the program "Train the Trainer" are able to independently conduct training programs, and to pass on the acquired information to attendees of accredited educational programs in Slovakia. programov na Slovensku.

# PROGRAM

The duration of the course:

The course will take place during 5 working days in duration of 8 hours.

Main points:

1. Professional specialisation for individual training (practice) and outline plans for the framework curricula (theory) and introduction to the literature and other materials used in teaching (educational documents, timeline and content sequence of practical and theoretical instruction, an exemplary presentation of teaching materials)
2. Health and safety in the field of vocational training (presentation of documents, instructions for the safety and protection in the work in the case of various professional associations – according to the focus of vocational education)
3. Organization of practical training/seminars (presentation and description of the didactic-methodological links, e. g. visit to the training workshops)
4. Visit to partner companies for practical training and obtaining information on the practical requirements for new technologies and software requirements.
5. Final evaluation workshop
6. Didactic-methodological foundations of education (presentation and specialist discussion)
7. Preparation for the exam and progress of the exam (based on the current requirements of the decree to the individual professions)
8. "Für Ausbildereignungskurse" models – the appropriateness of the training courses for the target group? (presentation and introduction to the AZAV courses of the EBG project partner)
9. Quality assurance of vocational education (presentation and discussion)
10. Final workshop and the prospect of the future opportunities

# PROGRAM

FIRST DAY	SECOND DAY	THIRD DAY	FORTH DAY	FIFTH DAY
Technical specification of the educational framework plans (practice) and framework planes (theory) and presentation of the literature and other teaching materials (6 hours)	Organization of practical training in training centres (theoretical discussions with the presentation or a visit to the training workshops) (3 hours)	Didactic-methodological foundations of education (presentation and specialist discussion) (8 hours)	Preparation and realization of the examination (3 hours)	Quality assurance of vocational education (presentation and discussion) (6 hours)
Health and safety in the field of vocational education (2 hours)	Visit to partner companies for practical training and obtaining information on the practical requirements for new technologies and software requirements. (3 hours)		"für Ausbildereignungskurse" models (5 hours)	Final workshop and the prospect of the future opportunities (2 hours)
	Final evaluation workshop (2 hours)			

# EBG



The European Association for Vocational and Social Education (Das Europäische Bildungswerk für Beruf und Gesellschaft) is a competent partner for education and training. Since 1990 we are active in many locations in Germany and Europe.

- **Competence for education and training**

The European Association for Vocational and Social Education (Das Europäische Bildungswerk für Beruf und Gesellschaft) was founded in 1990 as free and non-profit educational company, which provides both vocational and civic engagement in society. Today, the EBG is a powerful and innovative educational company with 36 educational centers in the Federal Republic of Germany and worldwide activities. The EBG is active as an educator and developer in many different sectors and professions. More than 350 full-time lecturers, trainers, specialists and managers as well as over a thousand honorary staff work on the basis of international quality standards (DIN EN ISO 9001: 2008) and according to the mission statement of the EBG:

# EBG



## **International character**

The processing of projects with international participation, the membership in the European Association of Professional Education Institutions (EVBB) and own companies, educational centers and representative offices in countries of the European Union, Slovak Republic, China, Vietnam and Russia form the basis for international activities.

## **Activity orientation**

In particular, active teaching methods, which increase the independence in the process of working and learning of the participants, like laboratory and experimental teaching, working with models, project- and problem-oriented individual and group work, course and project method, work directly in professional practice, complex works, excursions and internships are the focus of activity-oriented teaching and training didactics.

## **Proximity to other businesses**

The aim of all professional qualifications is to create and maintain employability. This requires close cooperation with companies to align the qualifications according to their needs. In addition to the latest know-how, traditional virtues, such as punctuality, reliability, technological discipline, but also the development of respect for work and love for the profession, are the focus of the training.

# MAIN DIDACTIC CONCEPT

Direct link between:

- Economic requirements (regional, national, international)
- pedagogical and main didactic concept
- learning location
- qualification of the teachers (ultimately the success of the project is dependent on the qualification of the teachers)



# BASIC DIDACTIC SYSTEMS OF VOCATIONAL TRAINING

- Didactic metasystems
- Didactic macrosystems
- Didactic microsystems

# LEARNING FIELDS

**Learning field 1: Representation of retail company**

**Learning field 2: Customer-oriented sales conversations**

**Learning field 3: Care for customers in the service area cash register**

**Learning field 4: Presentation of goods**

**Learning field 5: Promotion and sales support**

**Learning field 6: Acquisition of goods**

**Learning field 7: Receipt, storing and maintenance of goods**

# LEARNING FIELDS

**Learning field 8: Documentation and control of business processes**

**Learning field 9: Preparation and implementation of price policy measures**

**Learning field 10: Management of special sales situations**

**Learning field 11: Management of success-oriented business processes**

**Learning field 12: Attracting and retention of customers with marketing concepts**

**Learning field 13: Staff deployment planning and leading employees**

**Learning field 14: Management and development of a retail company**

# ABSOLVENT PROFILE

The profile of the profession "seller in retail sector " is described in the training profile.

Three optional qualification units have to be defined in the training contract from the selection list according to paragraph 3 of the vocational training program. In the training contract between training company and trainees, optional qualification unit must be defined from a selection list according to paragraph 2 of the vocational training program.

After apprenticeship, the trainee must have at least the following skills, knowledge and abilities that are taught during practical training:

1. Training company
2. Information and communication
3. Product assortment
4. Foundations of consultations and sales
5. Cash register
6. Foundations of Marketing
7. Goods management
8. Foundations of accounting
9. Retail processes as well as 4 optional qualification units

# INTERMEDIATE EXAMINATION

- An intermediate examination is to be carried out to determine the level of education. It takes place at the beginning of the second year of training.
  
- The intermediate examination shall cover the skills, knowledge and abilities listed in Annex 1 for the first year of training, as well as the subject matters to be taught in vocational school in accordance with the framework curriculum, as far as it is essential for vocational training.
  
- The intermediate examination must be carried out in writing in a maximum of 120 minutes. The candidate should deal with practical tasks or cases from the following areas:
  1. Sales and marketing
  2. Cash register and calculation
  3. Economic and social science.

# FINAL EXAM

- The final examination shall cover the skills, knowledge and abilities listed in Annex 1, as well as the subject matters to be taught in vocational school in accordance with the framework curriculum, as far as it is essential for vocational training.
- The examination is to be carried out in writing in the examination areas of sales and marketing, merchandise management and accounting as well as economic and social studies and in writing in the examination area case-related specialist discussion.

# FINAL EXAM

The requirements in the case of examination areas are:

➤ in the field of sales and marketing:

In a maximum of 120 minutes, the candidate should deal with practical

tasks or cases, especially from the following areas:

- a) Sales, consulting and cash register,
- b) goods presentation and promotion

The candidate should demonstrate that he can deal with sales-related, pre-processing and post-production tasks as well as complaints, and take into account legal requirements, apply possibilities of conflict resolution, and work in a customer-oriented manner,

# FINAL EXAM

➤ in the examination area merchandise management and accounting systems:

In a maximum of 90 minutes, the candidate should deal with practical

tasks or cases, especially from the following areas:

- a) goods receipt and storage,
- b) management and control,
- c) accounting transactions,
- d) calculation

The candidate should demonstrate that he can respect the facts and contexts of these areas and carry out tasks of management and control of the movement of goods. Furthermore, he has to show that he can handle sales-related computing.



# FINAL EXAM

➤ in the examination area “Economic and social sciences”

In a maximum of 60 minutes, the candidate should deal with practical tasks or cases and show that he can present economic and social connections between the world of vocation and the world of wor.

# FINAL EXAM

➤ in the examination area “Case-related technical discussion”:

Within the scope of a specialist interview, the candidate must show that he can act according to customer and service orientation by means of one of two practical tasks assigned to him. The established specialist qualification unit is the basis for the task.

The product area documented in the record book must be taken into consideration. A maximum preparation time of 15 minutes must be given to the candidate.

The discussion should not exceed 20 minutes.

# FINAL EXAM

In order to pass the final examination, the total results and at least two of the examination areas specified in paragraph 3 No. 1 to 3, as well as in the examination area case-related expert discussion at least sufficient examination performances have to be achieved. If the examinations are graded "insufficient" in one examination area, the examination is not passed.

# HEALTH AND SAFETY AT WORK

## Why health and safety at work?

85% of all accidents are caused by **human error**.

Habituation effect leads to underestimation of the risks.

- Legal obligation of the company

(Act on Occupational Safety and Health §§3, 4 )

- Legal security for the company

(criminal and civil law consequences)

# WHY HEALTH AND SAFETY AT WORK?

Organization and implementation of occupational health and safety in the area of responsibility, e. g.

- Risk assessments
- Instruction and tuition of employees
- Observation and implementation of regulations for young people, child-bearing women, expectant and nursing mothers
- Observation and implementation of regulations for the handling of hazardous substances
- Documentation of implementation
- Control of implementation

# TASKS AND RESPONSIBILITIES OF THE EMPLOYEES

## The following rules apply to all:

- Ensure safety and health at work for yourself and third persons
- Betriebliche Regelungen und instruction contents
- Observe operating instructions

## The following rules apply to all:

### Proper use of

- Work equipment
- Personal protective equipment
- Protective devices

### Employers promote

- Report hazards and deficiencies
- Report near-accidents
- Propose ideas and suggestions to health and safety at work
- Support measures for occupational health and safety