



1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Manager mobiliteitsbranche
Kwalificatiedossier: (After)sales in de mobiliteitsbranche

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Manager mobility sector
Qualification file: (After)sales mobility sector

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Acquires and manages business relations and deals with complaints

- 1.1 Recruits customers and manages business relations
- 1.2 Deals with complaints

Core task 2: Sells products and/or services in the mobility sector

- 2.1 Identifies the customer's needs
- 2.2 Presents products and/or services
- 2.3 Guides and advises customers in the purchase/use of products and/or services and concludes transactions
- 2.4 Performs administrative tasks

Core task 3: Plans and monitors work

- 3.1 Draws up a schedule and allocates tasks
- 3.2 Monitors the schedule and progress of the tasks

Core task 4: Manages (after) sales advisors

- 4.1 Organises and supervises workplace meetings
- 4.2 Informs and instructs employees

Core task 5: Contributes to improving business operations

- 5.1 Identifies and analyses information about the business operations
- 5.2 Submits proposals for improving the business operation

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

The Manager mobility sector sells products (such as vehicles, vessels (motorised) two-wheelers, spare parts/functions and/or services (such as lease contracts, subscriptions and work to be carried out on vehicles/vessels/two-wheelers and the related parts and working hours) to (potential) private and/or business customers. He/she is employed in companies involved in the sale of (different) transport modalities and mobility concepts. The size of the company where the starting professional works ranges from small (e.g. marque-independent family businesses) to large (e.g. internationally operating mobility companies). The Manager mobility sector is in charge of the department.

*** 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 is available at: <http://www.europass.cedefop.europa.eu/>

© European Communities 2002

5. OFFICIAL BASIS OF THE CERTIFICATE

<p>Name and status of the body awarding the certificate The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.</p>	<p>Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry of Education, Culture and Science</p>																				
<p>Level of the certificate (national or international) Qualification level 4 of the Dutch VET qualification structure Characteristics: non-job related skills such as tactical and strategic capacities. The professional bears his or her own responsibility, which is not only related to practical implementation in terms of monitoring and supervision, but also a more formal, organisational responsibility. The range of tasks also includes drafting new procedures. NLQF-niveau 4 - EQF level 4 - ISCED 3A</p>	<p>Grading scale / Pass requirements</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 10px;">10</td><td>excellent</td></tr> <tr><td>9</td><td>very good</td></tr> <tr><td>8</td><td>good</td></tr> <tr><td>7</td><td>very satisfactory</td></tr> <tr><td>6</td><td>pass</td></tr> <tr><td>5</td><td>fail</td></tr> <tr><td>4</td><td>unsatisfactory</td></tr> <tr><td>3</td><td>very unsatisfactory</td></tr> <tr><td>2</td><td>poor</td></tr> <tr><td>1</td><td>very poor</td></tr> </table>	10	excellent	9	very good	8	good	7	very satisfactory	6	pass	5	fail	4	unsatisfactory	3	very unsatisfactory	2	poor	1	very poor
10	excellent																				
9	very good																				
8	good																				
7	very satisfactory																				
6	pass																				
5	fail																				
4	unsatisfactory																				
3	very unsatisfactory																				
2	poor																				
1	very poor																				
<p>Access to next level of education/professions After completing the diploma Manager mobility sector (context sales or after sales) at level 4, the Manager mobility sector can obtain a second diploma at level 4. There are also various higher professional education study courses that tie in with the prior education. Possibilities include study courses in automotive engineering, teacher motor vehicle mechanics (also part-time and full time), Retail management or Small business and retail management. There are also part-time and fulltime higher professional education study courses that train for the profession of teacher motor vehicle mechanics, for example the part-time study course Teacher motor vehicle mechanics. Within the mobility sector there are various transfer opportunities from Sales manager through to Commercial Director or Director/Company manager.</p>	<p>International agreements Manager mobility sector is not a regulated profession in the Netherlands. However, the education and training for this profession on qualification level 4 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.</p>																				
<p>Legal basis Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25713 The education and training for this qualification is offered as of 01-08-2022.</p>																					

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

<p>Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl). In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week. In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.</p>	
<p>Average duration of the education/ training leading to the certificate</p>	<p>3 years (4800 study hours) (depending on previous education)</p>
<p>Entry requirements The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.</p>	

7. ADDITIONAL INFORMATION

Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information included in part 3 and 4 is derived directly from the qualification file determined by the Minister of Education, Culture and Science. The complete qualification file can be found at kwalificaties.s-bb.nl, only in Dutch.

Optional subjects are linked to the qualification. The optional subjects have a total size of 15% of the course duration. The optional subjects completed by the student are listed on the certificate.

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): www.s-bb.nl. The NRP is the information centre for vocational qualifications in the Netherlands. SBB has been appointed in this capacity by the Ministry of Education, Culture and Science.