

1. TITLE OF THE CERTIFICATE (NL)

Diploma Beroepsonderwijs
Kwalificatie: Aftersalesmanager Mobiliteitsbranche
Kwalificatiedossier: Aftersales Mobiliteitsbranche

In the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Certificate Senior Secondary Vocational Education
Qualification: Aftersales manager mobility sector
Qualification file: Aftersales mobility sector

This translation has no legal status

3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Sells products and/or services

- 1.1 Takes inventory of client needs
- 1.2 Advises the client and provides a proposal on (duration and) cost
- 1.3 Organises alternative transport for the client
- 1.4 Completes customer contact (administrative work)

Core task 2: Manages workplace planning

- 2.1 Makes up work order
- 2.2 Schedules the activities
- 2.3 Monitors the work and checks the planning
- 2.4 Handles the warranty administration
- 2.5 Makes up the invoice

Core task 3: Offers service to clients

- 3.1 Manages contact with the client
- 3.2 Deals with complaints

Core task 4: Directs desk, workplace and warehouse workers

- 4.1 Supervises colleagues and/or trainees
- 4.2 Organises work meetings
- 4.3 Carries out meetings with staff and/or students

Core task 5: Develops aftersales policy on a strategic level

- 5.1 Makes an analysis and offers support in establishing the after-sales policy
- 5.2 Converts the after-sales policy into concrete actions
- 5.3 Monitors and checks the set activities

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

The Aftersales manager mobility sector works in a personal car company, company car company or two-wheeled vehicle company. He manages the aftersales department, among which the reception desk (Service advisors), workplace, warehouse and financial administration.

*** 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/>

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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: 20px;">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
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<p>Access to next level of education/professions At VET level 4 the Aftersales manager mobility sector can get a second diploma at VET level 4. There are also various possibilities to develop through higher professional education, such as the Automobile engineering education. He can also do the motor vehicle teaching education. There are various possibilities for the Aftersales manager to develop within the mobility branch, such as commercial director or director/company manager.</p>	<p>International agreements Aftersales 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): 25218 The education and training for this qualification is offered as of 01-08-2015.</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

<p>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.</p> <p>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.</p> <p>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</p>

7. ADDITIONAL INFORMATION

qualifications in the Netherlands. SBB has been appointed in this capacity by the Ministry of Education, Culture and Science.