

**Leonardo da Vinci – Transfer of innovation:  
The Transfer of Competences and Trainings for Goods and Product  
Manipulator – GPM**

# **Analysis of Slovenian educational and training system in trade sector**

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## Legislation, concerning and defining educational and training system in trade sector

- Vocational Education Act (UL RS, št. 79/2006)
- Chambers of Commerce and Industry Act (UL RS, št. 60/2006)
- Trade Act (UL RS, št. 24/2008)
- Rules on the Minimum Level of Education of Persons Performing Trade Activities (UL RS, št. 4/2010)

## Vocational Education Act

- **This Act regulates the education for a lower and secondary vocational and technical secondary level of education.**

- **Here are some aims of this Act (as defined in Article 2):**

Vocational and technical education has an aim to:

- provide on internationally comparable level the knowledge, skills and professional competences that are necessary for the practical work and for further education;
- promote lifelong learning;
- educate for sustainable development;
- develop independent critical judgment and responsible behavior;
- raise consciousness of the individual's integrity;
- enables integration into the European division of labor.

- **Role of the social partners.**

## Chambers of Commerce and Industry Act

- This Act regulates the status of Chambers of Commerce and Industry, the process of establishment, operation, modification and termination of Chambers of Commerce.
- Chamber of Commerce (and Industry) is an **independent, voluntary, interest-based and non-profit association of legal persons and sole-proprietors who perform independent commercial and related activities on the market.**
- Aims and tasks of the Chamber (Article 6) – among other: **The Chamber plans the vocational and technical education, participate in practical training and examinations carried out in accordance with the law.**
- On the basis of the law, Chamber of Commerce can be granted a **public authorization.**
- **A legal basis for the establishment of Slovenian Chamber of Commerce.**

## Trade Act

- This Act sets out the conditions for the performance of commercial activities and supervision over the implementation of the law.
- To carry out commercial activities there should be fulfilled the minimum technical and other requirements relating to:
  - space, equipment and devices in the shop,
  - exterior look of the store,
  - method, equipment and appliances for selling goods outside shops,
  - method, equipment and appliances in specifically designated places in wholesale trade,
  - the minimum level of education for typical jobs in the shop.
- Trade Act presents the legal basis for adopting Rules on the Minimum Level of Education of Persons Performing Trade Activities by the Ministry.

## Rules on the Minimum Level of Education of Persons Performing Trade Activities

- This Rules lay down a minimum level of education for typical jobs in trade.
- The Rules was adopted by the Ministry of the Economy in the year 2010 on the basis of the new Trade Act.

# Collective Agreement for Slovenia's Trade Sector

- Concluded by the Trade Union of Workers in Slovenia's Trade Sector, K90 Confederation of Trade Unions of Slovenia, Trade Union of Trade Sector of Slovenia, Slovenian Chamber of Commerce, Employer's Association of Slovenia and Chamber of Commerce and Industry of Slovenia.
- Content:
  - General Provisions,
  - Conclusion of Employment Contract,
  - Termination of Employment Contract,
  - Working Time, Break and Rest,
  - Breaks and Rest,
  - Annual Leave,
  - Education,
  - Conditions for Trade Union Activity,
  - Receipts from Employment,
  - Rights and Obligations of the Parties and Dispute Resolution,
  - Wage Annex.

# Collective Agreement for Slovenia's Trade Sector

- Position classification act is the employer's general act, defining positions and/or type of work, conditions for carrying out work at a certain position and/or type of work and job description for positions of employment, falling within the same type of work.
- Type of work is a set of jobs and duties of related or comparable positions of employment, for which the same conditions for carrying out work are required in accordance with the provisions of this Collective Agreement and/or position classification act.
- Position of employment is the smallest organisation unit in the employer's structure, within which duties are carried out.



# Collective Agreement for Slovenia's Trade Sector

## **Article 8: Classification of jobs according to the complexity**

(1) According to their complexity, jobs are classified as follows:

### **Tariff class I (simple work):**

Ancillary and simple work which, as a rule, does not require any special knowledge.

### **Tariff class II (less demanding work):**

Less demanding work which, as a rule, requires knowledge, acquired in primary school and in short, one- or several-months training, or relevant knowledge, acquired by work experience.

### **Tariff class III (medium demanding work):**

Medium demanding work which, as a rule, requires knowledge, acquired by two-year formal vocational or professional education, or relevant knowledge, acquired by work experience.

# Collective Agreement for Slovenia's Trade Sector

## **Tariff class IV (demanding work):**

Work that workers carry out independently and which, as a rule, requires knowledge, acquired by three-year formal vocational or professional education, or relevant knowledge, acquired by work experience.

## **Tarif class V (more demanding work):**

Work the employees carry out independently, they organise and carry out organisational unit work process or give instructions for the work which usually requires the knowledge, acquired by four- or five-year formal vocational or professional education, and degree of master, foreman or manager, or relevant knowledge, acquired by work experience.

# Collective Agreement for Slovenia's Trade Sector

## **Tariff class VI (very demanding work):**

Work the employees carry out completely independently, they organise and carry out organisational unit work process, they are empowered for independent decision-making, and, as a rule, it requires knowledge, acquired by at least higher professional education, or relevant knowledge, acquired by work experience.

## **Tariff class VII (highly demanding work):**

Works, which have a decisive influence on the company operation and which, as a rule, require high professional education or more, or relevant knowledge, acquired by work experience.

## Collective Agreement for Slovenia's Trade Sector

(2) The classification of the complexity or work into tariff classes referred to in this Article shall be applied to the classification of the positions of employment and/or type of work, by posting **classifications act, adopted by the employer**.

(3) In accordance with the Collective Agreement **typical duties of a job/types of work in retail trade store are classified not lower than in Tariff class IV**. Typical duties of a job/types of work in a retail store are as follows: selling to customers, advice on the characteristics of goods to customers and reception of payments from customers.

# Collective Agreement for Slovenia's Trade Sector

## **Article 58: Education, training and advanced training**

(1) Workers shall have the right to education. The employer shall have to right to refer workers to education.

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## **Article 59: Contract on education**

## **Article 60: Reimbursement of training and advanced training costs**

## Rules on the Minimum Level of Education of Persons Performing Trade Activities

- **Article 2:** Typical jobs in trade are the **salesman** and the **shop manager**.
- **Salesman** is the person who directly sell goods in a store or advise customers on the characteristics of goods or receive customer payments. The salesman must have completed at least secondary vocational education (Level IV).
- **Shop manager** is the person who is leading a commercial business with professional arranging of business operations and purchasing, storage, preparation and sale of goods in business units or parts of these units. Shop manager must have completed at least technical secondary education or general secondary education (Level V).

## Rules on the Minimum Level of Education of Persons Performing Trade Activities

- **Legal regulation** of educational conditions in Slovenian trade sector for salesman and shop manager.
- For other jobs minimum level of education is not defined.
- Other jobs and positions of employment, which are also very important for smooth and successful performance of trade activities (for example goods and product manipulator), are not regulated by the law. They are precisely defined in classification act, adopted by the employer.

## Occupational standards

- **Occupational standard provides a link between vocational education and training system and certification system of national vocational qualifications.**
- **Occupational standards are prepared on the basis of the initiative, prepared by the interested legal entities.**
- **The development of professional standards is a complex project, which includes a number of partners: employer's and employee's organizations, ministries, schools.**
- **Occupational standard is a document with the following elements: name and code of the profession, level of complexity, occupational competences and description of occupational standard, which include: field work, key work and skills.**
- **Database of Slovenian occupational standards: <http://www.nrpslo.org/baze-podatkov/poklicni-standardi.aspx>**



## Occupational standard: Salesman

- <http://www.nrpslo.org/poklicni-standard.aspx/34100010>
- Klasius: trade – wholesale and retail
- Level of complexity: (IV) demanding work

## Occupational standard: Salesman

- **Occupational competences:**

The candidate:

- plans and organizes his own work,
- ensures the quality and effectiveness of his own work in the working environment in accordance with the regulations and standards in the field of trade.
- rationally uses the energy, material and time,
- protects the health and environment,
- develops entrepreneurial qualities, skills and behavior,
- communicate with customers, suppliers and and his co-workers,
- uses modern information and communication technology,
- monitor stocks of the goods,



## Occupational standard: Salesman – occupational competences

- takes care for the receipt of goods,
- is preparing goods for sale,
- sales the goods and perform commercial services,
- perform cash transactions,
- participate in inventories of goods,
- maintain equipment, machinery, accessories, sales area, warehouse, support facilities and surroundings,
- undertake continuous professional development.

## Occupational standard: Shop manager

- <http://www.nrpslo.org/poklicni-standard.aspx/50434760>
- Klasius: trade – wholesale
- Level of complexity: (V) more demanding work

# Occupational standard: Shop manager

- **Occupational competences:**

The candidate:

- is planning and organizing his own work and the work of others,
- rationally uses the energy, material and time,
- develops entrepreneurial qualities, skills and behavior,
- uses modern information and communication technology,
- analyzes and plans business at the sales unit,
- organizes and operatively manages the sales unit,
- provides product range and order goods,
- takes care for the receipt of the goods,
- is responsible for the proper storage of goods for sale,
- prepares goods for sale,
- is informing customers,

## Occupational standard: Shop manager – occupational competences

- sales the goods and performs commercial activities,
- checks the cash register,
- organizes and participates in the inventory and preparation of goods,
- plans and performs practical training of pupils/students in the company (content, methodical, didactic and technical),
- leads required documentation,
- ensures quality control and act in accordance with the regulations and standards in the field of trade,
- communicates with his co-workers, superiors, customers, suppliers, security, public authorities and inspectorates,
- ensures adequate protection of goods and property.

## Providers of formal education and training in trade sector

- **Secondary vocational schools – programmes for vocations salesman, salesclerk, visual merchandiser.**

- **Example: training programme – salesman (3 years)**

<http://www.sts-ljubljana.si/si/programi/trgovec/predstavitev-programa>

- **Approximately 17 secondary schools in Slovenia with programme „salesman“:** Ekonomska in trgovska šola Brežice, Ekonomska šola Murska Sobota, Ekonomska šola Novo mesto, Ekonomsko-storitveni izobraževalni center Kranj, Poslovno-komercialna šola Celje, Srednja ekonomska in trgovska šola Nova Gorica, Srednja ekonomsko - poslovna šola Koper, Srednja šola Domžale, Srednja šola Kočevje, Srednja šola Slovenska Bistrica, Srednja šola Zagorje, Srednja trgovska šola Ljubljana, Srednja trgovska šola Maribor, Šolski center Ptuj, Šolski center Slovenj Gradec, Šolski center Velenje, Dvojezična srednja šola Lendava

## Providers of formal education and training in trade sector

- The programme „salesman“, which is carried out by the secondary vocational schools, is approved by the Ministry of Education of the Republic of Slovenia:  
<http://portal.mss.edus.si/msswww/programi2012/programi/SPI/trgovec/kazalo.htm>
- **The Slovenian Chamber of Commerce has a task to promote posts in trade.** One of activities is also promotion of the post „salesman“ – we promote this post at different elementary schools, Education and Career Fair Informativa, etc. Here is the link to the short film, made by SCC, which presents the post „salesman“:  
<http://www.tzslo.si/predstavitev-poklica-prodajalec>.



# **Role of Slovenian Chamber of Commerce in the field of formal education and training in trade sector**

**Slovenian Chamber of Commerce has got several tasks in the field of formal education and training in trade sector:**

- **shop manager exams,**
- **verification of the conditions for the practical training at work,**
- **cooperation with the Institute of the Republic of Slovenia for Vocational Education and Training (CPI) in the field of occupational standards,**
- **cooperation with secondary vocational trade schools by the final exams.**

## Role of Slovenian Chamber of Commerce in the field of formal education and training in trade sector

### Shop manager exams:

- SCC organizes exams for becoming a „shop manager“.
- because typical jobs in trade sector are regulated, a shop manager needs at least V. level of education.
- A candidate, who would like to attend a shop manager exam, must have finished at least IV. level of education and must have at least 3 years of working experiences in the field of trade activities.
- Shop manager exam consists of 4 larger parts: theoretical, practical, pedagogical and managerial-economic.
- A person, who passes all the parts of shop manager exam, gets a title „shop manager“ and V. level of education.
- <http://www.tzslo.si/Splosna-zakonodaja/Izobrazevanje/Trgovski-poslovodja>

## Role of Slovenian Chamber of Commerce in the field of formal education and training in trade sector

### Verification of the conditions by the employer for the practical training at work:

- **SCC has a special Commission on Verification. Its existence and work is provided by the Vocational Education Act and Rules on verification and keeping the register of apprentice posts and on striking off the register.**
- **The training programme „salesman“ includes also practical work by the employer.**
- **The employers, who have verified their positions, dedicated to the students, can take students on the practice (cooperation with secondary vocational school).**
- **Students has an opportunity to learn more about the work of the salesman and to know better their future job. Employers, on the other hand, have an opportunity to know and educate young people and to find a perspective staff.**
- **<http://www.tzslo.si/izobrazevanja/ucna-mesta>**

## **Providers of informal education and training in trade sector**

- **Companies/retailers themselves – tailor made programmes, gained knowledge is often not generally applicable.**
- **Slovenian Chamber of Commerce – „SCC Academy“, functional education (frequently in the field of legislation)**

## Goods and Product Manipulator in Slovenia

- In Slovenia many retailers employ the persons, which occupy the post of goods and product manipulator (GPM).
- This occupation does not require minimal level or course of education in Slovenia, there is also no list of competences in this post, and no appropriate training to train persons for this post.
- In Slovenia this occupation is performed by staff with concluded elementary and not concluded vocational school.
- In Slovenia, there are formal and informal trainings for performing of trade business, on the III. ISCED level, but lacking basis for trainings and occupational competences on a lower level, such as GPM.
- SCC supports diminishing administrative burdens for business subjects also in way of legal deregulation of educational conditions in Slovenian trade sector but at the same time TZS strongly believes in the importance of knowledge and skills, free flow of information and transfer of best practices and innovations in the frame of EU area and wider. That's the reason, that we don't favor a **legally regulated** educational conditions and post of goods and product manipulator.

# Goods and Product Manipulator in Slovenia

- Collective Agreement for Slovenian Trade Sector is defining and classifying jobs according to the complexity – the job of goods and product manipulator often meets Tariff Class III (medium demanding work), but it depends on every position classification act by different employers. Unification would be reasonable.
- SCC with the project „Transfer of Competences and Trainings of Goods and Product Manipulator“ therefore wishes to transfer innovation: list of occupational competences and training programme for GPM from Spain and Portugal.
- Main objectives of the project are: acquisition of Europe-level occupational competences for the post of GPM, input of acquired foreign knowledge and experience in Slovenian system, establishment of the GPM training system in Slovenia, preparation of manual for GPM training and preparation of the initiative for occupational standard and national occupational qualification (NOQ) for GPM.

## Goods and Product Manipulator in Slovenia

- With the transferring and upgrading the competences and GPM training programme from Portugal and Spain, the project will enable higher capacity of employed persons with elementary education, who are due to lack of knowledge not easily employable, as well as enable the job seekers additional training to broaden their chances of getting employed.
- Since the occupational competences for GPM and the training programme will be comparable to those already established in other European member states, mobility in the labour market is likely to increase in Slovenia as well as in the whole of EU labour market.
- Herewith the project will fill current gap in the field of occupation in trade sector and in the vertical scheme of posts in trade sector..
- Project follows the need of employers for employing the trained GPM, improvement and unification of skills and competences in the trade sector with integration of persons without formal education to training for GPM and enhances the relation between learning and working of persons already doing the work of GPM.



# Thank you all for listening 😊