



formação para o sucesso

Portuguese VET for the Trade Sector

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- Same as VET System (General)
- All formal VET Qualifications - drawn up and updated by the ANQEP - are inscribed in the **National Catalogue of Qualifications**
- The National Catalogue of Qualifications was defined under the framework of the **National Qualifications System** – which aim is to restructure the vocational training integrated in the education system and in the labour market in order to make sure that the needs of enterprises and the economy are met.

National Qualifications System

The **National Qualifications System** is coordinated by the government members who are responsible for the National VET areas and is constituted by 3 different bodies:

- The National Council for Vocational Training – which is a tripartite structure responsible for the profiles and reference materials approval and recognition;
- The National Agency for Qualification and Vocational Education and Training - responsible for elaborating the competences and training reference material to be integrated into the National Catalogue for Qualifications.
- The Sectorial Councils for Qualifications (SCQ)

Sectorial Councils for Qualifications

Sectoral Councils For Qualification (CSQ) are technical and advisory working groups whose main objective is to **identify needs in order to update the National Qualifications Catalogue (CNQ.)**

The aim is to **establish a closer relationship between VET and the labour market** and thus foster the **involvement and interaction among stakeholders** and ensure a **sectoral representation.**

Sectorial Councils for Qualifications

CSQ integrate (10 members):

- experts appointed by the Ministry that oversees their sector of activity
- by trade unions and employer associations representing relevant sectors of activity
- leading companies,
- training providers with greater regional and sectoral specialization
- independent experts.

The most positive element of the Portuguese educational and Training System in the Trade sector is the fact that ANQEP works in close cooperation with the Sectorial Councils for Qualifications (CSQ) for the Trade and Marketing Sector which is responsible for identifying areas in which the CNQ needs updating.

The NCQ and the Trade sector

- For each qualification, the NCQ comprises:
 - Professional profile
 - Training reference
 - Recognition, Validation and Certification of Competences Reference Framework - elaborated with basis on the above references.

The NCQ and the Trade sector

For the **Trade sector** in Portugal, the National Catalogue of Qualifications comprises 7 different Occupational Standards :

- Commercial Employee
- Logistic Assistant
- Commercial Technician
- Logistic Technician
- Marketing Technician
- Sales Technician
- Window Dresser Technician

The Commercial Employee – Occupational Competences Profile

The **Occupational Competences** of the work of the Commercial Employee are described in its **NCQ RVCC Profile. 9 Competence Units:**

1. Applies *Control of Stocks* Techniques
2. Receives and packs the suppliers' products
3. Applies *exposition* techniques and *replacement of products* at the point of sale
4. Applies *service to customers and sales* techniques at the point of sale
5. Applies techniques of *telephone assistance* to the customer
6. Applies *customer loyalty* procedures
7. Implements procedures for *after-sales service*
8. Handles *customer complaints* in accordance with the procedures
9. Fills in commercial documentation

The Commercial Employee – Occupational Competences Profile

To each of these Competence Units are related several tasks and ,to each task ,the knowledge and skills required:

Commercial Employee RVCC Profile

The Commercial Employee – Training Programme

- Education and Training Course for Adults – Training Units 25/50 hours
- Divided into **2 different components** – basic and technological

Training Programme

THANK YOU!



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