



LEONARDO DA VINCI
Transfer of Innovation

**The Transfer of Competences and Trainings for Goods and Product Manipulator
– GPM**

SEMINAR FOR THE TRAINERS

THE SPANISH EDUCATION AND TRAINING SYSTEM

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Current legislative framework

The legislative framework currently governing and guiding the Spanish education system consists of the Spanish Constitution of 1978 [L3.01] and a series of organic laws which develop the principles set out therein:

Organic Law Regulating the Right to Education (LODE), 1985 [L3.02].

Organic Law on Qualifications and Vocational Training (LOCFP), 2002 [L3.06].

Organic Law on Education (LOE), 2006 [L3.07].

Organic Law on Universities (LOU), 2001 [L3.03].

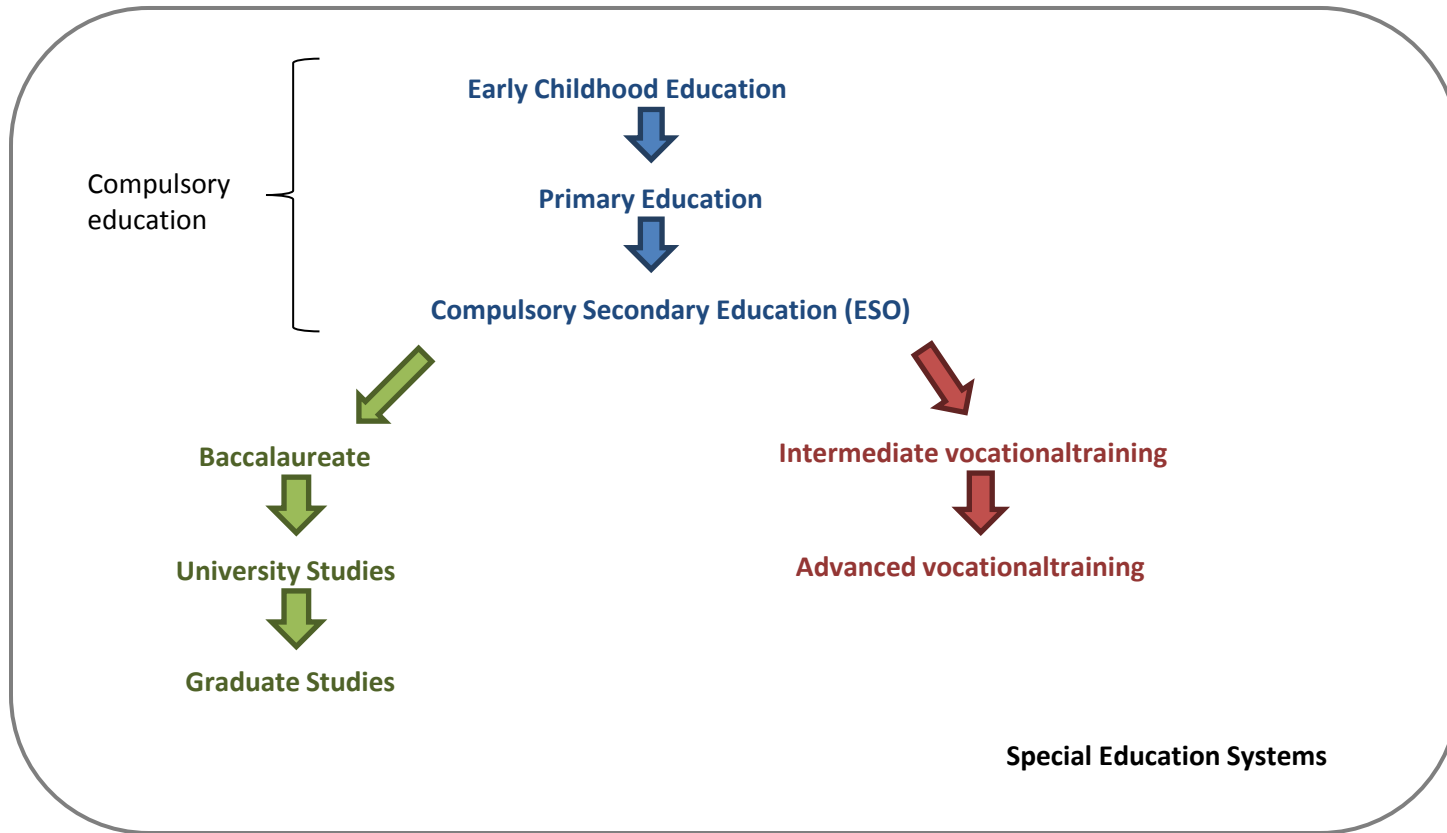
Various aspects of this law have been amended by the Organic Law modifying the LOU, adopted in April 2007, which together with the Royal Decree 1393/2007 on the Organization of Official University Studies, approved in October 2007, established the new regulatory framework of university education [L3.04] [L3.05].



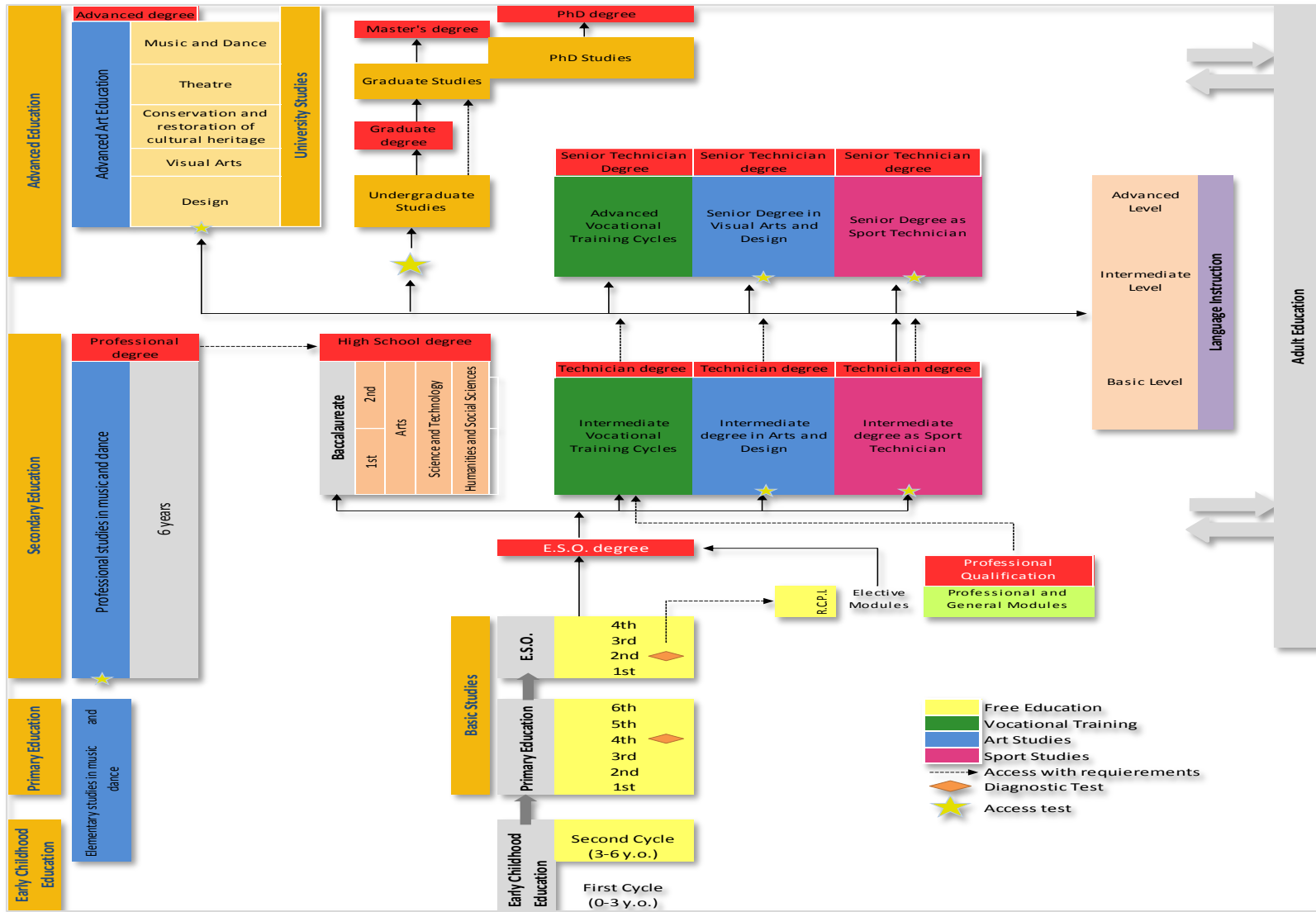
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Lifelong Learning Programme



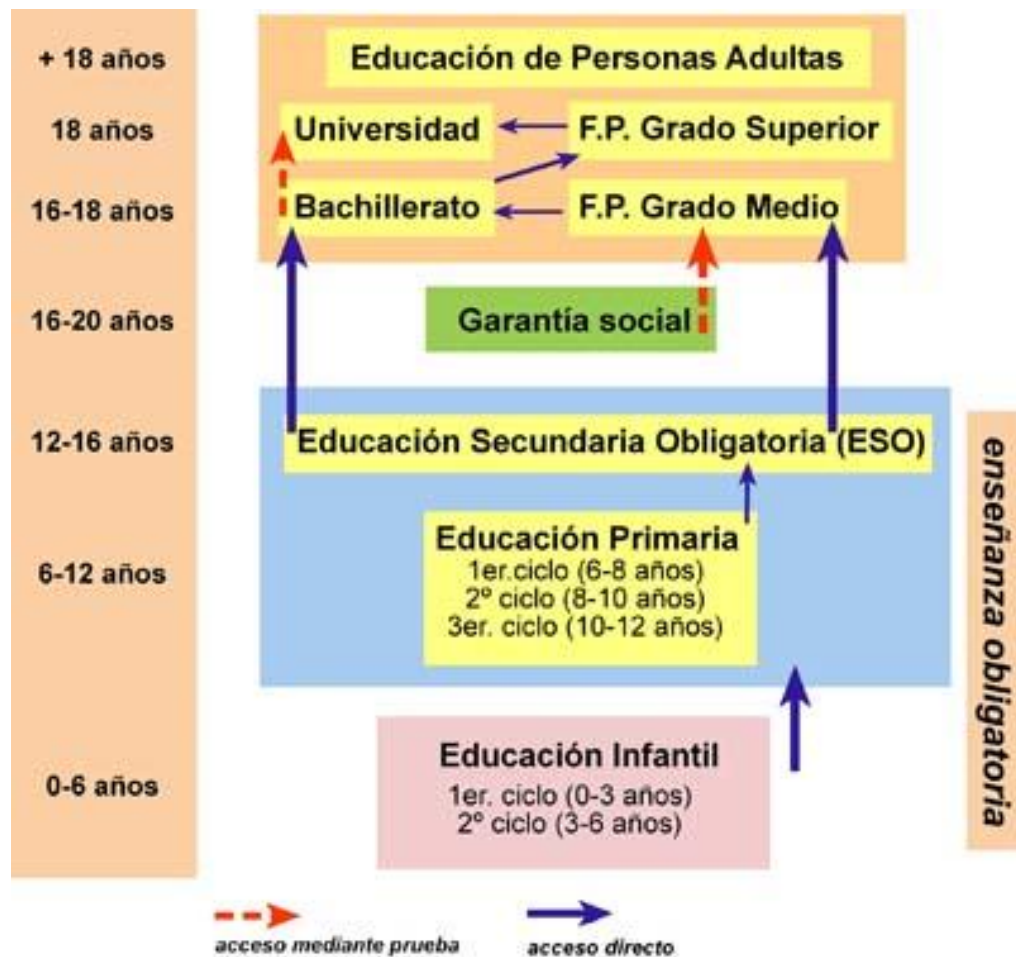
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The General Education System includes:

- Early Childhood Education
- Primary Education
- Secondary Education
- High School
- Vocational Training
- Adult Education
- University Education

THE SPANISH EDUCATION AND TRAINING SYSTEM



COMMERCE AND MARKETING PROFESSIONAL FAMILY: PROFESSIONAL CERTIFICATES SUMMARY TABLE

PROFESSIONAL QUALIFICATION	LEVEL	UNITS OF COMPETENCE THAT MUST BE KNOWN	TRAINING MODULES THAT MUST BE TAUGHT AND ITS DURATION	JOBS RELATED TO EACH CERTIFICATE
<p>ANCILLARY STORE ACTIVITIES</p> <p>BOE number 180 of July 26, 2008 Page 32488</p> <p>BOE number 300 of December 14, 2011 Page 134992</p>	1	<p>UC1325_1: Performing ancillary store operations consisting of reception, collection, maintenance and freight forwarding in an integrated manner into the team.</p> <p>UC1326_1: Preparing orders effectively and efficiently, following established procedures.</p> <p>UC0432_1: Handling loads with forklifts.</p>	<p>Duration of the associated training: 210 hours</p> <p>MF1325_1: Ancillary storage operations (80 hours) MF1326_1: (Transversal) Order preparation (40 hours) MF0432_1: (Transversal) Load handling with Forklifts (50 hours) MP0287: Internship module on ancillary store activities (40 hours)</p>	<p>Loading and unloading, storage and supply market operator. Store operator.</p> <p>Drivers - Operators of forklifts in general.</p> <p>Packers – Hand packers.</p> <p>Order pickers.</p> <p>Laborers of transport in general.</p> <p>Logistics operator.</p>
<p>ANCILLARY COMMERCE ACTIVITIES</p> <p>BOE number 180 of July 26, 2008 Page 32498</p> <p>BOE number 312 of December 28, 2011 Page 143231</p>	1	<p>UC1327_1: Performing ancillary operations of replacement and refurbishment of products available at the point of sale.</p> <p>UC1326_1: Preparing orders effectively and efficiently, following established procedures.</p> <p>UC1328_1: Handling and moving products in the retail area and in the proximity area of distribution, using pallets and wheelbarrows.</p> <p>UC1239_1: Providing service and operational information to the customer, in a structured and formalized manner.</p>	<p>Duration of the associated training: 270 hours</p> <p>MF1327_1: Ancillary operations at the point of sale (90 hours) MF1326_1: (Transversal) Order picking (40 hours) NF1328_1: Handling and moving products using pallets and wheelbarrows (50 hours) MF1329_1: Basic Customer Service (50 hours) MP0406: Internship module on ancillary commerce activities (40 hours)</p>	<p>Hypermarket stock clerk.</p> <p>Stock clerks.</p> <p>Proximity deliverers on foot.</p> <p>Hand packers and packagers.</p> <p>Order picker.</p> <p>Sales assistant.</p>

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<p>SALES ACTIVITIES AND ITS SPECIALTIES</p> <p>BOE number 59 of March 9, 2004 Page 669</p> <p>BOE number 223 of September 15, 2008 Page 37533</p>	2	<p>UC0239_2: Performing sales of products and/or services through various marketing channels.</p> <p>UC0240_2: Performing ancillary sales operations.</p> <p>UC0241_2: Running Customer Service actions.</p> <p>UC1002_2: Communicating in English as an autonomous user in the context of commercial activities.</p>	<p>Duration of the associated training: 590 hours</p> <p>MF0239_2: Sales Operations (160 hours)</p> <ul style="list-style-type: none"> - UF0030: Organization of sales processes (60 hours) - UF0031: Sales Techniques (70 hours) - UF0032: Online sales (30 hours) <p>MF0240_2: Ancillary sales operations (140 hours)</p> <ul style="list-style-type: none"> - UF0033: Supply and storage in sales(40 hours) - UF0034: Advertising and presentation of products at the point of sale (60 hours) - UF0035: Cash transaction operations in sales (40 hours) <p>MF0241_2: Customer service and information (120 hours)</p> <ul style="list-style-type: none"> - UF0036: Customer service management (60 hours) - UF0037: Customer service and information techniques (60 hours) <p>MF1002_2: Business English (90 hours)</p> <p>MP009: Internship module on sales activities (80 hours)</p>	<p>Cashier.</p> <p>Shop assistant.</p> <p>Seller.</p> <p>Commercial developer.</p> <p>Contact-centre operator.</p> <p>Telephone operators (call-centre).</p> <p>Telemarketer.</p> <p>E-Commerce sales operator.</p> <p>Customer service and information officer.</p>
<p>SMALL SHOP MANAGEMENT ACTIVITIES</p> <p>BOE number 165 of July 12, 2011 Page 77320</p>	2	<p>UC2104_2: Promoting and managing a quality small shop.</p> <p>UC2105_2: Organizing and advertising the point of sale of a small shop.</p> <p>UC2106_2: Ensuring responsiveness and supply of small shops.</p> <p>UC0239_2: Perform the sale of products and/or services through various marketing channels.</p> <p>UC1792_2: Managing risk prevention in small businesses.</p>	<p>Duration of the associated training: 570 hours</p> <p>MF2104_2: Implementation and development of small shops (120 hours)</p> <p>MF2105_2: Organization and advertising of small shops (120 hours)</p> <p>MF2106_2: Supply management in small businesses (90 hours)</p> <p>MF0239_2: Sales Operations (180 hours)</p> <p>MF1792_2: Management of risk prevention in small businesses (60 hours)</p>	<p>Small shop manager.</p> <p>Retailer.</p>

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<p>CUSTOMER SERVICE</p> <p>BOE number 59 of March 9, 2004 Page 693</p> <p>BOE number 300 of December 14, 2011 Page 135129</p>	3	<p>UC0241_2: Performing customer service actions.</p> <p>UC0245_3: Customer complaints management.</p> <p>UC0246_3: Obtaining, organizing and managing the documentation / information on consumption.</p> <p>UC1002_2: Communicating in English as an autonomous user in the context of commercial activities.</p>	<p>Duration of the associated training: 460 hours</p> <p>MF0241_2: (Transversal) Customer information and service (120 hours)</p> <ul style="list-style-type: none"> - UF0036: Customer service management (60 hours) - UF0037: Customer information and service techniques (60 hours) <p>MF0245_3: Management of customer complaints and claims (90 hours)</p> <p>MF0246_3: Organization of an information system on consumption (120 hours)</p> <ul style="list-style-type: none"> - UF1755: Information systems and databases on consumption (60 hours) - UF1756: Documentation and reports on consumption (60 hours) <p>MF1002_2: (Transversal) Business English (90 hours)</p> <p>MP0374: Internship module on customer service (40 hours)</p>	<p>Managers of shop's customer service area.</p> <p>Administrative staff with customer service tasks not elsewhere classified.</p> <p>Officers on consumption.</p> <p>Officerson customer information and service at companies.</p> <p>Officerson consumption at customer information offices of public administrations.</p> <p>Officerson consumption at public and private bodies of consumer protection.</p> <p>Officerson consumption at consumer cooperatives.</p>
<p>COMMERCIAL SALES MANAGEMENT</p> <p>BOE number 45 of February 21, 2008 Page 9951</p> <p>BOE number 312 of December 28, 2011 Page 143303</p>	3	<p>UC1000_3: Obtaining and processing the information required to define business strategies and actions.</p> <p>UC1001_3: Managing the sales force and coordinating the sales team.</p> <p>UC0239_2: Performing sales of products and/or services through various marketing channels.</p> <p>UC0503_3: Organizing and managing promotional activities in commercial areas.</p> <p>UC1002_2: Communicating in English as an autonomous user in the context of commercial activities.</p>	<p>Duration of the associated training: 610 hours</p> <p>MF1000_3: Commercial organization (120 hours)</p> <ul style="list-style-type: none"> - UF1723: Sales management and strategies, and commercial trading (60 hours) - IF1724: Basic economic management of the commercial sales activity and trading (60 hours) <p>MF1001_3: (Transversal) Management of the sales force and commercial teams (90 hours).</p> <p>MF0239_2: (Transversal) Sales Operations (160 hours)</p> <ul style="list-style-type: none"> - UF0030: Organization of sales processes (60 hours) - UF0031: Sales Techniques (70 hours) - UF0032: Online selling (30 hours) <p>MF0503_3: (Transversal) Commercial developments (70 hours)</p> <p>MF1002_2: (Transversal) Business English (90 hours)</p> <p>MP0421: Internship module on commercial sales management (80 hours)</p>	<p>Technical Sellers.</p> <p>Sales representatives.</p> <p>Commercial delegates in general.</p> <p>Commercial representatives in general.</p> <p>Store managers.</p> <p>Sellers not elsewhere classified.</p> <p>Sales Manager.</p> <p>Manager of sales representatives.</p> <p>Telemarketing supervisor.</p>

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<p>MARKETING AND COMMUNICATION MANAGEMENT</p> <p>BOE number 276 of November 16, 2011 Page 118278</p>	3	<p>UC1007_3: Obtaining and preparing information for the market information system.</p> <p>UC2185_3: Assisting in the definition and monitoring of marketing policies and plans.</p> <p>UC2186_3: Managing the introduction and implementation of products and services in the market.</p> <p>UC2187_3: Organizing and managing marketing and communication events, following the established protocol and criteria.</p> <p>UC2188_3: Assisting in organizing and monitoring the established media plan.</p> <p>UC2189_3: Developing and disseminating, in different formats, simple and self-published promotional and informative materials.</p> <p>UC1002_2: Communicating in English as an autonomous user in the context of commercial activities.</p>	<p>Duration of the associated training: 690 hours</p> <p>MF1007_3: Market information systems (120 hours)</p> <p>MF2185_3: Marketing policies (120 hours)</p> <p>MF2186_3: Introduction and implementation of products and services (90 hours)</p> <p>MF2187_3: Management of marketing and communication events (90 hours).</p> <p>MF2188_3: Organization and control of the media plan (90 hours).</p> <p>MF2189_3: Development of marketing and communication self-published materials (90 hours).</p> <p>MF1002_2: Business English (90 hours).</p>	<p>Assistant Product Manager.</p> <p>Advertising officer.</p> <p>Public Relations officer.</p> <p>Organizer of marketing and communication events.</p> <p>Media assistant at advertising companies.</p> <p>Media broadcast controller.</p> <p>Marketing officer.</p>
<p>PROCUREMENT MANAGEMENT AND CONTROL</p> <p>BOE number 45 of February 21, 2008 Page 9967</p> <p>BOE number 300 of December 14, 2011 Page 135023</p>	3	<p>UC1003_3: Collaborating in the development of the procurement plan.</p> <p>UC1004_3: To monitor and control the procurement program.</p> <p>UC1005_3: Assisting in the optimization of the supply chain according to the criteria established by the organization.</p> <p>UC1006_2: Communicating in English as an autonomous user in the context of logistics and international transport relationships and activities.</p>	<p>Duration of the associated training: 450 hours</p> <p>MF1003_3: Procurement Planning (110 hours)</p> <p>- UF475: Procurement planning and management (70 hours)</p> <p>- UF476: Inventory Management (40 hours)</p> <p>MF1004_3: Supplier Management (80 hours)</p> <p>MF1005_3: (Transversal) Optimization of the supply chain (90 hours)</p> <p>MF1006_2: (Transversal) Technical English for logistics and international transport (90 hours)</p> <p>MP0333: Internship module on procurement management and control (80 hours)</p>	<p>Procurement agents.</p> <p>Logistics operator.</p> <p>Procurement officer.</p> <p>Procurement manager.</p> <p>Logistics officer.</p>

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IMPLEMENTATION AND PROMOTION OF COMMERCIAL AREAS BOE number 223 of September 15, 2008 Page 37556	3	UC0501_3: Setting the implementation of commercial areas. UC0502_3: Organizing the implementation of products/services in the sales area. UC0503_3: Organizing and controlling promotional activities in commercial areas. UC0504_3: Organizing and overseeing the installation of shop windows in the store.	Duration of the associated training: 390 hours MF0501_3: Implementation of commercial areas (90 hours) MF0502_3: Introduction of products and services (70 hours) MF0503_3: Commercial promotions (70 hours) MF0504_3: Commercial window dressing (80 hours) MP0010: Internship module on implementation and promotion of commercial areas (80 hours)	Organizer of points of sale in self-service areas. Store or section manager. Head of point of sale promotions. Specialist on implementation of commercial areas. Merchandiser. Commercial window dresser. Designer of commercial areas.
ORGANIZATION OF TRANSPORT AND DELIVERY BOE number 45 of February 21, 2008 Page 9996 BOE number 136 of June 8, 2011 Page 55845	3	UC1012_3: Organizing, managing and controlling the capillary delivery of goods. UC1013_3: Organizing, managing and controlling the operations of long distance transport. UC1005_3: Assisting in the optimization of the supply chain following the criteria established by the organization. UC1006_2: Communicating in English as an autonomous user in the context of relationships and activities of logistics and international transport.	Duration of the associated training: 420 hours MF1012_3: Capillary delivery (70 hours) MF1013_3: Long distance transport (90 hours) MF1005_3: (Transversal) Optimization of the supply chain (90 hours) MF1006_2: (Transversal) Technical English for logistics and international transport (90 hours) MP0192: Internship module on organization of transport and delivery (80 hours)	Traffic managers at transport companies in general. Traffic managers in combined land-sea-air transportation activities. Transport agents in general. Transportation planning agents. Administrative employees of transport services in general. Transport logistics technician.
WAREHOUSE ORGANIZATION AND MANAGEMENT BOE number 45 of February 21, 2008 Page 10009 BOE number 136 of June 8, 2011 Page 55809	3	UC1014_3: Organizing the warehouse according to the criteria and expected activity levels. UC1015_2: Managing and coordinating warehouse operations. UC1005_3: Assisting in the optimization of the supply chain following the criteria established by the organization.	Duration of the associated training: 390 hours MF1014_3: Warehouse organization (140 hours) - UF0926: Warehouse design and organization (80 hours) - UF0927: Management of the warehouse team (30 hours) - UF0928 (Transversal) Safety and risk prevention in the warehouse (30 hours) MF1015_2: Management of storage operations(110 hours) - UF0929: Order management and stock (80 hours) - UF0928: (Transversal) Safety and risk prevention in the warehouse (30 hours) MF1005_3: (Transversal) Optimization of the supply chain (90 hours)	Stock management and warehouse technician. Administrative operator of goods receipt and warehouse services. Warehousemen for transportation companies. Warehouse manager. Warehouse logistics technician. Warehouse operator. Head of goods receipt services. Head of freight forwarding.

Unofficial training

- It is run by the Ministry of Employment and Social Security.
- *Subsystem of Vocational Training for Employment*
- The provision of vocational training for employment linked to the National Catalogue of Professional Qualifications consists of the training for obtaining certificates of professionalism.



Unofficial training

- The Subsystem of Vocational Training for Employment includes:
- Training by de demand side:
 - Training activities within companies
 - Individual training leaves
- Training by the supply side

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