



## 1. Title of the certificate (HR) and programme number

**Komercijalist**

(060804)

In the original language.

2. Translated title of the certificate (EN)<sup>(1)</sup>**Commercial officer**<sup>(1)</sup> This translation has no legal status.

## 3. Profile of skills and competences

## A) GENERAL EDUCATION COMPETENCES

- Use actively mother tongue and foreign languages by applying basic communication knowledge and skills in different situations
- Apply mathematical knowledge and solve mathematical problems
- Behave responsibly towards nature and protect the environment
- Use modern information and communication technology actively and critically
- Act in accordance with the principles of professional ethics and civic education
- Manage one's own learning and work and implement entrepreneurial competences
- Continuously acquire knowledge and skills in line with technological changes
- Exercise regularly and foster health culture

## B) VOCATIONAL COMPETENCES

- Manage business negotiations while applying communication-presentation skills and rules and standards of business communication
- Collect and analyse business data by using statistical methods and interpret the information obtained
- Conduct marketing concept in business
- Plan, organise and implement supply and sales processes in the country and abroad
- Participate in the takeover of goods and organization of goods delivery (transport, shipping and insurance)
- Present goods and give advice to a business partner in the processes of sales and supply applying the rules of sales psychology
- Describe commercial goods features and track goods novelties to boost sales
- Draft, fill and archive business documentation and continuously update business data base
- Implement appropriate standards and regulations on consumer protection and safety at work
- Identify business opportunities to improve existing business

## 4. Range of occupations accessible to the holder of the certificate

The commercial officer performs the activities most often by travelling. Visits business partners on regular travels, researches and analyses supply and demand requirements in the sales process, using samples or catalogues with a detailed description of the offered goods, pricing and information on the availability and usability of the goods. He/she is employed in companies in the field of material production, non-production services, state administration institutions and agencies, public institutions and non-governmental organizations. At the work place, he/she can advance to managerial positions, e.g. to a position of a commercial manager, sales manager, etc. The occupation allows for setting up and managing one's own company.

## 5. Official basis of the certificate

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| <b>Name and status of the body awarding the certificate</b><br>The certificate is issued by the secondary education institution (vocational education and training school).  | <b>Name and status of the national authority providing accreditation/recognition of the certificate</b><br>Ministry of Science and Education<br>Donje Svetice 38<br>10 000 Zagreb<br><a href="http://www.mzo.hr">www.mzo.hr</a>                              |
| <b>Legal basis</b><br>Primary and Secondary School Education Act (Official Gazette No. 87/2008, 86/2009, 92/2010, 105/2010-corr., 90/2011, 16/2012, 86/2012, 94/2013, 152/2014, 7/2017, 68/2018, 98/2019, 64/2020, 151/2022 and 156/2023)<br>Vocational Education Act (Official Gazette No. 30/2009, 24/2010, 22/2013, 25/2018 and 69/2022)<br>Croatian Qualifications Framework Act (Official Gazette No. 22/2013, 41/2016, 64/2018, 47/2020 and 20/2021) | <b>National grading system / Pass requirements</b><br>Excellent 5 (10) A<br>Very good 4 (9) B<br>Good 3 (8) B<br>Sufficient 2 (6-7) C<br>Insufficient 1 (0-5) F<br>In order to pass the exam, it is necessary to get the grade 2 (6-7), i.e. C (sufficient). |
| <b>Level of qualifications</b><br>Level 4.2. in the Croatian Qualifications Framework  | <b>Access to next level of education/training</b><br>Access to higher level of qualification in accordance with the Croatian Qualifications Framework.   |

## 6. General data of acquiring the certificate

|                                      | Percentage of total programme (%) | Total number of hours |
|--------------------------------------|-----------------------------------|-----------------------|
| General education part               | 51,4                              | 2236                  |
| Vocational part – theoretical        | 40,8                              | 1778                  |
| Vocational part – practice/exercises | 7,8                               | 338                   |
| <b>Duration of education</b>         |                                   | 4 years               |

**Entry requirements:** Completion of primary education

**More information available at:**

Ministry of Science and Education ([www.mzo.hr](http://www.mzo.hr))  
 Education and Teacher Training Agency ([www.azoo.hr](http://www.azoo.hr))  
 Agency for Vocational Education and Adult Education ([www.asoo.hr](http://www.asoo.hr))

**National reference point:**

National Europass Centre ([www.europass.hr](http://www.europass.hr)) at the  
 Agency for Mobility and EU Programmes ([www.ampeu.hr](http://www.ampeu.hr)).

**(\*) Explanatory note**

The Certificate supplement provides additional information about the certificate and does not have any legal status in itself. Its format is based on the Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass) and repealing Decision No 2241/2004/EC.

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