



**Validation of skills and knowledge for strengthening the positions of low-qualified employees in the labour market - ValidAid**

2010-1-BG1-LEO05-03085



# CERTIFICATE

## for Recognition of competence

(Full Name)

This is to certify that the above-mentioned person complies with the requirements of the following standards:

1. Managing the job function on a relevant level based on an understanding of the law, national, international economic and societal context within which the Retail trade companies operate.
2. Managing the job function on a relevant level based on understanding the products and services of the Retail trade companies.
3. Relating the individual customer needs to the organization's products and services based on an independent assessment/judgment.
4. Taking part in customer relations with empathy and sensitivity towards the customer needs and having respectful and professional communication.
5. Managing the job function with respect to ethical codes and confidentiality.
6. Putting the customer first by performing the job function in service-oriented manner inspiring confidence.
7. Expressing oneself clearly and understandable both verbally and in writing.
8. Managing the job function with responsibility, precision and punctuality.
9. Taking part in team work and internal co-operation acting with responsibility and initiative.
10. Keeping oneself updated on development trends with implications for the job function and showing flexibility and adaptability in this respect.

The validation of competences was developed through various methods: portfolio, self-assessment, supervisors' assessment, case studies, interactive tests and interviews.

The evaluation was conducted by qualified evaluators in June 2012.



(name)

(name)

(name)

This certificate shows the results of a validation process developed in a European project ValidAid, supported by the Leonardo da Vinci programme. The focus was on validation of knowledge, skills and competences of the employees against the 10 standards and sub-standards developed under the project and approved by stakeholders within the sector Trade.

### Partners



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