



# Learning Outcomes

for the qualification „master craftsperson in electrical engineering”

Austria

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	KNOWLEDGE	SKILLS	COMPETENCE
<b>UNIT 1: Electrical installations engineering</b>			
<p><i>He/she is able to plan, organise, install and commission electrical systems, particularly installations for the purpose of crafts, trade, industry as well as for private and medical purposes, data and information networks, lighting, emergency lighting and control engineering.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Legal provisions, such as the Act on Electrical Engineering (<i>Elektrotechnikgesetz</i>)</li> <li>- Normative provisions on systems and installations, such as the provisions of the Austrian Association for Electrical Engineering (<i>ÖVE</i>)</li> <li>- Specialist costing, such as the preparation of quotes, tenders and invoicing</li> <li>- Equipping an electrical system according to the latest technology and available materials</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply legislation related to electrical engineering and normative provisions on installations to the installation of electrical systems.</li> <li>- draw up specialist costing for clients and suppliers</li> <li>- apply the latest normative and legal provisions as well as the state-of-the-art electronic technologies.</li> </ul>	<p>He/she is independently responsible for the planning, organisation, installation and commissioning of systems.</p> <p>He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>

<b>UNIT 2: Energy supply networks</b>			
<p><i>He/she has knowledge about and is able to apply it to and identify types of low, medium and high voltage networks.</i></p>	<p>He/she has knowledge in the following field:</p> <ul style="list-style-type: none"> <li>- Types and construction of low, medium and high voltage networks</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- take into account the types and constructions of low voltage, medium voltage and high voltage networks in the installation of electrical systems.</li> </ul>	<p>He/she is independently responsible for the identification and application of systems. He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><i>He/she has knowledge about and is able to apply it to and identify low, medium and high voltage switching stations.</i></p>	<p>He/she has knowledge in the following field:</p> <ul style="list-style-type: none"> <li>- Types and construction of low, medium and high voltage switching stations</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- install, operate and run switching stations.</li> </ul>	<p>He/she is independently responsible for the identification and application of installations and systems. He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>

### UNIT 3: System and installation safety including inspections of systems and installations

<p><i>He/she is able to implement the requirements of installation provisions, particularly protection and safety measures.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Legal provisions, such as the Act on Electrical Engineering (<i>Elektrotechnikgesetz</i>)</li> <li>- Normative provisions on installations and systems, such as the provisions of the Austrian Association for Electrical Engineering (<i>ÖVE</i>)</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply the requirements of legal provisions and normative provisions on installations and systems.</li> </ul>	<p>He/she is independently responsible for the implementation of installation provisions as well as safety and protection measures.</p> <p>He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><i>He/she is able to organise the safe operation of an installation or system including work safety.</i></p>	<p>He/she has knowledge in the following field:</p> <ul style="list-style-type: none"> <li>- Legal, normative and operational requirements for the safe operation of electrical installations, systems and consumables</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply legal, normative and operational requirements to guarantee the safe operation of an installation or system.</li> </ul>	<p>He/she is independently responsible for safe operations and work safety.</p> <p>He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><i>He/she is able to inspect and document the requirements of installation provisions of electrical systems and installations.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Type and application of relevant measurement and testing equipment</li> <li>- Type and content of required documentation</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- identify and assess measured variables.</li> <li>- properly handle relevant measurement and testing equipment.</li> <li>- document the results of execution and inspections.</li> </ul>	<p>He/she is independently responsible for inspection and documentation.</p> <p>He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>

<p><i>He/she is able to take measures depending on the results of the system inspection.</i></p>	<p>He/she has knowledge in the following field:</p> <ul style="list-style-type: none"> <li>- Types and severity (e.g. considerable or serious defect) of defects and resulting potential hazards</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- identify the severity of the defect and the resulting safety hazard.</li> <li>- take appropriate measures to eliminate defects.</li> </ul>	<p>He/she is independently responsible for the inspection of systems and installations as well as taking relevant measures. He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><i>He/she is able to systematically identify, locate and eliminate faults, defects and failures of electrical systems and installations.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- The functioning of electrical systems, installations and their equipment</li> <li>- Methods for the systematic search for faults, defects and failures</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- identify, locate and eliminate faults, defects and failures.</li> <li>- properly handle relevant measurement and testing equipment.</li> </ul>	<p>He/she is independently responsible for the elimination of faults, defects and failures. He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><b>UNIT 4: Measurement and control technology</b></p>			
<p><i>He/she is able to plan, install, commission and inspect components used in analogue and digital technologies.</i></p>	<p>He/she has knowledge in the following field:</p> <ul style="list-style-type: none"> <li>- Functioning of components used in analogue and digital technologies</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply the latest normative and legal provisions as well as state-of-the-art electronic technologies.</li> </ul>	<p>He/she is independently responsible for the commissioning of components used in analogue and digital technologies. He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>

<p><i>He/she is able to systematically identify, locate and eliminate faults, defects and failures of components used in analogue and digital technologies.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Functioning of components used in analogue and digital technologies</li> <li>- Methods for the systematic search for faults, defects and failures</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- identify, locate and eliminate faults, defects and failures.</li> <li>- properly handle relevant measurement and testing equipment.</li> </ul>	<p>He/she is independently responsible for the elimination of faults, defects and failures. He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><i>He/she is able to maintain and service components used in analogue and digital technologies.</i></p>	<p>He/she has knowledge in the following field:</p> <ul style="list-style-type: none"> <li>- Maintenance measures for components used in analogue and digital technologies</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- implement maintenance and servicing measures.</li> </ul>	<p>He/she is independently responsible for maintenance and service. He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><b>UNIT 5: Technical building installations</b></p>			
<p><i>He/she is able to plan, organise and implement measures required for the earthing of systems and installations as well as equipotential bonding, particularly for systems and installations of IT technology.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Normative provisions on installations and systems, such as the provisions of the Austrian Association for Electrical Engineering (ÖVE)</li> <li>- Implementation of required measures for the state-of-the-art earthing of systems and installations and equipotential bonding in line with available materials</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply the latest normative and legal provisions as well as state-of-the-art electronic technologies.</li> </ul>	<p>He/she is independently responsible for planning, organisation and execution. He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>

<p><i>He/she is able to take into account the measures required for energy distribution, installations technology, lighting and illumination technology, building automation, alarm systems and antenna technology.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Normative provisions on installations and systems, such as the provisions of the Austrian Association for Electrical Engineering (ÖVE)</li> <li>- Execution of measures required for energy distribution, installations technology, lighting and illumination technology, building automation, alarm systems and antenna technology in line with the state of the art and available materials.</li> </ul>	<p>He/she is able to...</p> <ul style="list-style-type: none"> <li>- apply the latest normative and legal provisions as well as state-of-the-art electronic technologies.</li> </ul>	<p>He/she is independently responsible for systems and installations.</p> <p>He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><i>He/she is able to plan, organise and install lightning protection systems including measures for overvoltage protection.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Normative installation provisions, e.g. ÖVE</li> <li>- Execution of measures required for lightning protection systems in line with the state of the art and available material.</li> </ul>	<p>He/she is able to...</p> <ul style="list-style-type: none"> <li>- apply the latest normative and legal provisions as well as state-of-the-art lightning protection systems.</li> </ul>	<p>He/she is independently responsible for the planning, organisation, installation and erection of systems.</p> <p>He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>

<b>UNIT 6: Alarm and fire alarm systems</b>			
<p><i>He/she is able to plan, organise, install and commission intruder alarm, fire alarm, video and access control systems.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Normative provisions on installations and systems, such as the provisions of the Austrian Association for Electrical Engineering (ÖVE)</li> <li>- Execution of measures required for intruder alarm, fire alarm, video and access control systems in line with the state of the art and available material.</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply the latest normative and legal provisions as well as state-of-the-art technologies for intruder alarm, fire alarm, video and access control systems.</li> </ul>	<p>He/she is independently responsible for the planning, organisation, installation and commissioning.</p> <p>He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><i>He/she is able to inspect and document intruder alarm, fire alarm, video and access control systems.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Type and application of relevant measurement and testing equipment</li> <li>- Type and content of required documentation</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- identify and assess measured variables.</li> <li>- properly apply relevant measurement and testing equipment.</li> <li>- document the results of execution and inspections.</li> </ul>	<p>He/she is independently responsible for inspection and documentation.</p> <p>He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>



<p><i>He/she is able to systematically identify, locate and eliminate faults, defects and failures of intruder alarm, fire alarm, video and access control systems.</i></p>	<p>He/she has knowledge in the following fields:</p> <ul style="list-style-type: none"> <li>- Functioning of intruder alarm, fire alarm, video and access control systems</li> <li>- Methods for the systematic search for faults, defects and failures</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- identify, locate and eliminate faults, defects and failures.</li> <li>- properly apply relevant measurement and testing equipment.</li> </ul>	<p>He/she is independently responsible for the elimination of faults, defects and failures.</p> <p>He/she bears ultimate responsibility for a team and/or staff headed by him/her.</p>
<p><b>UNIT 7: Accounting and controlling</b></p>			
<p><i>He/she is able to independently carry out internal accounting in compliance with relevant regulations and laws.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Fundamentals of accounting, (document management, postings, charts of accounts, financial accounting)</li> <li>- Various posting and accounting systems (double entry bookkeeping, revenue and expense statements)</li> <li>- Various ledgers (general ledger, stock recording, wage- salary accounting)</li> <li>- The legal bases of inventory-taking</li> <li>- The legal foundations regarding the storage of documents</li> <li>- Legal provisions on company taxes, mainly turnover tax</li> <li>- The fundamentals of year-end closing</li> </ul>	<p>He/she is able to</p> <ul style="list-style-type: none"> <li>- assign documents to accounts.</li> <li>- apply the systems of single and double entry bookkeeping, also by using special computer programmes.</li> <li>- post current business cases, taking account of statutory taxes – input tax and sales tax.</li> <li>- take inventories.</li> <li>- conduct year-end closing.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

<p><i>He/she is able to independently identify and interpret key business data and corporate-control measures, taking into account relevant regulations and laws, and draw conclusions for business operations.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Calculation of key business data, such as cash-flow, contribution margin, annual net profit, gross proceeds, equity ratio and debt ratio, etc.</li> <li>- Tax legislation</li> <li>- Unified commercial code (<i>Unternehmensgesetzbuch</i>)</li> <li>- Preparation of a financial plan, such as profit and loss statements, basic knowledge of balance sheets, revenue and expense statements, etc.</li> <li>- Specialist vocabulary</li> </ul>	<p>He/she is able to</p> <ul style="list-style-type: none"> <li>- calculate and interpret key business data.</li> <li>- prepare and interpret a financial plan and draw conclusions for business operations.</li> <li>- prepare tax returns.</li> <li>- make business- and entrepreneurial decisions on the basis of the business data and financial plan, such as personnel decisions, filing of a bankruptcy petition, decisions about debt financing, etc.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><b>UNIT 8: Budgeting, costing and financing</b></p>			
<p><i>He/she is able to calculate the prices and costs of products and services and examine their profitability.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Commercial arithmetic, such as percentage calculations, particularly calculating net and gross prices</li> <li>- Types of calculations: Reference calculation, surcharge calculation, turnover calculation and difference calculation</li> <li>- Specialist terminology of cost accounting and company accounting,</li> </ul>	<p>He/she is able to</p> <ul style="list-style-type: none"> <li>- conduct commercial arithmetic.</li> <li>- identify in which connection the respective type of calculation must be applied.</li> <li>- apply the computation scheme to prepare the respective calculation and understand the related individual items, such as original cost, target price, list price, and make a connection</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

	<p>such as discount, cash discount, original cost, production material, production wage, target price, list price, etc.</p> <ul style="list-style-type: none"> <li>- Material cost calculation</li> <li>- Payroll accounting</li> </ul>	with the result.	
<p><i>He/she is able to determine the total profit and loss.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Legal regulations concerning the profit and loss account (P&amp;L account) in the Commercial Code (<i>Handelsgesetzbuch</i>) and Unified commercial code (<i>Unternehmensgesetzbuch</i>)</li> <li>- Presentation format of the P&amp;L account, such as account-based or step-down report</li> <li>- Methods of the P&amp;L account, such as period accounting or cost-of-sales accounting</li> <li>- Single items to structure the P&amp;L account, its determination and significance, such as the operating result, gross profit or loss, gross operating results, annual net profit, loss for the year, depreciation</li> <li>- Posting of the P&amp;L account</li> <li>- Measures resulting from the P&amp;L account</li> </ul>	<p>He/she is able to</p> <ul style="list-style-type: none"> <li>- represent the P&amp;L account in a certain format.</li> <li>- apply a method to determine the P&amp;L account.</li> <li>- calculate the individual items to determine the P&amp;L or take them from the company's accounting and prepare the P&amp;L account for a given period.</li> <li>- post the balance of the P&amp;L account on the equity capital account.</li> <li>- make decisions about the increase or decrease of equity capital on the basis of the P&amp;L account.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

<p><i>He/she is able to select types of financing for corporate requirements, such as equity financing, self-financing and debt financing, leasing, factoring as well as types of public financing and subsidisation.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Determination and planning of capital requirements on the basis of fixed assets, warehouse and material storage, regular payment of wages, salaries, rent etc.</li> <li>- Options to obtain equity capital, such as equity and debt financing</li> <li>- Options to obtain debt capital via credit institutions, suppliers and creditors</li> <li>- Major types of loans made available by credit institutions, such as overdraft facilities, loans, leasing, supplier credits, factoring</li> <li>- Negotiating tactics</li> <li>- Preparation for meeting with the bank, business concept</li> <li>- Liability and collateral for bank loans, such as guarantee, guarantor and payer, mortgage, bill of exchange</li> <li>- Financing and subsidisation schemes as well as loans subsidised by public bodies or interest representations, such as the Austrian Federal Economic Chamber or Austria Wirtschaftsservice (AWS)</li> <li>- Possibilities of capital procurement by means of investments (silent partners)</li> </ul>	<p>He/she is able to</p> <ul style="list-style-type: none"> <li>- determine and plan capital requirements for his/her company.</li> <li>- select the optimal form of financing for him/her (equity or debt capital).</li> <li>- select a type of loan in line with the corporate situation and requirements.</li> <li>- negotiate a loan with the bank.</li> <li>- accept liability and collateral for his/her selected type of loan.</li> <li>- apply for financing or subsidies at public bodies or representations of interest.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
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<p><i>He/she is able to determine the company's liquidity and investment requirements. In this context he/she takes into account the results of internal accounting, cost accounting and differences in results.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Calculation of financing and liquidity ratios, such as equity ratio, liquidity, etc.</li> <li>- Evaluation of ratios and key indicators</li> <li>- Measures to increase liquidity</li> <li>- Presentation and justification of investments</li> <li>- Investment appraisal</li> <li>- Types of investment control, such as individual or summary control</li> </ul>	<p>He/she is able to</p> <ul style="list-style-type: none"> <li>- calculate the liquidity for the company.</li> <li>- evaluate and interpret liquidity ratios.</li> <li>- take measures to increase the company's liquidity.</li> <li>- plan, present and justify investments in accordance with economic criteria.</li> <li>- conduct investment appraisals, opt for an investment alternative and implement it.</li> <li>- conduct investment control.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
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<b>UNIT 9: Entrepreneurship</b>			
<p><i>He/she is able to evaluate and improve the company's organisational structures and processes.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Common legal forms of companies</li> <li>- Corporate organisation, e.g. staff units</li> <li>- Evaluation methods, measures to improve processes and workflows, rationalisation instruments</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- specify a division and apportionment of tasks and responsibilities in the company.</li> <li>- plan, conduct and control procurement and warehousing.</li> <li>- organise the company's payment system and dunning processes.</li> <li>- evaluate the company's process organisation.</li> <li>- conduct measures to improve processes and workflows, apply rationalisation instrument.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><i>He/she is able to plan and set corporate targets.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Preparation of a business plan</li> <li>- Interaction of targets, strategies and measures</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- prepare a business plan for his/her company.</li> <li>- define corporate targets, plan measures to achieve them and apply methods to control the attainment of targets.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

<p><i>He/she is able to apply the aspects of civil law as well as provisions of company, commerce and industry, competition and taxation legislation that are relevant for small crafts and SMEs.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Corporate units that are or might be affected by legal regulations (from taxation legislation to e-commerce law)</li> <li>- Sector-specific legal regulations, such as rules on professional ethics or professional conduct</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- check compliance with the laws affecting the company or delegate this check.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><i>He/she is able to establish cooperation between companies</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Common cooperation models</li> <li>- Negotiation know-how.</li> <li>- Identification of suitable cooperation partners</li> <li>- Pools of external consultants, external service providers, such as tax consultants, lawyer</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- identify from what point in time it is necessary to draw on professional help for cooperation projects.</li> <li>- commission the necessary experts for negotiating on a cooperation agreement.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><i>He/she is able to apply instruments of self-organisation and time management.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Methods of self-organisation and time management</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply methods of self-organisation and time management.</li> <li>- set priorities.</li> <li>- delegate tasks.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

<p><i>He/she is able to apply and adapt instruments of quality assurance and management.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Quality assurance methods</li> <li>- Recognised certification institutions (ISO)</li> <li>- External consultants, such as quality managers</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- plan and implement quality assurance processes.</li> <li>- call in external consultants in quality assurance processes.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><b>UNIT 10: Staff leadership and human resource management</b></p>			
<p><i>He/she is able to plan independently and responsibly the company's staff requirements and take steps towards personnel search and selection in compliance with relevant regulations and laws.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Methods to identify staff requirements</li> <li>- Personnel cost accounting</li> <li>- Education and training system, competences and skills, qualifications</li> <li>- Valid provisions and laws, e.g. labour law, collective agreements, Equal Treatment Act (<i>Gleichbehandlungsgesetz</i>), etc.</li> <li>- Possibilities of personnel search methods, e.g. online, newspaper advertisements, head hunters, the Public Employment Service Austria (AMS), HR consultants. etc.</li> <li>- Drawing up a job ad</li> <li>- Communication techniques for job interviews</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- identify the staff requirements on basis of entrepreneurial conditions in qualitative terms, i.e. define competence profiles, formal training programmes, etc.</li> <li>- identify the staff requirements on the basis of entrepreneurial conditions in quantitative terms, i.e. determine the number of required employees.</li> <li>- formulate a job description.</li> <li>- select recruitment method(s),</li> <li>- formulate a job ad.</li> <li>- draw up a shortlist on the basis of written letters of application.</li> <li>- hold job interviews to select the suitable candidate.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>



<p><i>He/she is able to enter into employment contracts according to applicable regulations and laws, take all required steps in case of still valid employment relationships, and properly terminate the employment relationship.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Valid provisions and laws, e.g. labour law, collective agreements, the Act governing employment of foreign workers (<i>Ausländerbeschäftigungsgesetz</i>), Vocational Training Act (<i>Berufsausbildungsgesetz</i>), provisions of social security legislation, etc.</li> <li>- Types of contracts, e.g. employment contract, contracts on works and services, quasi-freelancers</li> <li>- Provisions on wage and salary earners</li> <li>- Provisions on holiday, sick leave, overtime and extra hours, business trips</li> <li>- Working time arrangements</li> <li>- Remuneration: wage, salary</li> <li>- Provisions on different types of methods to terminate employment relationships</li> <li>- Formulation of a reference letter</li> <li>- Retirement provisions</li> <li>- Severance pay regulations</li> <li>- Possibilities of outsourcing HR payroll accounting activities</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- register the employee in time with the social security institution (the national health insurance fund <i>Gebietskrankenkasse</i>).</li> <li>- enter into a contract with the new employee at the beginning of the employment relationship.</li> <li>- conduct accounting tasks connected with remuneration and outsource HR payroll accounting activities.</li> <li>- if necessary, inform the employee about the termination of the employment relationship, state reasons for this step and provide feedback.</li> <li>- take all administrative steps in connection with the termination of the employment relationship.</li> <li>- formulate a letter of reference, considering the relevant legal bases.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
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<p><i>He/she is able to lead staff and take steps towards HR development.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Leadership theories</li> <li>- Leadership styles, models, concepts</li> <li>- Motivation techniques, instruments</li> <li>- Staff appraisal</li> <li>- Talk on prospects, career plan</li> <li>- Communication techniques, e.g. for conflict resolution talks</li> <li>- Further and continuing training offers</li> <li>- Education controlling</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- hold a staff appraisal talk and talk on prospects.</li> <li>- draw up a career plan jointly with the employee.</li> <li>- assess/rate employees regarding their potential and resources.</li> <li>- provide feedback.</li> <li>- contribute to the conflict resolution process.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><i>He/she is able to ensure the health and safety protection of all employees, according to valid regulations and laws and monitor the compliance of rules.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Employee protection</li> <li>- Accident prevention and accident insurance legislation</li> <li>- Reporting obligations in the case of an occupational accident, such as at the labour inspectorate</li> <li>- Workplace evaluation</li> <li>- Safeguarding provisions for women, young people, people with disabilities</li> <li>- Work inspection</li> <li>- Legal regulations which must be displayed publicly</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- take measures related to the staff's health and safety protection at work.</li> <li>- issue work instructions concerning compliance of employee protection provisions.</li> <li>- monitor all measures related to work safety and employee protection.</li> <li>- comply with reporting obligations in case of an occupational accident.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

## UNIT 11: Company-based training

*He/she is able to plan company-based training and organise related programmes according to the Vocational Training Act.*

He/she has knowledge of the following fields:

- Methods to identify staff requirements
- Personnel cost accounting
- The system of dual training (stakeholders, in-company curriculum, list of apprenticeship occupations, etc.)
- Organisations involved in dual training
- The organisation of dual training (actors, competence distribution, training alliance, etc.)
- Valid provisions and laws, e.g. vocational training legislation, Act on the protection of children and youths (*Kinder- und Jugendschutzgesetz*), collective agreements, etc.

He/she is able to ...

- identify the need for apprentices.
- take all administrative steps required for the employment of apprentices (e.g. trainer, equipment, conclusion of apprenticeship contract, registration of apprentice at part-time vocational school and with the social security institution, etc.).
- plan and implement the apprentices' transfer and assignment within the company according to corporate and legal framework conditions and requirements.

He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.

<p><i>He/she is able to conduct company-based training on the basis of academically recognised methods and monitor training progress.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Methodology and didactics</li> <li>- Dealing with young people</li> <li>- Motivation techniques</li> <li>- Evaluation methods</li> <li>- Valid provisions and laws, e.g. vocational training legislation, Act on the protection of children and youths (<i>Kinder- und Jugendschutzgesetz</i>), collective agreements, etc.</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- safeguard that the apprentice is taught all the knowledge and skills specified by the in-company curriculum for the apprenticeship occupation.</li> <li>- apply pedagogical and didactic methods.</li> <li>- resolve any possible conflict with and between apprentices.</li> <li>- monitor the apprentice's performance progress and take measures derived from this.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><i>He/she is able to prepare apprentices to achieve the training objective.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Methodology and didactics</li> <li>- Dealing with young people</li> <li>- Motivation techniques</li> <li>- Evaluation methods</li> <li>- Valid provisions and laws, e.g. vocational training legislation, Act on the protection of children and youths (<i>Kinder- und Jugendschutzgesetz</i>), collective agreements, etc.</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- safeguard that the apprentice is taught all the knowledge and skills specified by the in-company curriculum for the apprenticeship occupation.</li> <li>- apply pedagogical and didactic methods.</li> <li>- monitor the achievement of the training objectives and initiate any required corrective measures.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

## UNIT 12: Marketing and sales management

<p><i>He/she is able to apply the appropriate instruments to design policies connected with pricing, terms and conditions, products and product lines, services and sales.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Fundamental marketing knowledge and knowledge of common marketing instruments</li> <li>- Market research methods</li> <li>- Product, pricing, communication and distribution policies</li> <li>- Difference between offline/ online marketing (classic marketing and marketing via the internet)</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- combine marketing instruments into a marketing mix that is suitable for the company.</li> <li>- prepare a marketing plan or delegate this task to professionals.</li> <li>- apply market research methods, such as prepare a simple sectoral analysis.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><i>He/she is able to communicate within the company and with partners.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Integrated company communications</li> <li>- Internal and external communication methods. (PR, planning of advertising, etc.)</li> <li>- Rhetoric &amp; communications</li> <li>- Teamwork</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply the methods of internal and external communications and implement them in a targeted manner.</li> <li>- implement in-house company communications.</li> <li>- integrate teamwork into in-house company communications.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

<p><i>He/she is able to conduct market observations and segmentation to define target groups.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Importance of market research</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- conduct measures of market observation, research and segmentation himself/herself or delegate them to professionals.</li> <li>- apply market research methods, such as prepare a simple sectoral analysis.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><i>He/she is able to implement sales and after-sales techniques.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Distribution policy and major distribution methods</li> <li>- Sales systems, sales types and sales channels, incl. e-commerce</li> <li>- Measures of sales promotion and after-sales techniques</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply measures of sales promotion and after-sales techniques</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

### UNIT 13: Occupation-specific management

<p><i>He/she is able to handle customer orders and select suppliers.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Content of talks with customers and/or initiate business deals</li> <li>- Content of offers/quotes</li> <li>- Coordination of appointments</li> <li>- Conducting research on suppliers</li> <li>- Enquiries to suppliers</li> <li>- Selection criteria regarding suppliers</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- conduct talks with customers and/or initiate business deals and provide information about function, price, etc. of goods and services.</li> <li>- prepare an offer including information about price, delivery and payment conditions.</li> <li>- coordinate appointments for the provision of a service.</li> <li>- conduct research for suitable suppliers, such as on the internet, in the telephone directory, etc. and select them.</li> <li>- prepare an enquiry to a possible supplier.</li> <li>- make a selection of one or several suppliers on the basis of prices, delivery times, delivery conditions, quality of the product, granted discounts, etc.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
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<p><i>He/she is able to advertise own products and services.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Customer analysis</li> <li>- Points of contact for the designing of advertising measures, such as graphic designers, web programmers, etc.</li> <li>- Corporate design</li> <li>- Legal provisions, such as the Law against unfair competition (<i>UWG</i>)</li> <li>- Advertising measures taken when opening a business and to promote sales during ongoing business</li> <li>- (Regional) periodicals and other media</li> <li>- E-marketing and e-commerce, such as homepages, direct mailing</li> <li>- Customer support and advice</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- conduct a customer analysis and determine the target group.</li> <li>- select and commission the appropriate companies to implement the specific advertising measure.</li> <li>- develop corporate design for his/her company jointly with the appropriate company.</li> <li>- take advertising measures when opening a business or to promote sales during ongoing business, such as opening and advertising offers, advertising activities, open-door day, etc.</li> <li>- place corresponding advertising measures in periodicals.</li> <li>- assess the importance of a homepage for his/her own business and commission a related web presence.</li> <li>- carry out direct mailing activities taking into account common legal provision such as the so-called Robinson list.</li> <li>- provide advice and support to his/her customer base appropriately e.g. by conducting special campaigns, home visits,</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
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<p><i>He/she is able to conduct material costing measures.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Basic knowledge of costing</li> <li>- Types of costs, such as overheads</li> <li>- Imputed costs, such as rent, employer's salary. etc.</li> <li>- Product costing</li> <li>- Calculation of contribution margin</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- determine types of costs.</li> <li>- calculate imputed costs.</li> <li>- conduct product costing.</li> <li>- apply the calculation of the contribution margin.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
<p><i>He/she is able to conduct wage accounting and wage calculations for his/her company.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Gross wages including all surcharges, remuneration for overtime and special payments</li> <li>- Legal provisions regarding the individual items of the gross pay</li> <li>- Legal provision regarding the continuation of wage payments in case of illness</li> <li>- Work records</li> <li>- Employee's contribution to social security</li> <li>- Wage tax including payments exempted from wage tax and commuter allowance</li> <li>- Legal provisions about the remittance of wage tax, the employer's contribution, social security contribution and municipal tax</li> <li>- Posting of wages, salaries, special payments and surcharges</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- determine the gross wage.</li> <li>- calculate the entitlement to continued wage payments.</li> <li>- maintain records of work.</li> <li>- calculate the employee's contribution to social security, wage tax and employer's contribution, remit and post them in time.</li> <li>- transfer the calculated amounts employees are entitled to.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>

<p><i>He/she is able to apply occupation-specific laws and regulations concerning environmental protection, such as the disposal of oil, paint wastes, etc.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Legal provisions, such as waste, water, chemicals' and traffic legislation</li> <li>- Disposal of old cars</li> <li>- In-company techniques and practices for business operations that are as environmentally conscious as possible</li> <li>- Possibilities of recycling, such as car wrecks as a source of raw materials</li> <li>- Rules concerning waste separation</li> <li>- Competent bodies (public authorities)</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- apply the legal provisions in day-to-day corporate routine.</li> <li>- dispose of old cars in an environmentally compatible manner.</li> <li>- implement in-company techniques and practices for environmentally conscious business.</li> <li>- apply various possibilities of recycling.</li> <li>- separate and dispose of waste according to legal specifications.</li> <li>- communicate with competent public authorities and comply with reporting obligations.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
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<p><i>He/she is able to operate, maintain as well as professionally apply the machines and equipment in his/her sphere of qualification.</i></p>	<p>He/she has knowledge of the following fields:</p> <ul style="list-style-type: none"> <li>- Machinery</li> <li>- Equipment and resources</li> <li>- Repair as well as companies which carry out repairs</li> <li>- Maintenance regulations</li> <li>- Possible health, accident and environmental risks as well as relevant protection and safety regulations</li> </ul>	<p>He/she is able to ...</p> <ul style="list-style-type: none"> <li>- operate, use, apply and take machinery and equipment out of operation.</li> <li>- professionally use equipment and resources needed to operate machines and use equipments.</li> <li>- identify faults and malfunctions on/of machinery and equipment, conduct repairs himself/herself or prompt repairs.</li> <li>- carry out the professional maintenance in compliance with specific maintenance regulations.</li> <li>- identify possible health, accident and environmental risks as well as observe relevant protection and safety regulations.</li> </ul>	<p>He/she acts independently and on his/her own responsibility or has ultimate responsibility if he/she delegates this work to a team he/she heads.</p>
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