STANDARDS

FOR RECOGNITION OF COMPETENCES

IN THE VALIDATION PROCESS

FINAL TOOL

WP6.1.

Coordinator:

FINAL VERSION
Date: 31-10-2015

1. DEVELOPMENT OF STANDARDS FOR THE VALIDATION PROCESS

Development of Standards for recognition of low qualified employees' competences is one of the most important products of the *Validaid Plus KIT.* The Consortium decided that for the Validation process, Standards will be divided in three main categories, as follows:

1. **General Standards**, which will be common for all job positions and all countries.

2. **Specific Standards**, which will be different for each job position and for each country. Concerning this kind of standards, during the 3rd transnational meeting was decided that in each partner country should be suitable to adapt specific standards to the specific job context and labour market reality, due to the difference in job positions and functions, due to the different competence system and, finally, due to the specific experience and different labour market conditions.

   Thus, each Partner has provided both Specific Standards and a description of the job position in each country.

3. **Transversal Standards**, which will be common to all job positions and all partner countries.

This selection of Standard categories is one of the stronger points of innovation from the previous Validaid project to the Validaid Plus. In the following chapters a very important structure of standards will be explained in details.

Creating a validation system, which could be adopted by all partners in their countries, is the final goal of the Validaid Plus project. Developed standards and sub-standards in this

document are applicable to specific work positions of administrative assistant, chambermaid and cashier in the relevant sectors analysed in all countries, as it was decided by the Consortium.

Each partner has modified the Specific standards according to the normative base, requirements of the validation system and the current situation on the labour market in their own Country, as it was said before.

Standards were reviewed after the completion of the validation process in administration, hospitality and trade sectors, and after the pilot testing in each Country through an analysis based on the exploration methods with the cooperation of representatives from the three main sectors chosen for this project.

Methodology of research and exploration includes outcomes from: the final overall report from WP2 and WP3 activities; as well as from the discussions among employees during the Focus Groups, from the discussion with experts during the Professional Task Groups, and the final debates among the Partners of this project, during the 3th Transnational Project Meeting in Italy (on the 27th and 28th of January 2015).

Standards aim to validate also the level of knowledge, skills and competences for the three common job positions, chosen in the three pilot sectors. They are based on the contributions from the previous project "ValidAid" and they are adapted to the administration, hospitality and trade sectors. Moreover, due to a dynamic development of the environment, the developed standards and sub-standards should be updated within a certain period of time of 2-3 years.
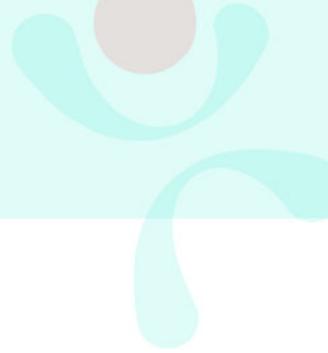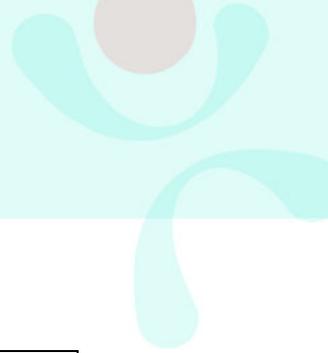
STANDARDS CREATION PROCESS

Regarding to the concrete development of the standards, a total of **15** standards have been chosen for each category. They have been deeply developed, and they have been classified in the three mentioned categories (general, specific and transversal standards), which one including 5 standards, as follows:

STANDARDS	AIM	APPLICABLE TO THE SECTORS OF:
GENERAL STANDARDS	They describe general competencies for each job position. They are common to the three job positions (according to the Partnerships' agreement).	For Cashiers of Trade Sector; For Chambermaids of Hospitality Sector; For Administrative Assistants for Administrative Sector.
SPECIFIC STANDARDS	They describe the specific competencies, tasks, abilities of each analysed job profile.	For Cashiers of Trade Sector; For Chambermaids of Hospitality Sector; For Administrative Assistants for Administrative Sector.
TRANSVERSAL STANDARDS	They are about transversal competencies, or "soft competences", which are common among the three job positions, according to the Partnerships' agreement.	For Cashiers of Trade Sector; For Chambermaids of Hospitality Sector; For Administrative Assistants for Administrative Sector.

SUB-STANDARDS	Regarding a description of: **Skill, Knowledge** and **Competence for each Standard based on** 2d and 3rd level of *European Qualifications Framework*.	For Cashiers of Trade Sector; For Chambermaid of Hospitality Sector; For Administrative Assistant for Administrative Sector.

Table made by Inveslan – referring to the detailed description below.

Following the table above, it follows a detailed explanation of the standards design.

SUB-STANDARDS

Skill, Knowledge, and **Competence**

Standards are specified and detailed in sub-standards, which correspond to 2d and 3rd level of *European Qualifications Framework*. They are positioned in according to the general sub-standard which is referred to. Moreover, their level of importance is showed in the correspondent rows in the "Standards table for job profiles competences" in which it is indicate the level needed as: low, medium, high. It is important to give some tips about such sub-standards; therefore, according to the definitions of CEDEFOP, they can be defined as it follows:

Skills

It develops over time with practice; it is goal-directed in response to some demand in the external environment; it is acquired when components of behaviour are structured into coherent patterns; and, finally, cognitive demands are reduced as skill develops. The measure of skill is speedy and/or efficiency of performance. There are different skills, as such as perceptual skills (is linked to the ability to make distinction and judgement), response selection skills (is linked to the reaction time in selecting alternatives), motor skills (are manual aspects of performance such as speed and accuracy of physical movements or dexterity), and problem-solving (depends on intellect and mental models, can be acquired and developed through practice).

Knowledge

It is concrete manifestation of abstract intelligence, but it is actually the result of an interaction between intelligence (capacity to learn) and situation (opportunity to learn).
It can be distinguished among *know-how*, *know-why* and *know-that* (…).

Competence

In spite of the confusion of the term and the different meaning it assumes in different cultural contexts, it is important to notice the existing bond between identifying competences and trying to practice standards *(Jeris and Johnson, 2004, p. 1108).* These standards, once developed, find their way into practice through certification of people processes through public or private accrediting agencies. Models for competences use to include:

- General problem-solving competence;

- Critical thinking skills;

- Domain-general and domain-specific knowledge;

- Realistic, positive self-confidence;

- Social competences.

After having to list the three main groups of standards, and given the explanation of sub-standards, it follows the description of each one of them in detail, established for each job profile.
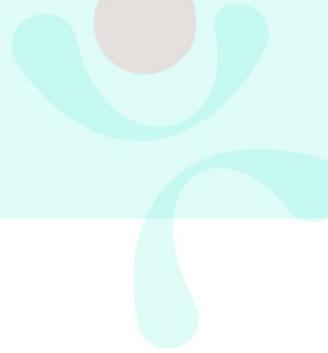
On the other hand, it is useful to clarify that:

This document contains the detailed description of the Standards for recognition of competences in the three main sectors and the three job profiles selected.

Standards will be presented in the following chapters as follows:
General Standards and Transversal Standards are common to the three job profiles, as to say: for the job position selected in the framework of the "ValidAid Plus" project:
- Cashier,
- Chambermaid
- Administrative assistant.

On the other side, Specific Standards were developed based on each country labour market profiles and necessities to recognise and validate.

2. STANDARDS

GENERAL STANDARDS (COMMON TO THE THREE JOB PROFILES)

GENERAL STANDARDS DESCRIPTION
PROFESSIONALISM **(Personal accountability, accuracy, performing under pressure, appearance, etc.)** An employee is considered to be a professional when he/she conforms to the technical and ethical standards of his/her profession. A professional is a courteous, conscientious person who acts in a business-like manner in his/ her workplace. Professionalism includes: personal accountability, accuracy, appearance, performance under pressure, following through on commitments, being fair and truthful.

Skills	Organizational skills Communication skills Accountability Self-control Attention to Quality Working on own initiative Assignments are completed within specified time frame Maintaining consistent performance under conditions of pressure and uncertainty Maintaining availability/ accessibility throughout the work period.
Knowledge	Knowledge of the enterprise/ organization dress-code Knowledge of Time management techniques Knowledge of Task Evaluation and Priorities Setting
Competences	Time Management Task Priority

CUSTOMER/CLIENT ORIENTATION This standard refers to the ability to interpret client's needs and respond to his/her expectations; in order for the client to have a satisfactory feeling and experience. It implies the will to help and to serve based on the client/customer viewpoint. Also, when necessary the employers should be able to analyze independently and in detail customer's problems in order to offer the right products and services.	
Skills	Attentiveness Communication skills Building rapport and cooperative relationships with customers Identification of Customer Needs (Actively seek and share information to understand customers' circumstances, problems, expectations, needs) Responding quickly to meet customer needs and resolving problems
Knowledge	Knowledge of Consumer Behavior Basic Training on Quality Customer Service Knowledge of effective ways to monitor and evaluate customer concerns, issues, and satisfaction.
Competences	Time management Tenacity Creativity Good memory Willingness to help Self-control Discipline
BUSINESS ETHICS The ethical code binds the employees with company's policy, vision, mission and philosophy. It is necessary that the employees know and keep ethical code's regulations and implement them in their daily work with customers and colleagues.	

They should respect the rights and human dignity of every employee in the company and of every customer. They should be loyal to the institution, colleagues and customers and they should not disseminate confidential information that could harm someone's dignity.

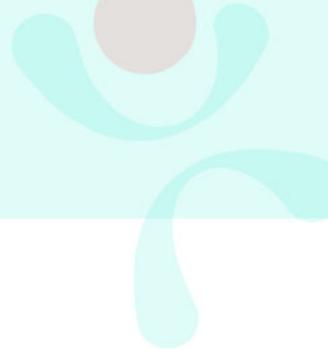|	
Skills	Honesty Integrity Promise keeping Fairness Respect for the others
Knowledge	Knowing the basic behavioural techniques that can build a sense of trust, security and satisfaction. Familiarity with the accepted norms of ethical behaviour. Knowledge of the ethical code accepted in the company/ organization. Ensuring confidential and professional secrecy of the accessible information
Competences	Responsibility Autonomy Logical reasoning Accountability Open-mindedness

COMPANY- SERVICE- PRODUCT KNOWLEDGE

Employees should know in detail the organisation's structure, services and products. This is the process of capturing, developing, sharing, and effectively using of organisational knowledge.

Organizational knowledge is linked to the understanding of the importance of the role of all staff of company or organisation which works with. Also, it is linked to a good understanding of workflow processes, and thinking ability, and also finding solutions useful for the organisation of the whole company.

Skills	Organisational skills Problem solving Teamwork Ability to process data and information
Knowledge	Good knowledge of the company's/ organization's structure Familiarity with the objectives, needs and expectations of the company/ organization
Competences	Loyalty to employer/ company/ organization, trying to keep its good reputation and trying to improve the company's image Logical reasoning

TIME & TASK MANAGEMENT (Efficiency and Effectiveness)

Time management refers to numerous techniques and skills that can help a person to make use of the available time in the most efficient way and to accomplish goals, tasks and projects within the predetermined period of time.

Skills	Planning skills Priorities setting Organizing skills Teamwork Problem solving
Knowledge	Knowledge of time management techniques Knowledge of what is important Knowledge of what is urgent

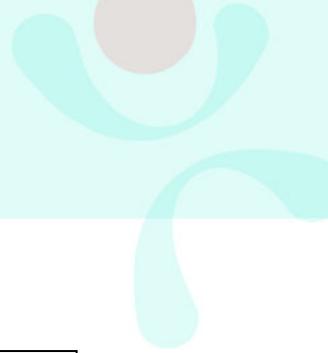|	Knowing how to prioritize responsibilities according to the tasks and the available time Organizing what needs to be achieved regularly to maintain success (financial security)
Competences	Adaptability Flexibility Responsibility Punctuality

TRANSVERSAL STANDARDS (COMMON TO THE THREE JOB PROFILES)

TRANSVERSAL STANDARDS DESCRIPTION

FLEXIBILITY AND ADAPTABILITY TO CHANGES

An adaptable person is one who is open to new ideas and concepts, works independently or as part of a team, and carries out multiple tasks or projects. Someone is regarded as adaptable if he/she is able to manage multiple assignments and tasks, set priorities, and adapt to changing conditions. Moreover, people who are flexible are open to change and able to adapt and adjust continuously to changing circumstances.

Skills	Organizing skills Making suggestions for increasing the effectiveness of changes. Anticipating & responding positively to changing environments and circumstances Responding flexibly and positively to changing situations Working well close to deadlines
Knowledge	Knows how to make a plan Knows how to prepare an alternative option plan (plan B) in case things go wrong Knows how to deal with changing priorities/workloads
Competences	Time management Task priority Persisting in the face of unexpected difficulties Positive attitude to change Keeping an open mind Thinking quickly to respond to sudden changes in circumstances

TEAM WORKING SKILLS & COLLABORATION

The process of working collaboratively with a group of people in order to achieve a goal. Teamwork is often a crucial part of a business, as it is often necessary for colleagues to work well together and trying their best in any circumstance. Teamwork means that people will try to cooperate, using their individual skills and providing

constructive feedback, despite any personal conflict between individuals.

Skills	Collaboration skills Communication skills Confidence building Group decision making Supporting Others
Knowledge	Implementing cooperation among employees. Knows how to focus on the common goal that the entire team is working towards Defining mission or purpose, selecting appropriate level of goal difficulty and obtaining goal acceptance Planning, coordinating, integrating and sequencing tasks and information Knowledge of Group Dynamics
Competences	Negotiation Taking initiative Patience Respect

COMMUNICATION SKILLS

The act or process of using words, sounds, signs, or behaviours to express or exchange information or to express ideas, thoughts, feelings to someone else. Communication is also a message that is given to someone: a letter, telephone call, etc.

Skills	Verbal communication (content of communication) Non-verbal communication (message sent through body language) Being aware to verbal and non-verbal barriers for an effective communication. Active and passive listening skills
Knowledge	Knows how to send clear, brief, concise and organised messages.

	Receiving and correctly understanding messages sent to us.
Competences	Time management Interaction Group dynamics Alertness

PROBLEM SOLVING

The process of working through details of a problem to reach a solution. Problem solving may include mathematical or systematic operations and can be a gauge of an individual's critical thinking skills.

Skills	Analytical thinking skills Synthetic skills Lateral thinking Decision making Creativity Thinking 'out-of-the-box
Knowledge	Evaluating information or situations Breaking them down into their key components Considering various ways of approaching and resolving them Deciding on the most appropriate of these ways
Competences	Negotiation Interaction Responsibility Logical reasoning Persistence Taking initiative

SELF-IMPROVEMENT SKILLS

The process of improving oneself through such activities as enhancing employment skills, increasing consciousness and building knowledge and skills. The growing success of the self-help and personal development movement has assisted many business managers in obtaining more qualified and motivated personnel for their companies, and it has also encouraged more people to go into business for themselves.

Skills	Self assessment

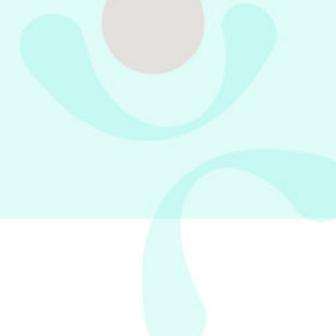|	
	Organizing skills Long-term planning Continuous learning and self-development abilities
Knowledge	Showing interest and pursuing appropriate learning activities that fulfill self-development/learning needs. Knowledge of skills and limitations in order to strengthen them Continuous development of oneself skills. Identifying individual challenges and seeking opportunities to grow. Maintaining a positive and realistic level of self-confidence given personal strengths and weaknesses.
Competences	Responsibility Initiative Open mindedness

3. SPECIFIC STANDARDS FOR COUNTRY

JOB PROFILE: CASHIER

SPECIFIC STANDARDS – SPAIN

STANDARDS	DESCRIPTION
1. PREPARING THE CASH REGISTER, AUDIT AND CLOSURE	
Skills	To be able to apply the necessary methodology to prepare the cash register, and to make the corresponding payment operations. To be able to report the cash flows to the institutions and work with relevant documentation.
Knowledge	To be able to classify different products, goods, and making connections among them. To know the distinctive characteristics of the national currency. To know information products used by the company. To have a basic knowledge of mathematics.
Competences	To inspire confidence in performing his/her work assignments. To mediate contact between the customer and payments. Correctly guidance the customer to the desired product or service. To present the advantages of each product or service offered.
2. KNOWLEDGE OF PRODUCTS	
Skills	Able to maintain knowledge of current product location. Able to communicate with clients about products location and characteristics. Able to offer products and information, and able to work with information products.

Knowledge	Knowledge about the range of products and services offered by the retail store.
	Knowledge of gift cards, travelers checks, food stamps, cash, checks, processing coupons, and refunds.
	To know the characteristics of each product, its properties and changes occurring in the processes of storage.
	To know the specific requirements for the types of storage products;
	To know the specific requirements for product labelling.
Competences	Summarizing information; Working with existing technologies;
	Communication with consumers; Clearly presentation benefits of each offered product.

3.   KNOWLEDGE OF MEANS OF PAYMENT

Skills	To be able to calculate with or without register use;
	To be able to use different technologies to calculate;
	To be able to calculate the equivalent of a sum of money into foreign currency.
Knowledge	To know and to be able to apply the necessary methodology for different kind of payment operations.
	To have technical knowledge necessaries for the correct use of different payment methods, with which the transaction in big malls and commercial spaces have carried out.
Competences	To be able to use computer and software programmes machines.
	To be updated about the new technologies in means of payment.

4. SELLING & STORAGE TECHNIQUES

Skills	To know the goods, their properties, changes that occur in the storage process. It is important to know the specific requirements

	for products storage and labelling.
Knowledge	To know the characteristics of each product, its properties and changes that occurs in the processes of storage.
Competences	To acquire the technical and practical knowledge necessaries for a correct and efficient management of the storage processes of goods and products.

5. BEING POLYVALENT & FLEXIBLE

Skills	Functional polyvalent skills and flexible model of organising work and self-management. Able to maintain clean, neat and correctly stocked check stand and safe and secure work area. Dedicated and meticulous—high level of accuracy and attention to detail.
Knowledge	To know-how about other sectors in the same store/shop/business; Administrative management; good transfer of information; good management of complaints and suggestions transfer; counselling to client and TICS; support in other sectors if required.
Competences	Be transparent, be able to transfer complaints and suggestions and be able to manage balanced communication between clients and company. Be able to support others colleagues, in solidarity with different job functions. In the Basque Country it is very important asset to be bilingual, and to know "Euskara", the official Basque Country language, as well as Spanish, is required, apart from others foreign languages required, as English.

JOB PROFILE: CASHIER

SPECIFIC STANDARDS – BULGARIA

STANDARDS	DESCRIPTION
1. PERFORM THE JOB FUNCTION ON A RELEVANT LEVEL BASED ON AN UNDERSTANDING OF THE LAW, NATIONAL AND INTERNATIONAL ECONOMIC	
Skills	Be able to recognize important business events of national and international level. Be able to understand heard or read information. Be able to summarize and transmit the information heard or read.
Knowledge	To have a basic knowledge of economics related to pricing. To have a basic knowledge of commercial law. To know the legislation on the control of outlets. To know the economic structure of the country.
Competences	To evaluate the importance of political and economic events for the business.
2. PERFORM THE JOB FUNCTIONS ON THE BASIS OF SPECIFIC PROFESSIONAL PROCESS	
Skills	To be able to perform operations with technical devices for serving customers – cash register with fiscal memory, POS terminal for debit and credit card payments, counterfeit bill detector, barcode scanner, etc. To be able to perform operations related to reception, exchange, storage and delivery of cash, incl. detection of counterfeit bills. To be able to issue receipts and keep a cash book of a cash register with fiscal memory. To be able to close the cash stock.

Knowledge	To know the procedures related to serving the customers upon paying for their purchases. To know the procedures related to reception, exchange, storage and delivery of cash, incl. the ways of detecting counterfeit bills. To know the procedures of issuing receipts and keeping a cash book of a cash register with fiscal memory. To know the procedures related to closing cash stock. To be acquainted with the legal acts, terms, financial discipline and internal rules with respect to ensuring the security in the retail store as well as with the related procedures. To be aware of the significance of his/her work assignments.
Competences	Works with technical devices for serving customers – cash register with fiscal memory, POS terminal for debit and credit card payment, counterfeit bill detector, barcode scanner, etc. Performs the operations related to reception, exchange, storage and delivery of cash, incl. detection of counterfeit bills. Issues receipts and keeps a cash book of a cash register with fiscal memory. Closes cash stock. Organises (plans) his/her time and prioritises his/her tasks.

3. PERFORM THE JOB FUNCTION ON A RELEVANT LEVEL BASED ON AN UNDERSTANDING OF THE PRODUCTS	
Skills	Be able to communicate with clients. Be able to offer products and information. Be able to process information.
Knowledge	To be knowledgeable about the range of products and services offered by the retail store. To know the characteristics of each product, its properties and changes that occurs in the processes of storage. To know the specific requirements for the types of storage products. To know the specific requirements for product labelling.
Competences	Summarizing information.

	Communication with consumers. Strong performance benefits of each offered product.

4. RELATING THE INDIVIDUAL CUSTOMER NEEDS TO THE ORGANIZATION'S PRODUCTS AND SERVICES	
Skills	Be able to communicate with customers. Be able to offer firm products. Be able to collect information from customers.
Knowledge	To be knowledgeable about the range of products offered by the retail store.
Competences	Analyse the information gathered. Strong performance benefits of products. Properly directing customers to search by product.

5. PERFORM ACTIVITIES RELATED TO WRITTEN COMMUNICATION, WORK WITH COMPUTER, OFFICE EQUIPMENT AND USE OF INTERNET	
Skills	Use calculator, telephone, fax, scanner, copying equipment, computer equipment. Apply the requirements for using, maintaining and protecting the office equipment being used. Use text processing programme, electronic tables and database programme, specific company's information products and information. Be able to use communication through the internet - receive and send letters and e-mail, find information.
Knowledge	Be aware of the rules for work with computer and other office equipment. To know information products used by the company.
Competences	Analysis of the collected information. Processing and archiving of information in software.

JOB PROFILE: CASHIER

SPECIFIC STANDARDS – HUNGARY

STANDARDS	DESCRIPTION
1. PRODUCT MANAGEMENT/ KNOWLEDGE Give information to customers of the product, deal with the wrong products - processing changes/refunds, refunds, and provide warranty information to customers.	
Skills	Helpful and constructive attitude, good communication skills.
Knowledge	Knowledge of the products, legal background of warranty, specific rules of the changes/rebounds. Knows the actual discounts. Knowledge of how to communicate with different type of persons (personality).
Competences	Good memory, endurance.
2. MATHEMATICAL INTELLIGENCE, COUNTING Mathematical intelligence – numerical skills, exchange money, basic analytical skills, logical approach.	
Skills	Numerical and counting skills
Knowledge	Mathematical and basic analytical knowledge
Competences	Logical way of thinking
3. BASIC TRADING RULES Know and able to use vending techniques. Able to create official invoice. Set invoice, bills, responsibility to handle money.	
Skills	Good communication skill, good argument skills
Knowledge	Knowledge of vending techniques, know the rules of handle money

Competences	honesty, sincerity, reliable

4. SAFETY AND PROPERTY PROTECTION

Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and there is adequate change.

Skills	Attention for details, numerical and counting skills.
Knowledge	Knowledge of how to recognise false money.
Competences	Accuracy, precise.

5. TECHNICAL KNOWLEDGE

Technical knowledge – able to use cash machine, credit card terminals, vouchers. Open and close till, change paper/ink in the cash machine. Able to identify prices of goods and tabulate bills using calculators, cash registers or optical price scanners.

Skills	Basic technical knowledge, able to act in unexpected situations
Knowledge	Technical knowledge of (different kind of) cash machines and credit card terminals, optical price scanners.
Competences	Quick and precise work, accuracy.

JOB PROFILE: CASHIER

SPECIFIC STANDARDS – GREECE

STANDARDS	DESCRIPTION
1. SALES SUPPORT AND CUSTOMER SERVICE (ANSWERS CUSTOMERS' QUESTIONS REGARDING PRODUCT/SERVICES, AND PROVIDES INFORMATION ON PROCEDURES OR POLICIES)	
Skills	Communication skills Organizational skills Active listening Time management Arithmetic skills Behavioral Adaptation
Knowledge	Knowledge of customer service principles and processes Basic rules of professional behavior and communication Knowledge of sales support activities Basic knowledge of the procedures of safeguarding personal data
Competences	Observation Good memory Customer-centric personality
2. KNOWLEDGE of PRODUCTS/SERVICES	
Skills	Analytical Thinking Synthetic Skills
Knowledge	Knowledge about the range of products / services offered by the company Knowledge of the characteristics and properties of each product
Competences	Good memory Managing data and information Observation

3. CARRIES OUT FINANCIAL TRANSACTIONS WITH CUSTOMERS	
Skills	Efficient use of the cash register Arithmetic Skills Active listening Time management Communication skills
Knowledge	Basic knowledge of finance and of economics related to pricing Knowledge of the different methods of payment (cash, check, credit cards, vouchers, or debit cards) Knowledge of issuing receipts, invoices, etc.
Competences	Observation Good memory Concentration Speed Accuracy
4. FOLLOWS THE RULES FOR PUBLIC SAFETY AND SECURITY	
Skills	Ability to retain information Ability to follow instructions Ability to give directions Communication skills Active listening Being alert Problem solving skills
Knowledge	Basic knowledge of equipment, policies and procedures to ensure safety and security for people and data Laws about health and safety
Competences	Observation Confidentiality Self confidence

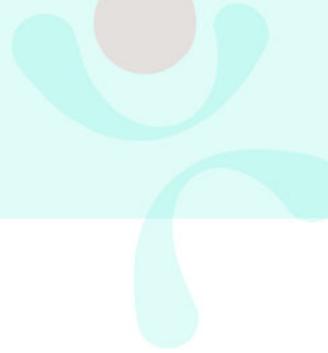|	
5. ASSISTS IN STOCKING SHELVES, ROTATING MERCHANDISE AND MARKING PRICES	
Skills	Organizing Skills Time management Ability to follow a plan/schedule
Knowledge	Procedures of receiving and classifying products Monitoring and controlling of products in display and in inventory Procedures of inventory and logistics management
Competences	Observation Good memory Speed Accuracy

JOB PROFILE: CASHIER

SPECIFIC STANDARDS – ITALY

STANDARDS	DESCRIPTION
1. Cash register management	
Skills	− To apply methodologies of basic commercial documents drawing up − To manage different payment methods − To use the cash register
Knowledge	− Retail trade regulations − Procedures to draw up payments documents

	– Cash register
	– Different payment methods
Competences	– To be able to manage the shop cash register correctly

2. Fitting out shops shelves and displays

Skills	– To apply methods of merchandise arrangement – To apply procedures to identify non-compliance merchandise – To apply merchandise handling techniques – To use safety devices at the work place – To use cleaning materials to maintain the work place in a clean manner – To use instrument to tag prices on the merchandise
Knowledge	– Products categories – Elements of hygiene regulations – Workers health and safety regulations – Different systems to tag prices – Shelves and displays fitting out techniques – Merchandise handling techniques
Competences	– To be able to fit out shops shelves and displays

3. Basic customers support

Skills	– To apply procedures to identify non-compliance merchandise – To apply interpersonal communication techniques – To support the customers in prices verification – To apply customers support techniques – To apply needs survey techniques
Knowledge	– Customer care elements – Merchandise for sale – Service quality basics – Needs survey techniques
Competences	– To be able to carry out an adequate customers support

service

4. Opening and closing of the cash register management

Skills	– To apply opening and closing procedures of the cash register – To apply methodologies of basic commercial documents drawing up – To count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change
Knowledge	– Retail trade regulations – Opening and closing procedures of the cash register – Basic mathematics operations
Competences	– To be able to manage opening and closing operations of the cash register

5. Anti-theft operations management

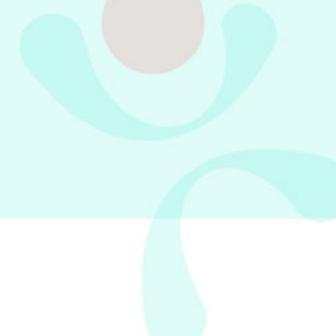| Skills	– To carry out anti-theft inspections – To apply anti-shoplifting devices to the merchandise – To use safety devices at the work place – To inspect the merchandise bought by customers – To monitor customers behaviour – To apply interpersonal communication techniques
Knowledge	– Anti-theft systems – Main safety and anti-shoplifting devices – Interpersonal communication techniques
Competences	– To be able to carry out the anti-theft ad anti-shoplifting operations

JOB PROFILE: CHAMBERMAID

SPECIFIC STANDARDS – SPAIN

STANDARDS	DESCRIPTION
1. MAKE ORDERS AND STOCK CONTROL	
Skills	To have the ability to manage the stock, materials, tools and goods. To have control on the stock and the day-to-day consumptions.
Knowledge	To know the methodology of management of the purchases of goods and products. To follow and respect the company's regulation in matter of supplies. Know-how to make a good control of the consumption of goods and products and stock.
Competences	To have good relationship and contact with suppliers. To make orders and purchase if required.
2. CLEANING QUALITY PERFORMANCE	
Skills	Able to clean in safety manner, to lift and move lightweight objects. Able to move broken objects and replace them. Able to follow manufacturing recommendations. Efficient cleaning skills. Highly skilled in vacuuming, sweeping, mopping, scrubbing and applying finishes on different flooring materials and stairs. Proven record of cleaning and sanitizing washrooms, showers and locker rooms. Able to clean all fixtures and furniture safely Profound capability of maintaining janitor closets in a clean,

	organized and safe manner. Demonstrated ability of maintaining janitorial equipment in a clean, safe and operable condition.
Knowledge	To know the techniques of cleaning rooms and common areas. To know how to clean following specific procedures and regulations, internal and external, instruction given by the proper company and also the laws and regulations dictated by the official health Institutions. In-depth knowledge of modern cleaning equipment and chemicals Adept at using chemicals in a safe manner Able to operate janitorial equipment properly and safely Comprehensive knowledge of restocking supplies in bathrooms, break rooms, and common areas. Substantial knowledge of dusting and cleaning office desks and furniture that are not cluttered.
Competences	Well versed in inspecting premise and building. Track record of finishing assigned tasks effectively within limited time. Good knowledge of housekeeping procedures and processes. Capable to work in an autonomy way and with own initiative.
3. ABILITY TO PRIORITIZE AND ORGANISE WORK	
Skills	Able to follow a time sheet and work schedule. Ability to prioritize and perform multiple tasks simultaneously. Outstanding customer service skills. Ability to follow basic oral and written instructions.
Knowledge	To know the techniques, methods for cleaning in the best way possible. Know how to present his/her work in a creative and clean way, following specific procedures and regulations, or instruction given by the proper company and also the laws and regulations dictated by the official health system.

Competences	Results achievement, which is one of the most important topics in the companies' opinion. It regards the delivering quality product and services in a timely, effective and efficient manner.

4. HYGIENE CONTROL

Skills	Service has to be detailed and cared, clean, because both the quality of chambermaid's service and company's image and quality depend on it.
Knowledge	To know and to follow the proper regulations in matter of health and hygiene control dictated by the Health Institutions. To know which are the more suitable products and materials; as well as supplier.
Competences	Hygiene is one of the main principles in the chambermaid's tasks; moreover his/her activities and tasks have to be precise.

5. BEING POLYVALENT & FLEXIBILITY

Skills	It is an important characteristic in the present day hospitality sector. To be polyvalent means to have and high degree of personal flexibility and to be prepared to adapt their own skills and abilities to several kinds of tasks, situations, activities and scenarios. Chambermaid should be flexible and adaptable to the demands of the surrounding world enriching their knowledge and skills. Excellent communication and interpersonal skills. Ability to work effectively individually and with a team.
Knowledge	Employees should be encouraged to show their intellectual potential and to extend their knowledge in correspondence to the new provocations of dynamic working environment. Learning process should be permanent and it is recommendable to use formal, informal, non-formal and self-learning techniques. Internal and external training courses are supplemented by

Validating competences gained at the
workplace in case of low qulified people
2013-1-GR1-LEO05-14120

	continuous information supply using different networks (internet, intranet).
Competences	Chambermaid must be able to assess clients'. He/her should be able to improve his/her low competences if it is necessary – to take measures and to surmount these difficulties.

JOB PROFILE: CHAMBERMAID

SPECIFIC STANDARDS – BULGARIA

STANDARDS	DESCRIPTION
1. PERFORM THE JOB FUNCTION ON A RELEVANT LEVEL BASED ON THE HYGIENE NORMS AND REQUIREMENTS IN THE HOTEL	
Skills	Be able to daily clean and correct treat the hotel rooms, replace sheets, towels and supplies in service areas.
Knowledge	To know the hygienic standards (norms) for hotel rooms, conference halls, stairs, elevators, etc. To know the daily hygienic status of hotel rooms.
Competences	Apply the adequate hygienic norms and requirements.
2. PERFORM THE JOB FUNCTIONS ON THE BASIS OF SPECIFIC PROFESSIONAL PROCESS	
Skills	Examination of vacant rooms and suites. Using appropriate machines, equipment and technique to clean the hotel rooms, halls, common areas. Cleaning the conference halls, stairs, elevators, corridors, etc. Arrangement of laundry cart. Recharging the mini bar.
Knowledge	To know: The variety of cleaning machines and products and how to work with them. Room cleaning and treatment procedures. Instructions for transmission of hotel sheets in the laundry room and how to replace the damaged sheets.

	The procedures for dry cleaning of guest clothes.
	The procedures for transmission and storage of guests forgotten belongings.
	The list of the products in mini bar.
	The documental procedures about cleaning procedures.
Competences	Apply adequate working norms and requirements.
	Apply appropriate procedures in cleaning the hotel rooms, apartments, bathrooms, common areas, etc.
	Filling documents about cleaning procedures.

3. PERFORM THE JOB FUNCTION ON A RELEVANT LEVEL BASED ON STOCK CONTROL IN THE HOTEL

Skills	Be able to receive and store of materials, machines and equipment.
	Be able to control the consumptions of materials and the exploitation of machines and equipment.
Knowledge	To know:
	The documental procedures about storage of materials, machines and equipment.
Competences	Organize correctly the storage of materials, machines and equipment.

4. RELATING THE INDIVIDUAL CUSTOMER NEEDS TO THE HOTEL'S PRODUCTS AND SERVICES

Skills	Be able to communicate with customers.
	Be able to offer hotel products.
	Be able to collect information from customers.
Knowledge	To be knowledgeable about the range of products offered by the hotel.

Competences	Analyse and communicate the information gathered. Properly directing customers to search by product.

5. PERFORM ACTIVITIES RELATED TO WRITTEN COMMUNICATION, WORK WITH COMPUTER, OFFICE EQUIPMENT AND USE OF INTERNET

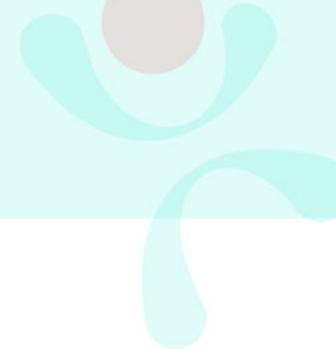|	
Skills	Use calculator, telephone, fax, scanner, copying equipment, computer equipment. Use text processing programme, electronic tables and database programme, specific company's information products and information.
Knowledge	Be aware of the rules for work with computer and other office equipment. Apply the requirements for using, maintaining and protecting the office equipment being used. To know information products used by the hotel.
Competences	Analysis of the collected information. Processing and archiving of information in software.

JOB PROFILE: CHAMBERMAID

SPECIFIC STANDARDS – HUNGARY

STANDARDS	DESCRIPTION
1. PHYSICAL AND PSYCHICAL CAPACITY, ENDURANCE Strong and flexible, able to stand, lift and bend all through their cleaning shift, psychical endurance.	
Skills	Willingness to work hard, able to keep tight deadlines, able to work under pressure.
Knowledge	Correct posture during cleaning, ability to finalise the task for a standard time.
Competences	Persistent, attention to details, Quick and precise work, self-assertive attitude, handles tight deadlines. Collaborative attitude, but able to work independently.
2. ABLE TO USE CLEANING CHEMICALS Hygiene techniques-knows the different types and incorporation of chemicals and able to use them safely, knows the main rules to protecting the environment connected to chemicals, energy and water saving.	
Skills	Good cleaning and housekeeping skill.
Knowledge	Practical knowledge and safe-use of different chemical, rules of environmental protection at hotels.
Competences	Attentive, careful.
3. ETHICAL AND SOCIAL APPROACH IN HOSPITALITY Knowledge about the legal background of the basic ethical rules.	

Skills	Emotional intelligence, tolerance and multicultural approach.
Knowledge	Knowledge about ethical rules and the basic protocol, rules of formal communication.
Competences	Empathy, reliable.

4. ORGANISING SKILLS

Prioritising tasks, able to schedule her time for the daily tasks, able to finalise the given tasks, Able to finalize task under pressure or with a very short deadline, able to have self-control under stress.

Skills	Organizational skill, able to priories, individual task planning.
Knowledge	Ability to finalise the task for a standard time.
Competences	Precise and prompt work, flexibility, cooperative attitude.

5. TECHNICAL KNOWLEDGE

Handle and replenishing any supplies that guest use or need (coffee, tea, toiletries, extra pillows). Making customer services like: pick up laundry, ironing, and shining shoes).

Skills	Knowledge of the extra services, free items to replenish, content of the minibar. Knowledge how to handle lost items or making report of any damages caused in the equipment of the hotel room. Knowledge of using cleaning machines. Able to use cleaning machines.
Knowledge	Identifying current situation quickly.
Competences	Helpful, precise.

JOB PROFILE: CHAMBERMAID

SPECIFIC STANDARDS – GREECE

STANDARDS	DESCRIPTION
1. TAKES CARE OF CLEANING ROOMS, HALLWAYS, LOBBIES, RESTROOMS, CORRIDORS, ELEVATORS, STAIRWAYS, LOCKER ROOMS AND OTHER WORK AREAS OF A HOTEL SO THAT THE BASIC HEALTH AND SAFETY STANDARDS ARE MET	
Skills	Time management Ability to use all the material and equipment for cleaning
Knowledge	Basic knowledge of the organization and the function of the hotel Basic knowledge of Greek and English hotel terminology Basic knowledge of the health and safety standards in the hotels Basic principles of client services Knowledge of how to use all the materials and equipment for cleaning
Competences	Good memory Good orientation in the workplace Good near vision Aesthetic ability Observation Speed Manual ability Ability to use the hands punctually
2. KEEPS THE ROOMS TIDY, FOLLOWING THE HOTEL INSTRUCTIONS	
Skills	Communication Time management Monitoring

Knowledge	Basic knowledge of the methods used for cleaning and tiding the rooms, hallways and other work areas of a hotel.
Competences	Manual ability Ability to use the hands punctually Near vision Good memory Good orientation in the workplace Aesthetic ability Observation Confidence.

3. IDENTIFIES THE NEEDS IN EQUIPMENT AND MATERIALS FOR ALL THE PARTS OF THE HOTEL	
Skills	Communication Monitoring Control
Knowledge	Knowledge of equipment, tools and materials needed for all parts of the hotel
Competences	Responsibility Observation Orientation in the workplace Good memory Good near vision
4. MONITORS THE FUNCTIONAL AND TECHNICAL SITUATION AND SECURITY OF ALL THE AREAS OF THE HOTEL	
Skills	Communication Monitoring Control
Knowledge	Being aware of the precautions required to protect hotel and guest property and reporting damage, theft and found objects to supervisors
Competences	Responsibility

	Observation Orientation in the workplace Good memory Good near vision
5. KEEPS THE ROOMS AND ALL PARTS OF THE HOTEL FULLY EQUIPPED	
Skills	Communication Monitoring Control
Knowledge	Basic knowledge of all the necessary material needed so as all parts of the hotel are fully equipped.
Competences	Responsibility Observation Orientation in the workplace Good memory Good near vision

JOB PROFILE: CHAMBERMAID

SPECIFIC STANDARDS – ITALY

STANDARDS	DESCRIPTION
1. Assigned bedrooms and bathrooms cleaning	
Skills	− To monitor the areas to be cleaned − To check the linen stock − To apply sterilisation procedures of rooms, materials and devices − To apply linen change techniques − To apply rooms cleaning techniques − To apply room reorganisation techniques − To use cleaning products − To supply towels, new linens, toilet items and replace drinking glasses − To clean rugs, carpets, curtains, upholstery, and drapery − To clean windows and rearrange the draperies to their normal positions − To empty trash bins, clean and replace ashtrays, and dispose all the trash and waste materials from the hotel rooms − To stock up toilet and refrigerator supplies
Knowledge	− Rooms cleaning techniques − Hygiene regulations − Sterilisation procedures − Linen change techniques

	− Room reorganisation techniques − Furniture maintenance
Competences	− To be able to clean and service assigned bedrooms and bathrooms

2. Correct use of equipment

Skills	− To maintain all equipment and cleaning materials in a clean and orderly manner. − To choose and use correctly the specific cleaning equipment − To use specific cleaning products − To identify and evaluate the products conservation and recognise their tags to use them correctly
Knowledge	− Environmental hygiene elements − Personal hygiene elements − Health and safety regulations − Specific equipment and products
Competences	− To be able to use the cleaning equipment and products correctly

3. Full equipment supplies

Skills	− To apply equipment conservation and rotation procedures − To manage the stocks, also with computer software − To fill in forms for the stock analysis
Knowledge	− To know the specific equipment − Computer basis − Equipment conservation and rotation procedures

Competences	− To be able to restock the full equipment

4. Hotel standards observance

Skills	− To plan and organise the work managing space and time − To apply the hotel standards
Knowledge	− Organisational style and quality procedures − Internal documents/forms − Hotel standards
Competences	− To be able to follow hotel standards within a set timescale

5. Understanding customers' needs

Skills	− To respect the customers − To collect information and signals about problems − To arrange decorations according to styles and occasions − To arrange towels and objects in ornamental ways to give quality welcome − To organise the work according to the customers rhythms, flow, schedule and seasons
Knowledge	− Decoration techniques − Customers schedules and flows − Techniques to understand customers needs
Competences	− To be able to relate the customers needs

JOB PROFILE: ADMINISTRATIVE ASSISTANT

SPECIFIC STANDARDS – SPAIN

STANDARDS	DESCRIPTION
1. ORIENTATION TO BENEFITS	
Skills	Make decisions and take actions in a timely and efficient manner are one of the most important tasks. Administrative assistant should be able to adapt new information and consider different operations in order to make decision and choices. But it is also important takes responsibility and being accountable for their actions with transparency and coherent attitude, understanding that their actions have a big impact on financial and human issues.
Knowledge	It is very important to know how interpreting policies and directives, as well as to know how to execute instructions and procedures established by the company.
Competences	This standard is referred to the results achievement, which is one of the most important topics in the companies' opinion. It regards the delivering quality product and services in a timely, in an effective and efficient manner. To be able to improve constantly the performance of this job profile, in the framework of the organisational strategies.
2. TECHNICAL AND DOCUMENTATION MANAGEMENT	
Skills	This standard refers to the ability to manage important technical documents and templates, in order to make easier procedures and carry out very technical tasks in an effective way. A suitable use of the resources available is required.

	Able to manage mathematical tasks, demonstration of having know-how handling a multitude of national and international transaction. Management of knowledge about calculation, benefits programmes, retroactivity calculation, hours of work, employment status.
Knowledge	Knowledge of on-line compensation leave system and software packages. Knowledge of formula, calculation, techniques and practices. Knowledge of specific work tools: Microsoft Office, Word, Excel, PowerPoint; and Internet.
Competences	Good technical competences in document management: materials and procedures of financial and directive, as well as organizational management. Providing problem resolution about the work tools and instruments, client's orientation and support. Resolution of organisational problems.

3. ECONOMIC AND FINANCIAL PLANNING AND MANAGEMENT	
Skills	To accomplish the agenda, the daily system of accounting files, and the archival work. To update data. To bring the correspondence (mailing, post), and control of the recorder book, and economic and financial data and information. Positive and proactive attitude in the organisation and management of documents and information are required. Capacity to encounter personal satisfaction regarding the activities to develop, in order to produce continue improvements of the service.
Knowledge	To have a basic knowledge of economic and financial issues, related to pricing, commercial low, domestic and international legislation control, about the trade sector and national and international economic information and updating.
Competences	Register and control archives. To be able to carry out basic auditory process in the organization and different department.

	Providing technical advice and support (it is important as team working too). Having a high level of accountability is very important skill in an overall vision of work as adhering to organizational rules, as such as taking responsibility for the delivery of the products and outcomes.

4. ANALYTICAL THINKING AND ORGANISATIONAL MANAGEMENT	
Skills	Organizational knowledge is linked to the understanding of the importance of the role of all staff of company or organisation which works with. On the other side, planning management are two key capabilities in the daily working life for this job profile. They refer to skills linked to the good evaluation of situation competences, analytical skills and problem solving. It is linked to a good understanding of workflow processes, and thinking ability, addressed finding solutions useful for the organisation of the whole company. Have an overall view about the organisational and management main issues, problems, strengthen and weakness. To think in a clear and systematic way; to be able to solve problems in the right way and on time. To be able to understand changes, or preview them and knowing how to react to them.
Knowledge	To recognise the importance of the organizational and directive organisms, their mandates, priority orders, instructions, and way of thinking and seeing. To understand the strategies of the company or organisation. To be able to recognise the companies or organisation tasks and main goals and objectives. To know how to analyse and interprets information, data, technical documents.
Competences	Analysis and judgment required to ensure the right decisions are made and actions processed accurately. Organizational competence includes understanding of directive bureau/directive and human resources' mandates. To be able to make suggestions, giving feedback on important organisational and planning issues and decisions. To be able to communicate with efficiency the most

	important intern/extern communications, decisions, information.
5. BEING POLYVALENT	
Skills	Administrative assistant should be able to adapt to changing environment, to changing internal and external situations, such as new technologies, software programmes and updated manner of work; at the same time, they should be able to follow the company's policies and directives, instructions. Make decisions and take actions in a timely and efficient manner are one of the most important tasks. Administrative assistant should be able to adapt new information and consider different operations in order to make decision and choices. But it is also important takes responsibility and being accountable for their actions with transparency and coherent attitude, understanding that their actions have a big impact on financial and human issues.
Knowledge	It is referred to the ability to recognise important business event on national and international level, to read and understanding information about economic and financial issues, templates, rules, documents, etc. At the same time, to be able to transfer information in a very systematic and efficient way. To be able to evaluate the relevance and importance of economic and financial events (congress, conferences, and meetings) at national and international level, as well as their impact on the company. It is very important to know how interpreting policies and directives, as well as to know how to execute instructions and procedures established by the company.
Competences	Administrative assistant should be able managing projects on behalf of internal users and external clients. He/she should be able to adapt to a changing environment, to changing internal and external situations, such as new technologies, software programmes and updated manner of work; at the same time, they should be able to follow the company's policies and directives, instructions.

JOB PROFILE: ADMINISTRATIVE ASSISTANT

SPECIFIC STANDARDS – BULGARIA

STANDARDS	DESCRIPTION
1. PERFORM THE JOB FUNCTIONS EFFECTIVELY BY UNDERSTANDING AND APPLYING THE LABOUR LEGISLATION REGULATIONS IN THE AREA OF THE ADMINISTRATIVE ASSISTANCE.	
Skills	Apply the requirements of the Labour Code, related to the working hours, breaks, holidays and other rights and responsibilities of the employees in the organisation. Identify the main characteristics of the documents, related to the labour legislation – labour contract, application for employment, curriculum vitae, motivation letter, etc. Use the main document templates, related to performing the tasks of the administrative assistant.
Knowledge	Understand general legal terms. Be aware of the responsibilities and authorities of the employees in the organisation.
Competences	Effectively plan and organise the performance of the work tasks related to the application of the labour legislation regulations in the area of the administrative assistance. Report the implementation of the work tasks related to the application of the labour legislation regulations in the area of the administrative assistance.
2. PERFORM TASKS RELATED TO THE PROCESSING OF THE INCOMING CORRESPONDENCE AND SORTING IT IN THE RESPECTIVE REGISTERS.	
Skills	Process manually or with a computer the incoming correspondence – put numbers, dates, description or indication for the type of the

	documents. Coordinate written business correspondence with the line manager. Create database archives of the documents by classifying and arranging them in files. Distribute the incoming business correspondence among the different units of the organisation.
Knowledge	Understand the legal requirements, related to the administrative procedures of acceptance, processing and keeping of incoming correspondence. Be aware of the content and types of documents related to the processing and sorting of incoming correspondence which are used in the economic practice.
Competences	Communicate in a business manner with external persons and employees of the organisation. Monitor compliance with the deadlines for responding to incoming documentation.

3. PERFORM TASKS RELATED TO THE PROCESSING OF THE OUTGOING CORRESPONDENCE AND SORTING IT IN THE RESPECTIVE REGISTERS.	
Skills	Process manually or with a computer the outgoing correspondence – put numbers and dates. Observe the requirements for the layout of the different types of outgoing correspondence documents. Observe the requirements for arranging outgoing mail. Create database archives of the documents by classifying and arranging them in files.
Knowledge	Understand the legal requirements, related to the administrative procedures of acceptance, processing and keeping of outgoing correspondence. Be aware of the content and types of documents related to the processing and sorting of outgoing correspondence which are used

	in the economic practice.
Competences	Organise sending the outgoing correspondence to the respective recipients. Organise the payment of mailing services and fill in the respective reporting documents.

4. PREPARE REPORTS ON THE STATUS AND MOVEMENT OF INCOMING AND OUTGOING CORRESPONDENCE.

Skills	Complete reports on the incoming and outgoing correspondence in the organisation. Apply the requirements for archiving written documentation and database using computer processing.
Knowledge	Understand the requirements of legal documents related to archiving written business correspondence.
Competences	Organise the provision of information related to the business correspondence to employees, managers and control organs by applying the respective terms and conditions in that respect.

5. PERFORM ACTIVITIES RELATED TO WRITTEN COMMUNICATION, WORK WITH COMPUTER, OFFICE EQUIPMENT AND USE OF INTERNET.

Skills	Use telephone, fax, scanner, copying equipment, document shredding device. Apply the requirements for using, maintaining and protecting the office equipment being used. Use text processing programme, electronic tables and database programme.
Knowledge	Be aware of the rules for work with computer and other office equipment. To know information products used by the company.
Competences	Organise internet communication – receive and submit messages

	by e-mail, identify information from various web pages.

JOB PROFILE: ADMINISTRATIVE ASSISTANT

SPECIFIC STANDARDS – HUNGARY

STANDARDS	DESCRIPTION
1. ORGANISING SKILLS Able to organize appointments, management of director's timetable, prioritising tasks in order of importance. Management of the daily administrative tasks, maintain office supplies for department.	
Skills	Able to share attention, ability to concentrate, good organising skills.
Knowledge	Know-how to make records and timescales.
Competences	Tolerance of monotony, precise and prompt work.
2. INFORMATION MANAGEMENT Information management - Able to handle and transfer information, knows how and for whom to prove what kind of information. Give information to potential customers by mails/phone.	
Skills	Verbal intelligence-communication and composition skill, able to act in unexpected situation.
Knowledge	Language (foreign) knowledge, knowledge of the company to distribute mails/letters/information to the competent/responsible person/department.
Competences	Customer approach, supportive attitude
3. PAPERWORK MANAGEMENT Documents management - Ability to use, find and storage different documents, prepare, write and understands the different templates, sheets and filing. Able to	

archive files or documents. Able to register and file different documents.	
Skills	Daily administrative tasks, analytical skills, good research skills.
Knowledge	Know-how archiving techniques, documents protection, data mining, word processing, spreadsheets, presentation software.
Competences	Reliable, attention to details, consistent.

4. **PSYCHICAL LAUDABILITY**	
Stress tolerance and ability to work under pressure, keep deadlines.	
Skills	Organising skills. Able to prioritise, handle tight deadlines and unexpected situations.
Knowledge	Time management, self-discipline/self-control techniques, knows the regulations of Labour Safety.
Competences	Flexibility, self-assertive attitude, calm attitude, accuracy, tolerance of monotony.

5. **COMPUTER SKILLS**	
Able to use computer - operation system, office programs, spreadsheets, able to use internet and mailing systems, create folders and archive files, electronic data and information management.	
Skills	Knowledge of the different functions, able to find and record the necessary data and information.
Knowledge	Knowledge of the use of different ITC programs, extensive software skills.
Competences	Able to use the right ITC programs independently.

JOB PROFILE: ADMINISTRATIVE ASSISTANT

SPECIFIC STANDARDS – GREECE

STANDARDS	DESCRIPTION
1. PERFORMS ADMINISTRATIVE AND OFFICE SUPPORT ACTIVITIES AND SUPPORTS THE DAY-TO-DAY OPERATION OF THE OFFICE	
Skills	Proper use of tools, materials, devices and equipment Oral and written communication skills Time management Organizing skills Active listening Analytical and synthetic skills Teamwork
Knowledge	Basic knowledge of the principles of communication Basic knowledge of the use of ICT programs Use of methods and tools for archiving documents Basic knowledge of health and safety regulations
Competences	Good memory Management of information Problem solving Responsibility Attention to detail Social awareness
2. IS RESPONSIBLE FOR THE APPEARANCE OF THE OFFICE	
Skills	Use of methods and tools for archiving documents Organizing skills Time management
Knowledge	Basic principles of the Office Organization Basic rules and principles of archiving documents
Competences	Good memory Taking initiative

	Attention to detail Aesthetics
3. USES COMPUTERS AND OFFICE DEVICES	
Skills	Can follow directions to use office devices Ability to use computers and office devices Time management Organizing skills
Knowledge	Knowledge of the use of different ICT programs (MS Office), Knowledge of the use office devices (fax machine, scanner, printers etc) and of the telephone device/console
Competences	Problem solving Observation Good memory Management of information
4. MONITORS AND CHECKS THE SUPPLIES NEEDED FOR THE OPERATION OF THE COMPANY	
Skills	Time management Planning and organizing skills Oral and written communication skills
Knowledge	Knowledge of all the supplies (equipment, tools, and materials) needed for the operation of the company and informs the responsible department in case of lacks in supplies
Competences	Responsibility Taking initiative Good memory Observation
5.IS RESPONSIBLE FOR ARCHIVING PRINT AND ELECTRONIC CORRESPONDENCE	

Skills	Ability to use tools for archiving Time management Planning and organizing skills
Knowledge	Knowledge of ICT programs Knowledge of the basic principles of office organization Basic rules of managing print and electronic correspondence
Competences	Good memory Management of information

JOB PROFILE: ADMINISTRATIVE ASSISTANT

SPECIFIC STANDARDS – ITALY

STANDARDS	DESCRIPTION
1. Entry and archiving administrative documents	
Skills	− To identify administrative documents items − To apply documents entry and archiving techniques − To verify the accuracy of the operations carried out − To track down documents in archives − To organise and manage a hardcopy and electronic archives
Knowledge	− Different administrative documents − Documents entry and archiving techniques
Competences	− To be able to entry and archive administrative documents
2. Interpretation and editing of basic accounting documents	
Skills	− To organise/manage the activities linked to general

	accounting, carrying out the periodic entry and the year-end closing − To apply the basic accounting regulations
Knowledge	− Accounting documents entry procedures − Nature and characteristics of basic accounting systems − Basic accounting regulations − Main accounting software
Competences	− To be able to interpret and editing basic accounting documents

3. Cooperation on the management of information and communication flows with the available technologies and instruments

Skills	− To use the resources to receive, send and sort internal and external communications − To apply manual and computer methodologies to register, classify and archive paper and/or electronic documents − To adopt the correct communication modality to manage internal and external contacts − To write ordinary emails, announcements, notices and calls to meetings
Knowledge	− Main software functionality − Main techniques of written, verbal and digital communication − Basic technical terminology of the sector
Competences	− To be able to cooperate on the management of information and communication flows with the available technologies and instruments

4. Use of standard office equipment

Skills	− To apply the procedures established for the supply, use conservation and rotation of instruments, devices and

	materials
Knowledge	− Procedures established for the supply, use, conservation and rotation of instruments, devices and materials − Main office instruments, devices and materials
Competences	− To be able to operate standard office equipment

5. Accounting activities programming and scheduling

Skills	− To plan work in phases − To use indications (documents, procedures, protocols) and the instructions to organise the different activities − To apply methods and techniques to manage the work time − To adopt company standards monitoring and checking procedures
Knowledge	− Main technical terminology of the sector − Company procedures and protocols − Methods and techniques to organise the work − Activities monitoring and checking procedures − Documents monitoring and checking procedures
Competences	− To be able to programme and schedule the accounting activities