



Leonardo Projekt “QualiProSecondHand“

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Product 1

„Creation of a concept for development of
qualification profiles for vocational initial training“



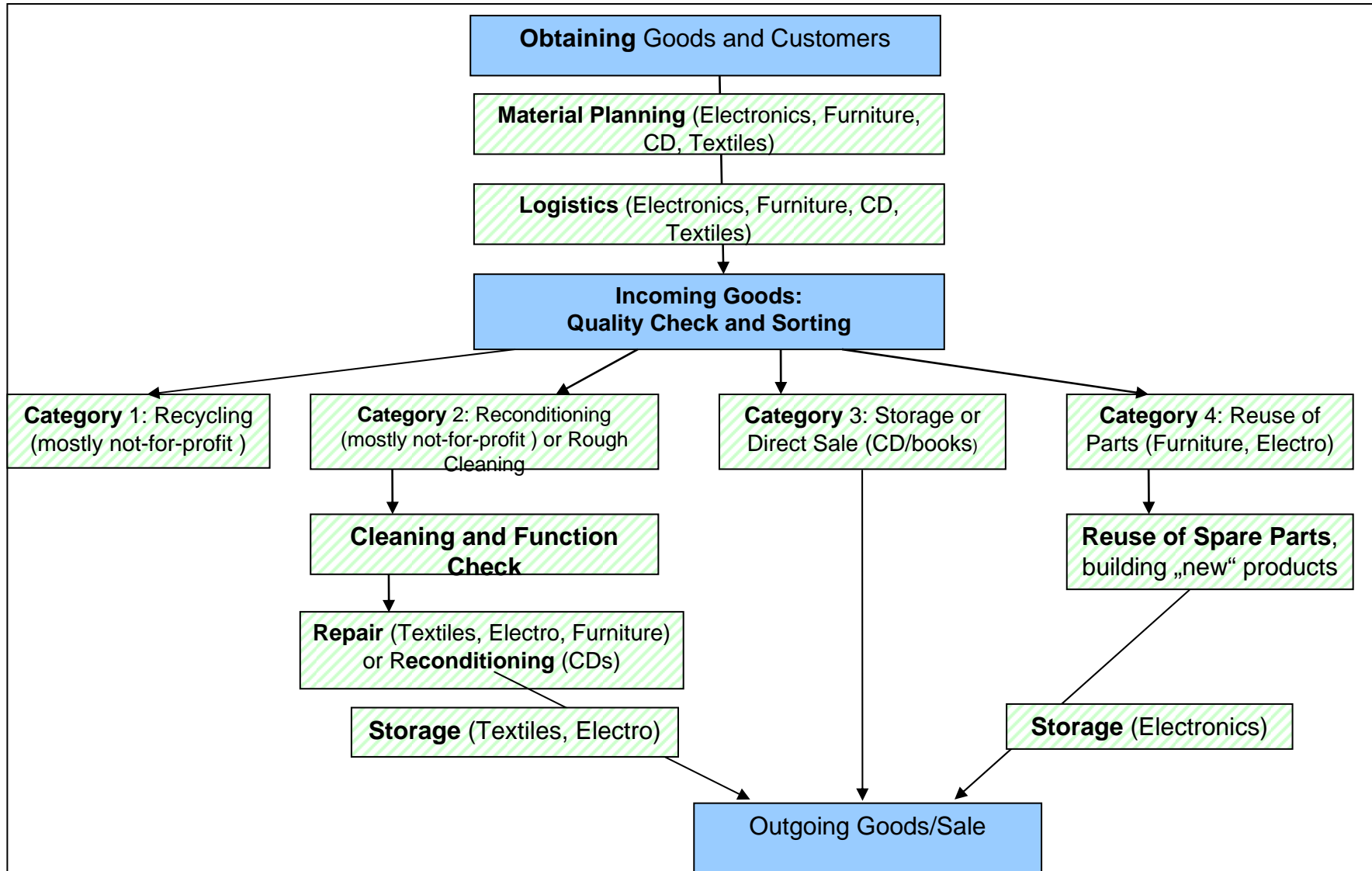
Steps to go

- Relevant working processes and working tasks
- Competencies and skills
- Core working processes and necessary competencies

Relevant working processes and working tasks

- obtaining donations/goods and customers
- incoming goods
- outgoing goods

The sector includes a lot of “not-for-profit “ enterprises Especially the needs of the target group “employees in the Second-Hand sector”, who are in large part low-skilled or disadvantaged, are taken into account, too.





- **Meaning of the item “competence”**

The competence item in education goes back to Klafkis competency model of critical-constructive didactics. This means the ability and skill in those areas to solve problems and the willingness to do this. In the educational item of competence are substantive-categorical elements, methodical elements and volitional elements linked, including their transfer to different objects. There is an ambiguity of the term competence. Depending on the position, there exist different definitions what from competencies are put together.



- The Council of Europe called competence as a proven ability, knowledge, skills and personal, social and methodological ability which is used in working and learning situations and for the professional and personal development. In connection with the European Qualification Framework, competence is described in term of the takeover of responsibility and autonomy. (Council of Europe, 2007)



Meaning of the item “skills” (abilities)

- Skills are all things that a person is able to do (learnable part of behaviour)
 - Skills based on competencies
 - By train the skills you can increase your competencies
 - By using your skills you show your competencies
 - There is an close interaction/coherence between competencies and skills



Core working processes

- Management/administration of all business processes
- Acquisition of goods/customers
- Organisation of goods receipt
- Purchase and receipt of goods
- Storage of goods
- Sale of goods
- Transport of goods
- Dismantling and disposing of used electrical appliance/furniture
- Repairing electrical appliance
- Cleaning and repairing furniture
- Cleaning and repairing textiles

Sale of goods	Pricing (calculation) for sale	<ul style="list-style-type: none"> - pricing and calculation knowledge - accounting knowledge - market and goods knowledge - able to estimate the value of used goods
	Labelling goods	<ul style="list-style-type: none"> - sales knowledge - able to full fill simple instructions - ability to work patient and carefully

Sale of goods	Sorting of goods by category	<ul style="list-style-type: none"> - marketing knowledge - sales knowledge - product knowledge - ability to distinguish goods - logistics skills - ability to recognise space for placing goods in the shop
	Decoration of the goods in the shop	<ul style="list-style-type: none"> - creativity - design skills - knowledge in arranging goods

Sale of goods	sale	<ul style="list-style-type: none">- sales knowledge /experience- ability to communicate- product knowledge- customer orientated- honesty- ability to give the customers support
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Sale of goods	Use of a cash desk and a inventory control system (ics)	<ul style="list-style-type: none"> - administration knowledge/skills - stock knowledge - IT-skills - ability to handle with money - economy knowledge to calculate capacities quickly - able to operate with cash desks and inventory control systems
	Creating offers on the Internet	<ul style="list-style-type: none"> - marketing knowledge - IT-skills (e.g. design technology) - ability in internet wording - market oriented - knowledge of market analysis

Sale of goods	Customer service	<ul style="list-style-type: none"> - customer orientated - ability to communicate - product knowledge - ability in complaint management - knowledge of guarantee - ability to advice customers
	Dealing with difficult customers	<ul style="list-style-type: none"> - ability to communicate - ability to handle conflicts



- **Quality standards fixed on content and tasks:**
 - Environment (all levels)
 - Legal requirements on waste management on the European and national level (all levels)
 - Networking, that can mean that they take part in workshops or individual coaching (mainly management and foreman)
 - Sector-specific social skills:
 - Crisis (conflict)-management (management and foremen level and working staff)
 - Communication
 - Motivation
 - practical and theory overview over all business fields of the SH sector
 - Quality check of the learned knowledge



• Second Hand Framework

