



# Certificate supplement

## 1. Legally protected titles of the qualification (in the original languages German, French, Italian)

Kauffrau/Kaufmann mit eidgenössischem Fähigkeitszeugnis (EFZ), Erweiterte-Grundbildung, Branche Dienstleistung und Administration  
Employé-e de commerce avec certificat fédéral de capacité (CFC), Formation initiale élargie, Branche Services et administration  
Impiegata/Impiegato di commercio con attestato federale di capacità (AFC), Formazione estesa, Ramo Servizi e amministrazione

## 2. Translated title of the qualification

**Commercial Employee, Federal Diploma of Vocational Education and Training  
Profile E (expanded)  
Specialism Services and Administration**

## 3. Profile of skills and competences

Holders of this qualification are able to do the following:

- Perform service-oriented tasks in business processes.
- Carry out many different types of tasks, from advising external and internal customers on administrative work to handling activities relating to a specific branch.
- Drawing from a unified set of competences, they carry out different activities depending on the given branch, company strategy and personal aptitudes.
- Adopt a customer-based orientation, take personal initiative and show a willingness to pursue lifelong learning.

There are two profiles for this VET programme, each requiring different levels of scholastic aptitude (Profile B = basic; Profile E = expanded). Holders of this qualification Profile E, are able to use a second national language of Switzerland and English at level B1 (CEFR). They also have in-depth knowledge of economic subjects as well as an understanding of the business management principles. Holders of this qualification independently perform administrative tasks as well as branch-specific clerical assignments. They also suitably apply business tools and interact directly with customers.

This VET programme is available in 21 different specialisms, each representing a given branch of economic activity. The companies within each branch are responsible for apprenticeship training and corresponding qualification procedures.

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

Holders of this qualification work for different-sized companies in the private and public sector as well as for non-profit organisations. They support business processes and perform corresponding tasks. In particular, they possess competences in the following areas: administrative and organisational activities; advising customers; carrying out assignments. Depending on the type of company where they do their apprenticeship, they acquire competences in two of the following areas: Materials/goods or services; financial processes; marketing and public relations; human resources. In addition, holders of this qualification can deepen their knowledge in law firms or state pension offices.

## 5. Official basis of the qualification

### 5.1 Name and status of the body awarding the qualification (professional organisation)

Swiss Conference of Commercial Training and Examination Branches, Schwanengasse 9, CH-3011 Bern  
Tel: +41 31 381 56 86, [www.skkab.ch/en](http://www.skkab.ch/en)

### 5.2 Name and status of the national authority responsible for issuing the qualification

State Secretariat for Education, Research and Innovation SERI, Einsteinstrasse 2, CH-3003 Bern  
[www.seri.admin.ch](http://www.seri.admin.ch)

### 5.3 Level of the qualification (national or international)

<b>National Qualifications Framework for the VPET system:</b>	<b>Level 4</b>
<b>European Qualifications Framework:</b>	<b>Level 4</b>

## 5.4 Grading scale/Pass requirements

6 = very good  
5 = good  
4 = satisfactory

3 = unsatisfactory  
2 = poor  
1 = unusable

Minimum passing grade: 4.

## 5.5 Access to next level of education/training\* (optional)

Various Federal Diplomas of Higher Education and Advanced Federal Diplomas of Higher Education.  
In combination with a Federal Vocational Baccalaureate: studies at a Swiss university of applied sciences.

\* The decision regarding admission always rests with the admitting institution.

## 5.6 International agreements (optional)

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## 5.7 Legal basis of the qualification

- SERI Ordinance dated 26 September 2011. Occupation no. 68600

- Ordinance of 27 August 2014 on the National Qualifications Framework for Vocational and Professional Qualifications (SR 412.105.1)

## 6. Officially recognised ways of acquiring the qualification

Training for the Federal Diploma of Vocational Education and Training: Commercial Employee lasts 3 years. Training content is usually distributed across two different learning locations: classroom instruction at a vocational school and apprenticeship training at a host company. However, depending on the VET programme, learners will also attend branch courses at a branch training centre.

- Host companies provide learners with practical skills associated with the occupation. Learners usually work an average of 3 day(s) per week.
- Vocational schools provide classroom instruction in vocational subjects and subjects falling under the category of language, communication and society (LCS). Learners usually attend classes an average of 2 day(s) per week; total number of lessons: 1800.
- Branch courses are intended to provide learners with fundamental skills that are not covered by apprenticeship training at host companies nor in classroom instruction at vocational schools. The duration and content of branch courses is decided according to the needs of each branch.

School-based VET programmes are possible, where learners spend more of their time at the vocational school and complete a traineeship at a host company lasting at least one year.

The qualification procedure and final examination includes the following:

- Written and oral testing of occupational practices
- Written and oral testing of the candidate's mother tongue
- Written and oral testing of the candidate's first foreign language
- Written and oral testing of the candidate's second foreign language
- Written testing of vocational subject: Information, Communication and Administration (ICA)
- Written testing of vocational subject: Business and Society (B&S)

Calculation of the overall scores for both the apprenticeship training and classroom instruction portion of the qualification procedure include final test results as well as the grades obtained at all three learning locations (vocational school, host company and branch training centre) for the entire duration of the VET programme.

Other equivalent qualification procedures are possible.

## 7. Additional information

An additional Federal Vocational Baccalaureate allows enrollment in a Swiss university of applied sciences and provides an extended vocational and general education.

### Issued by:

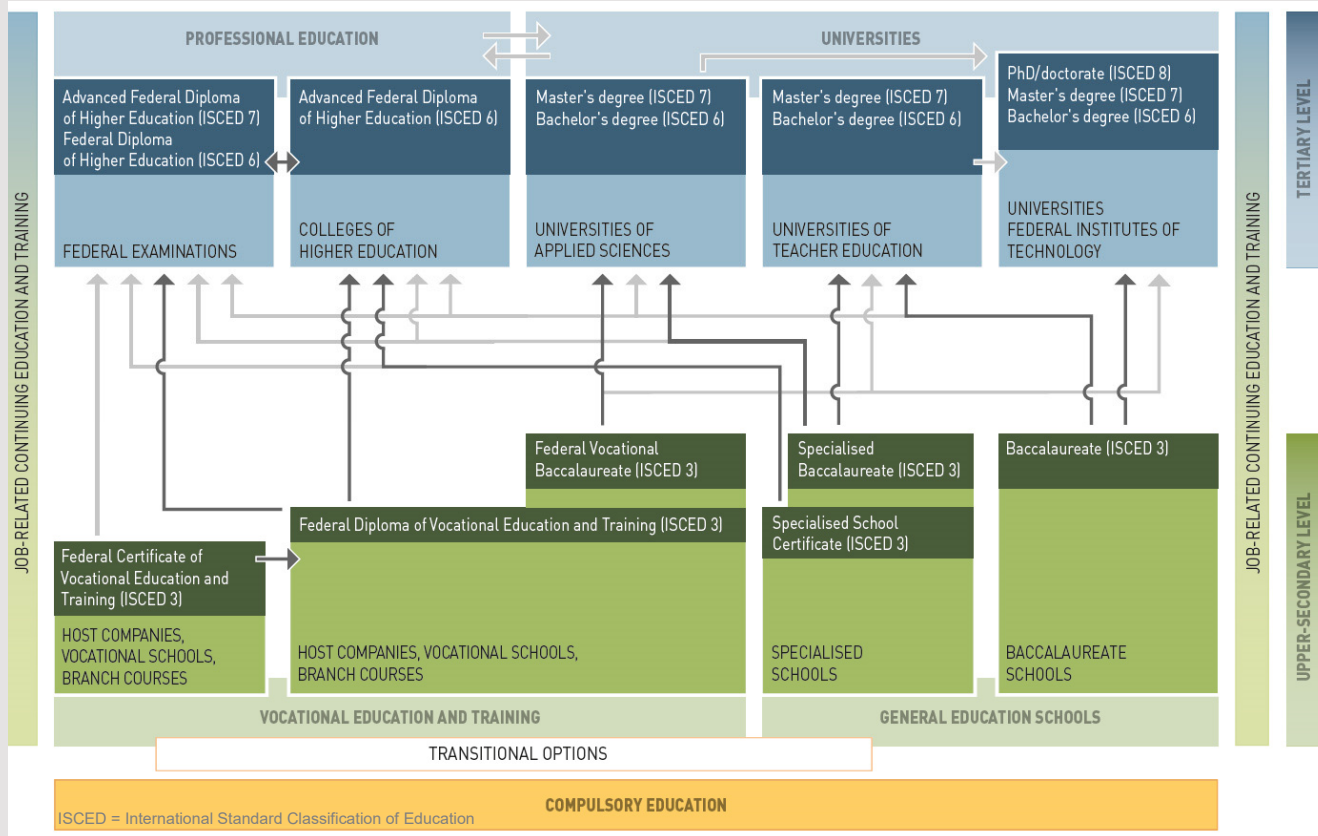
National reference point: State Secretariat for Education, Research and Innovation SERI, [www.seri.admin.ch](http://www.seri.admin.ch)



This certificate supplement draws its legal basis in Article 4 paragraph 1 of the Ordinance of 27 August 2014 on the National Qualifications Framework for Vocational and Professional Qualifications (NQF-VPQ-O, SR 412.105.1). This certificate supplement follows the model recommended by the European Parliament and Council (Decision No. 2241/2004/EC). The purpose of the certificate supplement is to provide sufficient data to improve the international transparency and fair professional recognition of qualifications (diplomas, certificates etc.). It describes the nature, level, context, content and type of training and education pursued

and successfully completed by the individual named on the original qualification to which this supplement is appended. The certificate supplement is free from value judgements, equivalence statements or recommendations on recognition.

## 8. Information on the national education system



### Swiss education system

There are two main pathways within the Swiss education system, both spanning upper-secondary and tertiary level: vocational/professional, on the one hand, and general education/university, on the other. While it is possible to switch between these two pathways at any time and at any level, though in some cases, additional requirements must be met. Generally speaking, the Swiss education system is highly permeable.

#### Upper-secondary level vocational education and training (VET)

Vocational education and training (VET) prepares young people to carry out a given occupational activity. In training, emphasis is placed on establishing systematic correlations between theory and practice. Learners acquire professional competences that enable them to execute work-related tasks and activities in a goal-oriented manner, at their own initiative and with a sufficient level of flexibility. Swiss VET programmes include language, communication and society (LCS) subjects, which provide young people with basic skills needed to orient themselves both in their personal lives and within society as well as to overcome personal and professional challenges.

Swiss dual-track VET programmes spread training content over three different learning locations: the vocational school, the host company and the branch training centre. Learners who obtain their vocational qualification are fully employable.

The Federal VET Diploma is the main school-leaving qualification for entry into tertiary level professional education. When combined with the optional Federal Vocational Baccalaureate, holders may enrol in tertiary-level higher education at any Swiss university of applied sciences.

#### Progression to tertiary-level professional education

The professional education sector includes preparatory courses for federal professional examinations as well as enrolment in federally recognised professional education programmes. Preparatory courses combine classroom instruction with the candidate's own work experience, thereby reflecting at tertiary level the same theory-practice approach to learning found in Swiss dual-track VET programmes. They also build from the competences gained from previous vocational education and training. And, like Swiss dual-track VET programmes, they focus on the acquisition of competences and are geared to the needs of the labour market. There are two federal professional examinations, the 'Professional Examination (PE)', awarding the Federal Diploma of Higher Education and the 'Higher Professional Examination (HPE)', awarding the Advanced Federal Diploma of Higher Education. Preparatory courses for the PE provide candidates with in-depth technical knowledge and skills and enable them to specialise. Preparatory courses for HPE build on the knowledge and skills gained from the PE. Professionals who pass the HPE are recognised as top-notch experts in their branch and may work in a managerial capacity in companies. Federally recognised professional education programmes at colleges of higher education prepare candidates for challenging technical and managerial tasks that tend to be broader in scope than what is covered in federal professional examinations. Colleges of Higher Education award Advanced Federal Diplomas of Higher Education.

#### Progression to universities via Federal Vocational Baccalaureate (FVB)

The preparatory course for the Federal Vocational Baccalaureate (FVB) examination complements the vocational training received for the Federal VET Diploma. The corresponding examination covers general education subjects and learners who pass the FVB examination may directly enrol in a Swiss university of applied sciences (UAS). If they wish, holders of the FVB may then attend a subsequent preparatory course for the University Aptitude Test (UAT). This latter examination serves as a bridge between the FVB and enrolment in Swiss tier-one universities, which include cantonal universities and Switzerland's two federal institutes of technology (the ETH in Zurich and the EPFL in Lausanne).

Additional information on certificate supplements can be found here: [www.supplementprof.ch](http://www.supplementprof.ch)