

Commercial Employee Training Programme Education and Training for Adults

I. Basic Training

Citizenship and Employability Key Competence

Training units	Hours
Political organization of democratic states	25
Economic organization of democratic states	25
Education / training, career and work / employment	25
Environment and Health	25
Political organization of democratic states	25
Economic organization of democratic states	25
Education / training, career and work / employment	25
Environment and Health	25
Political organization of democratic states	50
Economic organization of democratic states	50
Education / training, career and work / employment	50
Environment and Health	50

Language and Communication Key Competence

Training units	Hours
Interpret and produce oral statements with ludic or informational-functional nature	25
Interpret simple texts, relevant to everyday life	25
Produce texts with informative-functional purposes	25
Interpret and produce the main nonverbal languages used in quotidian	25
Interpret and produce oral statements appropriate for different contexts	25
Interpret informative and reflective texts	25
Produce texts according to specific purposes and techniques	25
Interpret and produce nonverbal language suitable for varied purposes	25
Understand and use familiar and / or daily expressions	25
Understand sentences and frequently used expressions related to priority area; Report in simple and routine tasks requiring only an exchange of information simply and directly on familiar topics	25
Interpret and produce oral statements appropriate for different contexts, giving arguments for its own opinions	50
Interpret informative and reflective, argumentative and literary texts	50
Produce informational texts, reflective and persuasive	50
Interpret and produce nonverbal language appropriate to different contexts, with restricted or universal character	50
Understand, when the language is clear and standard, familiar subjects and of own interest issues; produce a simple speech about a familiar issue or of own interest issue	50
Understand the main ideas of texts on relatively complex concrete issues; Report experiences and briefly give reasons and explanations for own opinions and plans	50

Mathematics for Life Key Competence

Training units	Hours
Interpret, organize, analyze and communicate information by using mathematical processes and procedures	25
Use mathematics to analyze and solve problems and problematic situations	25
Understand and use mathematical connections in life contexts	25
Reasoning mathematically by both inductively and deductively means	25
Interpret, organize, analyze and communicate information by using mathematical processes and procedures	25
Use mathematics to analyze and solve problems and problematic situations	25
Understand and use mathematical connections in life contexts	25
Reasoning mathematically by both inductively and deductively means	25
Interpret, organize, analyze and communicate information by using mathematical processes and procedures	50
Use mathematics to analyze and solve problems and problematic situations	50
Reasoning mathematically by both inductively and deductively means	50
Operate, safely, diverse technological equipment used in daily life	25
Perform basic operations on the computer	25

ICT – Key Competence

Training units	Hours
Using the basic functions of a word processing program	25
Operate, safely, diverse technological equipment	25
Perform , safely, diverse computer operations	25
Use a word processing program	25
Use the Internet to obtain and convey information	25
Operate, , safely, technological equipment, including the computer	50
Use a spreadsheet application	50
Use a word processing program and presentation of Information programme	50
Use the Internet to obtain, transmit and publish information	50

II. Technological Training

Training units	Hours
Statement of inventory management	50
Principles of warehouse management	50
Storage	50
Merchandising techniques	50
Environment, Safety and Health at Work - basics	25
Interpersonal communication - assertive communication	50
Front Office profile and functions	25
Front Office	50
Telephone Front Office	25
English – Front Office	50
Customer Loyalty	25
Warranties, support and after-sales services	25
Complaints - treatment and referral	50
English language – Front office in after-sales service	50
System commercial organization - functional principles	25
Commercial Documentation	50
File Organization and maintenance	25
Software applied to business	50
Equipment and systems applied to business	50

+ 120 hours work placement