

1. TITLE OF THE CERTIFICATE (ES)

**Certificado de Profesionalidad de nivel 3 en
COMT0311 CONTROL Y FORMACIÓN EN CONSUMO**

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Professional Certificate Level 3 in
COMT0311 CONSUMER MONITORING AND TRAINING
(This translation has no legal status)**

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to manage and carry out monitoring and supervision actions on the market in the area of consumer rights, and information and/or training actions for consumers, companies or other organisations, in accordance with current law, established procedures and the instructions received. This general competence is divided into the following **skills units** (UC):

- Obtain, organise and manage consumer information and documentation (UC0246_3).
- Carry out supervisory actions in consumer matters in accordance with current law or the codes of conduct approved by the company (UC0998_3).
- Organise and carry out information and/or training actions for consumers, companies and organisations on matters relating to consumer affairs (UC0999_3).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Organisation of a consumer information system (MF0246_3).
- Consumer monitoring actions (MF0998_3).
- Advice and training on consumer matters (MF0999_3)
- Practical training at the workplace in Consumer monitoring and training (MP0407)

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Prepare the documentation with information related to consumer matters by conventional and digital means.
- Apply and collaborate on pre-established procedures for monitoring, products safety and company's voluntary regulation, including the criteria of health protection, safety and transparency for consumers and customers.
- Collaborate on defining, preparing and delivering information and communication actions on responsible consumption to groups of vulnerable customers or consumers.
- Take part in the company's working processes, following the rules and instructions established at the workplace.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work in the area of supervision, control and inspection of the market of goods and services for general consumption and common use, performing internal or external control functions that guarantee compliance with the rights of the consumer, or carrying out information and/or training actions related to consumption to groups of consumers, companies and organisations. The most pertinent occupations and positions are:

- Consumer specialist.
- Consumer supervisor agent.
- Consumer monitor.
- Consumer training manager.
- Advisor to companies or organisations on market control measures and consumer protection.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the national/regional authority providing accreditation/recognition of the certificate

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

Level of the certificate

The Professional Certificate Level 3 of the National Repertoire of Professional Certificates corresponds to level 4 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

Grading scale/Pass requirements

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

Access to next level of education/training

This Professional Certificate Level 3 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

Legal basis

Royal Decree 1694/2011 of 18 November, establishing three professional certificates in the professional family Trade and Marketing, which are included in the National Repertoire of Professional Certificates, and updating the professional certificate included as Annex II of Royal Decree 1377/2008 of 1 August. (Appendix II, Code: COMT0311).

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	85	460
Practical training at the workplace	15	80
Total duration of training leading to the certificate		540

Entry/access requirements:

- *Bachiller* Diploma (upper secondary education); or
- Professional Certificate Level 2 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

Additional information: Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: www.sepe.es

National Europass Centre: www.oapee.es

(*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications; Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates; and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://europass.cedefop.eu.int>

Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

