1. TITLE OF THE CERTIFICATE (DE) (1)
Lehrabschlussprüfungszeugnis Archiv-, Bibliotheks- und Informationsassistent/ Archiv-, Bibliotheks- und Informationsassistentin
(1) in original language

2. TRANSLATED TITLE OF THE CERTIFICATE (EN) (2)
Certificate of Apprenticeship 'Archive, Library and Information Assistant' (f/m)
(2) This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCES

Specialist areas of competence:

Library management and maintenance of inventory
The archive, library and information assistant manages and maintains media, information and data or archive material. He/she uses the archive information or library system competently and applies library rules or archival standards. When storing and separating items, the archive, library and information assistant provides media and information or archive material, carries out preparatory work for the storage or long-term archiving of data or media and, if necessary, separates media from the collection. In addition, he/she takes measures to maintain the inventory, detects damage to media or archive material and, if necessary, takes appropriate measures to prevent a higher degree of damage.

Customer advice and support
The archive, library and information assistant handles customer enquiries in a socially competent, service-oriented manner and according to legal, operational or institutional requirements. He/she informs and advises customers professionally on the range of services offered as well as on the existing inventories of media or archive material, taking into account intercultural and inclusive aspects. As part of the use of the inventory, the archive, library and information assistant records or registers new customers, for instance, and handles borrowing and return procedures with customers. In case of loss or late return, he/she charges the customer corresponding reminder fees or the replacement value. In addition, the archive, library and information assistant supports customers in the use of electronic and physical collections. The archive, library and information assistant deals competently with complaints and claims.

Inventory build-up of media, information and data or archive material
The archive, library and information assistant has knowledge of the procurement process or the archiving process, handles various tasks in this area and communicates with people inside and outside the workplace. In this way he/she determines the need for media, information and data and participates in orders or in the transfer of archive material. The archive, library and information assistant accepts media, information, data or archive material, checks the deliveries and stores them in a professional manner. In the event of defective deliveries he/she takes appropriate measures and checks invoices. The archive, library and information assistant has knowledge in the field of digital rights management and applies it to acquired and licensed media.

Office management
The archive, library and information assistant fulfils a variety of tasks within the scope of operational communication. This includes correspondence by letter or e-mail and personal or telephone contact using both traditional and modern means. He/she is able to undertake schedule management and organise discussions and meetings. He/she uses the equipment of his/her work area competently.

Marketing
The archive, library and information assistant has knowledge of marketing and is involved in marketing measures for the workplace's external image. For example, he/she keeps the website up-to-date, writes contributions/articles for social networks and determines simple key figures, interprets them and prepares statistics.

Operational accounting
The archive, library and information assistant carries out work in operational accounting on the basis of his/her knowledge in the individual sub-areas of accounting. In bookkeeping, this includes organisation of supporting documents and the checking of supporting documents. He/she is also involved in operational payment transactions.

Interdisciplinary areas of competence:

Working in an operational and professional environment
The archive, library and information assistant has basic knowledge of the operational or institutional range of services and of business, economic and ecological connections in order to organise and carry out his/her activities efficiently and sustainably. He/she acts self-competently, socially and methodically within the operational structure and process organisation and works on the tasks assigned to him/her in a solution-oriented manner appropriate to the situation based on his/her understanding of intrapreneurship. In addition, he/she communicates in a manner appropriate to the target group, also in English to suit the job, and acts in a customer-oriented manner.

Quality oriented, safe and sustainable work
The archive, library and information assistant applies the principles of operational quality management and is involved in the further development of operational standards. He/she reflects on his/her own approach and uses the knowledge gained from this in his/her area of responsibility. The archive, library and information assistant observes the legal and operational regulations for his/her personal safety and health at work and acts appropriately in the event of accidents and injuries. Within the scope of his/her area of responsibility, he/she considers significant ecological effects of his/her activity and therefore acts in a sustainable and resource-saving manner.

Digital work
The archive, library and information assistant selects and efficiently uses the most suitable digital equipment, operational software and digital forms of communication for his/her tasks within the framework of the legal and operational requirements. He/she digitally obtains the internal and external information necessary for the processing of tasks. The archive, library and information assistant acts purposefully and responsibly based on his/her digital competence. This includes in particular the sensitive and secure handling of data in compliance with legal and operational requirements (e.g. General Data Protection Regulation).

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4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE [3]

Range of occupations:
Employment including in libraries (municipal libraries, scientific libraries, school libraries), works libraries of larger companies, industrial enterprises and other organisations, archives, information and documentation centres, specialist information centres and picture agencies

[3] if applicable

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5. OFFICIAL BASIS OF THE CERTIFICATE	
Name and status of the body awarding the certificate Lehrlingsstelle der Wirtschaftskammer (Apprenticeship Office of the Economic Chamber; for the address, see certificate)	**Name and status of the national/regional authority providing accreditation/recognition of the certificate** Bundesministerium für Digitalisierung und Wirtschaftsstandort (Federal Ministry for Digital and Economic Affairs)
Level of the certificate (national or international) NQF/EQF 4 ISCED 35	**Grading scale / Pass requirements** Overall performance: Pass with Distinction Good Pass Pass Fail
Access to next level of education/training Access to the *Berufsreifeprüfung* (i.e. certificate providing university access for skilled workers) or a vocational college for people under employment. Access to relevant courses at a *Fachhochschule* (i.e. university level study programme of at least three years' duration with vocational-technical orientation); additional examinations must be taken if the educational objective of the respective course requires it.	**International agreements** Between Germany, Hungary, South Tyrol and Austria, international agreements on the mutual automatic recognition of apprenticeship-leave examinations and other vocational qualifications have been concluded. Information on equivalent apprenticeship occupations can be obtained from the Federal Ministry for Digital and Economic Affairs.

Legal basis
1. Training regulation for archive, library and information assistant BGBl. II (Federal Law Gazette) No. 43/2020 (company-based training), examination regulation of the commercial-administrative apprenticeship occupations BGBl. II (Federal Law Gazette) No. II 203/2021
2. Curriculum framework (education at the vocational school for apprentices)
3. The present apprenticeship trade replaces the apprenticeship trade for archive, library and information assistant (training regulation BGBl. II [Federal Law Gazette] No. 451/2004), which expired as of 30.04.2020.

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE
1. Training in the framework of the given training regulation for archive, library and information assistant and of the curriculum of the vocational school for apprentices. Admission to the final apprenticeship examination upon completion of the apprenticeship period specified for the apprenticeship trade concerned. The final apprenticeship examination aims to establish whether the apprentice has acquired the skills and competences required for the respective apprenticeship trade and is able to carry out the activities particular to the learned trade herself/himself in an appropriate manner.
2. Admission to the final apprenticeship examination in accordance with Article 23 (5) of the *Berufsausbildungsgesetz* (Vocational Training Act). An applicant for an examination is entitled to sit the final apprenticeship examination without completing a formal apprenticeship training if she/he has reached 18 years of age and is able to prove acquisition of the required skills and competences by means of a relevant practical or an on-the-job training activity of appropriate length, by attending relevant courses etc.

Additional information:

Entry requirements: successful completion of 9 years of compulsory schooling

Duration of training: 3 years

Enterprise-based training: Enterprise-based training comprises $^4/_5$ of the entire duration of the training and focuses on the provision of job-specific skills and competences according to Article 2 of the training regulation, BGBl. II (Federal Law Gazette) No. 43/2020, enabling the apprentice to exercise qualified activities as defined by the profile of skills and competences specified above.

Education at vocational school: School-based education comprises $^1/_5$ of the entire duration of the training. The vocational school for apprentices has the tasks of imparting to apprentices the basic theoretical knowledge, of supplementing their enterprise-based training and of widening their general education in the framework of subject-oriented part-time instruction.

More information (including a description of the national qualification system) is available at:
www.zeugnisinfo.at and www.edusystem.at

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