



CERTIFICATE SUPPLEMENT (*)



SWEDEN

1. CERTIFICATE TITLE

Yrkeshögskoleexamen

Account Manager Digital Solutions

2. TRANSLATION OF CERTIFICATE TITLE

Higher Vocational Education Diploma

Account Manager Digital Solutions

This translation has no legal status.

3. SKILLS AND KNOWLEDGE PROFILE

The holder of this document has

- Specialised knowledge of theoretical and practical sales, customer processing and customer care with IT industry specialisation in the professional role.
- Knowledge and overview of related professional and competence areas such as marketing, business administration and business law.
- Knowledge of work processes and quality criteria in theoretical and practical sales, customer processing and customer care with IT industry specialisation.
- Skills in planning, performing and identifying resources to perform specialised tasks in sales, customer processing and customer care work with IT industry specialisation.
- Skills in solving complex problems in sales, customer processing and customer care work with IT industry specialisation.
- Skills in communicating commitments and solutions in English in sales, customer processing and customer care work with IT industry specialisation.
- Competence to independently handle theoretical and practical sales, customer processing and customer care with IT industry specialisation in such a way as to lead to self-learning and development in the professional role.
- Competence to monitor sales, customer processing and customer care work with IT industry specialisation and complete assigned projects within the professional role.

4. PROFESSIONS AVAILABLE FOR THE HOLDER OF THE CERTIFICATE

B2B Salesperson, IT Solutions, Account Manager, Key Account Manager, Project and Sales Manager and B2B Salesperson

5. OFFICIAL STATUS OF THE CERTIFICATE

Name and address of the awarding institution	Name and address of the public authority issuing awarding entitlement to education providers
	The Swedish National Agency for Higher Vocational Education Box 145, 721 05 Västerås Sweden www.myh.se
Diploma level (national or international designation)	Grading scale
SEQF/EQF:	Fail (Icke godkänt - IG) Pass (Godkänt - G) Pass with Distinction (Väl godkänt - VG)

6. OFFICIALLY RECOGNISED MANNER OF OBTAINING THE DIPLOMA

Description of vocational education and training received	Per cent of whole programme (%)	Length (weeks)
• College/education centre		weeks
• Placement – Learning in a work environment		weeks
Total teaching/study duration resulting in diploma		weeks
Further information		
The Higher Vocational Education Diploma requires a minimum of a Pass (Godkänt) in all courses. Five HVE credits correspond to one week of full-time studies.		
A Higher Vocational Education Diploma is awarded if the study programme comprises a minimum of 200 Higher Vocational Education credits (HVE credits).		
An Advanced Higher Vocational Education Diploma is awarded if the study programme comprises a minimum of 400 HVE credits, at least one quarter of programme time is spent on student placement, and the student has completed an independent project.		
Entry requirement is successful completion of upper secondary education.		
For more information on higher vocational education, please visit the website of the Swedish National Agency for Higher Vocational Education: www.myh.se		

(*) Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any 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 available at: <http://europass.cedefop.europa.eu>

© European Communities 2002