



# APPENDIX TO DIPLOMA (\*)



## 1. EXAMENSBEVISETS BENÄMNING

Yrkehögskoleexamen

Service Management för tunga fordon

## 2. TRANSLATION OF DIPLOMA TITLE

Diploma in Higher Vocational Education

Service Management for Heavy Goods Vehicles

This translation has no legal status.

## 3. SKILLS AND KNOWLEDGE PROFILE

### The holder of this document has

- Competence for acting as service and work leader within the branch aftermarket.
- Knowledge and understanding for organisation and conditions of a business organisation.
- Knowledge in business economics, relevant to a service manager.
- Skills in communicating with personnel, suppliers and customers.
- Skills in managing IT assistance for the operations.
- Knowledge of IT security and IT legislation.
- Knowledge and insight into quality matters and environmental issues in addition to their systems.
- Competence for working with tenders, procurements and project management.
- Skills in reading documents and conducting business communication in English.
- Knowledge of the possibilities of e-commerce and practical conditions within the aftermarket in addition to proficiency for using these.
- Competence within leadership, including personnel and competence development.
- Competence within negotiation techniques and conflict management.

## 4. PROFESSIONS AVAILABLE FOR HOLDERS OF THE DIPLOMA

Supervisor, Service leader, Service manager, Foreman

## 5. OFFICIAL STATUS OF THE DIPLOMA

|   |   |
|---|---|
| <b>Name, status and address of the institution awarding the diploma</b>   | <b>Name, status and address of the public authority issuing the entitlement to award a diploma to education providers</b><br><br>The Swedish National Agency for Higher Vocational Education<br>Postal Address:<br>Box 145, S-721 05 Västerås<br>www.myh.se |
| <b>Diploma Level (national or international designation)</b><br><br>NQF/EQF: <i>scale not yet established</i><br>ISCED – scale: | <b>Grading Scale</b><br><br>Fail (Icke Godkänt - IG)<br>Pass (Godkänt - G)<br>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 (hours/weeks/months/years) |
|--|---------------------------------|-----------------------------------|
| • College/education centre   |                                 | weeks                             |
| • Placement – Learning in a work environment   |                                 | weeks                             |
| Total teaching/study duration resulting in diploma   |                                 | <b>weeks/years</b>                |
| <p><b>Further information</b></p> <p>A higher vocational programme may be of 200 vocational credits, equivalent to one full academic year, or 400 vocational credits, corresponding to two full academic years. If the criteria in Chapter 2, Section 13 of the Ordinance (2009:130) on higher vocational education are fulfilled, a Diploma in Higher Vocational Education is obtained. If the criteria in Chapter 2, Section 14 of the Ordinance (2009:130) on higher vocational education are fulfilled, an Advanced Diploma Higher Vocational Education is obtained.</p> <p>Entry requirement is successful completion of upper secondary education.</p> <p>For more information on higher vocational education, please visit the website of the Swedish National Agency for Higher Vocational Education: <a href="http://www.myh.se">www.myh.se</a></p> |                                 |                                   |

**(\*) Explanatory notes**

This document is intended to provide additional information about the specified diploma and has no legal status in itself. It is based on Council Resolution 93/C No. 49/01 of 3 December 1992 on the transparency and clarity of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency and clarity of vocational education certificates, and the European Parliament and Council Recommendation 2001/613/EC of 10 July 2001 on mobility within the Union of students, persons undergoing vocational training, volunteers, teachers and educators.

Further information on transparency and clarity may be obtained from: [www.cedefop.eu.int/transparency](http://www.cedefop.eu.int/transparency)

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