

A man and a woman are walking through a modern office hallway. The man, on the left, is wearing a blue sweater, glasses, and light-colored pants. He is holding a notebook and a pen, looking at the notebook. The woman, on the right, has long, curly red hair and is wearing a light pink long-sleeved top and olive green pants. They are walking past a large brick pillar. The hallway has a polished floor and modern lighting fixtures.

JOB CATALOGUE

TABLE OF CONTENTS

Category	Page
1 Accounting and Finance	5
2 Administrative & Office Work	11
3 Agriculture & Farming	22
4 Animal Care	28
5 Arts, Entertainment, and Recreation	32
6 Automotive	35
7 Aviation	44
8 Cleaning and Housekeeping	47
9 Cleaning and Maintenance	51
10 Communication and Linguistics	53
11 Construction	57
12 Crafts	74
13 Customer Service	81
14 Data Analysis	85
15 Delivery Service	88
16 Design	90
17 Domestic Services	96
18 Economics	98
19 Education and Care	100
20 Emergency Services	102
21 Engineering	104
22 Film and Video Production	106
23 Fishing	110
24 Food Production	112

25	Food service	116
26	Gardening	125
27	Healthcare	127
28	Heating, Ventilation, and Air Conditioning	129
29	Hospitality	131
30	Human Resources	138
31	Information and Communications Technology	141
32	Insurance	165
33	Laundry and Dry Cleaning	169
34	Law	171
35	Legal Services	174
36	Library and Archives	176
37	Logistics	181
38	Machine Operators	185
39	Maintenance	192
40	Manual Labour	196
41	Manufacturing	202
42	Marketing, Sales and Retail	209
43	Mechanics and Repairers	223
44	Media and Communications	225
45	News and Journalism	231
46	Painting and Decorating	233
47	Personal Care	235
48	Pharmacy	238
49	Postal Services	240
50	Purchasing	242

51	Security & Safety	246
52	Social Care	248
53	Travel and Tourism	251
54	Warehouse	253
	Index	257

1

Accounting and Finance

This category focuses on the management of financial records, auditing, and financial planning. It includes roles that support the accurate recording of financial transactions, ensure compliance with financial regulations, and assist in the analysis and reporting of financial data.

Positions in this category:

- Junior Accountant
- Accounting Assistant
- Accounts Clerk
- Assistant Internal Auditor
- Assistant External Auditor

Junior Accountant

Ref: ACC001 ISCO Major Group: 3

Key Competences

- Assist in administering clients' portfolios, present closed accounts, and provide management advice.
- Assist in calculating commissions and understand how to account for commercial results.
- Help record company income, including customer payments and invoice drafting.
- Assist with checking funds and securities, and learn how they can be tailored to customer demands.
- Assist with coding and entering invoices, bank statements, and pieces of evidence. Participate in verification checks on bank accounts.
- Assist with bookkeeping tasks for organisations with collective investment in transferable securities.
- Assist with the collection of receivables.
- Assist with cost-accounting tasks.
- Assist with managing customer accounts.
- Assist with general bookkeeping tasks.
- Assist with managing supplier accounts.
- Learn about the tax system and assist with related tasks.
- Learn about the taxation of notarial deeds and assist with related tasks.
- Assist with wage-related tasks.
- Help draw up and execute statutory tax and social security declarations.
- Assist with establishing and following up on the organisation's budget.
- Assist in fixing wages and drafting contracts. Observe and learn about checking the activity level of staff.
- Help follow-up on liquid assets and validate their reliability.
- Assist in placing orders according to purchase contracts and monitor the quality of received goods.
- Assist with preparing constituent parts of wages, invoices, and payment orders.
- Assist with updating parameters of bookkeeping systems, such as social contribution rates.
- Assist with verifying and estimating stock value, analysing flow, and making inventory.

Accounting Assistant

Ref: ACC002 ISCO Major Group: 3

Key Competences

- Assist with coding and entering invoices, bank statements, and pieces of evidence. Participate in verification checks on bank accounts.
- Learn basic document coding, filing, and archiving procedures under supervision.
- Assist in collecting data concerning activities of personnel and preparing wage calculations.
- Assist with book-keeping tasks related to the organisation's fixed assets.
- Assist with general bookkeeping tasks.
- Assist with executing bookkeeping procedures and checking their efficiency.
- Gain experience with document formatting and layout. Practice entering data, forwarding documents to relevant departments, and filing them according to established procedures.
- Assist with entering data for general accounts and registering entries.
- Assist with filling tax returns (VAT, annual declaration of social data...).
- Assist with monitoring the organisation's budget through bank reconciliations and auditing overheads and invoices.

Accounts Clerk

Ref: ACC003 ISCO Major Group: 4

Key Competences

- Assist with answering phone calls, receiving customers, and providing information or orientation to customers.
- Learn basic document coding, filing, and archiving procedures under supervision.
- Assist in collecting data concerning activities of personnel and preparing wage calculations.
- Assist with collecting information about the organisation or department's activities. Learn to forward or archive documentation.
- Assist with drafting sales agreements, follow-up on payments, and help collect unsettled accounts.
- Gain experience with document formatting and layout. Practice entering data, forwarding documents to relevant departments, and filing them according to established procedures.
- Assist with entering data for general accounts and registering entries.
- Assist with filling tax returns (VAT, annual declaration of social data...).
- Assist with stock management, recording shortages, and placing orders.
- Assist with monitoring the organisation's budget through bank reconciliations and auditing overheads and invoices.
- Take part in sorting, distributing, prepaying, and registering correspondence. Learn to handle emails.

Assistant Internal Auditor

Ref: ACC004 ISCO Major Group: 3

Key Competences

- Assist with checking the regularity and reliability of transactions and evaluating the financial position of the organisation.
- Help manage files and participate in the follow-up of disputes involving private individuals or companies.
- Support the validation of internally generated schedules and assist in drawing up summary tables for results analysis.
- Participate in monitoring organisations experiencing difficulties and provide advice based on indicator analysis.
- Contribute to the follow-up of internal audits and check the implementation of operational and judicial procedures.
- Support the execution of audits, including finding accounting documents, checking applied rules of functioning, and interacting with concerned employees.
- Help propose guidelines for recovery, reorganisation, and restructuring plans, and monitor their implementation.
- Support the analysis of reasons for losses and changes in financial resources and clients' accounts, and present corrective measures.
- Help record company income, including customer payments and invoice drafting.

Assistant External Auditor

Ref: ACC005 ISCO Major Group: 3

Key Competences

- Assist with checking the regularity and reliability of transactions and evaluating the financial position of the organisation.
- Help manage files and participate in the follow-up of disputes involving private individuals or companies.
- Support the execution of audits, including finding accounting documents, checking applied rules of functioning, and interacting with concerned employees.
- Assist in administering clients' portfolios, present closed accounts, and provide management advice.
- Support the planning or execution of audits of accounts in companies and understand tax regulations.
- Assist in identifying and disclosing irregularities or inaccuracies determined during examinations or checks.

2

Administrative & Office Work

This category focuses on the efficient management and organisation of office environments. It includes roles that support administrative functions, data management, clerical tasks, and overall office operations, ensuring smooth and effective business processes.

Positions in this category:

- Administrative Officer
- Administrative Secretary
- Data Entry Clerk
- General Office Clerk
- Junior Office Supervisor
- Personal Assistant
- Production Clerk
- Receptionist Assistant
- Weighing & Freight Clerk

Administrative Officer

Ref: ADM001 ISCO Major Group: 3

Key Competences

- Work alongside experienced staff to learn how to create and manage administrative files. This includes checking data accuracy, updating information, and handling returns or reminders.
- Learn how to properly operate the copy machine and make copies of documents.
- Learn basic document coding, filing, and archiving procedures under supervision.
- Assist with maintaining customer files and accounts receivable under supervision. Learn procedures for updating information and following up on outstanding balances.
- Observe how schematic plans and result tables are followed and updated.
- Learn basic document coding and archiving procedures. Assist with organizing and filing professional files, meeting reports, and other documents.
- Observe how staff greet and guide customers, suppliers, and visitors. Learn how to take messages and schedule appointments.
- Assist with stock management, recording shortages, and placing orders.
- Assist with sorting incoming and outgoing mail. Learn proper stamping procedures and participate in registering correspondence.
- Greet visitors and guests and understand their needs.
- Gain experience with document formatting and layout. Practice entering data, forwarding documents to relevant departments, and filing them according to established procedures.
- Learn how to answer phones professionally, transfer calls, and take messages under guidance.
- Learn how to enter letters, charts, and tables following specific instructions, gaining experience with data entry tools.

Administrative Secretary

Ref: ADM002 ISCO Major Group: 3

Key Competences

- Learn how to enter letters, charts, and tables following specific instructions, gaining experience with data entry tools.
- Learn how to answer phones professionally, transfer calls, and take messages under guidance.
- Gain experience with document formatting and layout. Practice entering data, forwarding documents to relevant departments, and filing them according to established procedures.
- Greet visitors and guests and understand their needs.
- Learn basic travel booking procedures. Assist with researching travel options (flights, hotels) and booking arrangements under supervision.
- Assist with sorting incoming and outgoing mail. Learn proper stamping procedures and participate in registering correspondence.
- Assist with stock management, recording shortages, and placing orders.
- Observe how staff greet and guide customers, suppliers, and visitors. Learn how to take messages and schedule appointments.
- Observe how schematic plans and result tables are followed and updated.
- Assist with maintaining customer files and accounts receivable under supervision. Learn procedures for updating information and following up on outstanding balances.
- Learn basic document coding, filing, and archiving procedures under supervision.
- Learn how to properly operate the copy machine and make copies of documents.
- Observe how maintenance contracts are followed up and checked for execution
- Work alongside experienced staff to learn how to create and manage administrative files. This includes checking data accuracy, updating information, and handling returns or reminders.

Data entry Clerk

Ref: ADM003 ISCO Major Group: 4

Key Competences

- Learn how to enter letters, charts, and tables following specific instructions, gaining experience with data entry tools.
- Receive training on how to retrieve, input, and update computer data. Practice using databases and creating badges/registrations of individuals/phone reports.
- Observe how schematic plans and result tables are followed and updated.
- Assist in the digitization of documents.
- Assist in mass data entry tasks.
- Assist in the scanning of documents.
- Assist in the input of salary data, including bonuses, benefits and deductions and assist in checking payslips to ensure accuracy.

General Office Clerk

Ref: ADM004 ISCO Major Group: 4

Key Competences

- Assist and learn how to identify and examine difficulties such as education, motivation, surroundings, etc. Help in referring individuals to experts, organisations, or sources of information.
- Learn procedures for informing customers (internal or external) about order placement, tracking, and delivery. Observe how experienced staff handle inquiries and provide relevant updates.
- Get hands-on experience with preparing documents for copying and programming copy machines.
- Gain experience in presenting solutions to customer complaints or passing files to the litigation/logistics department.
- Collect and deal with complaints of users, clients, occupants, etc.
- Be introduced to data monitoring tools and learn to record activity data. Assist with identifying any unusual patterns or deviations (anomalies) under supervision.
- Assist in registering activities data, such as logs, registers for incidents or complaints.
- Gain experience with document formatting and layout. Practice entering data, forwarding documents to relevant departments, and filing them according to established procedures.
- Observe how different types of documents (letters, reports, notes) are structured and written. Start with drafting simple content under guidance and gradually progress towards independent editing tasks.
- Shadow experienced team members to understand collaboration, then participate in simple team tasks under supervision.
- Assist in the management of the organisation's accounts and administration.
- Take part in sorting, distributing, prepaying, and registering correspondence. Learn to handle emails.
- Register complaints offering solutions to customers according to type of incident.
- Learn basic travel booking procedures. Assist with researching travel options (flights, hotels) and booking arrangements under supervision.
- Assist with sorting incoming and outgoing mail. Learn proper stamping procedures and participate in registering correspondence.
- Assist with stock management, recording shortages, and placing orders.
- Learn basic procedures for handling specific files, including routing them to appropriate departments for handling disputes or other specialised services.
- Assist with gathering staff performance data, such as recording paid leave, sick leave, and time sheets.
- Collect opinions, remarks or complaints and transfer them (can include surveys)
- Observe how staff greet and guide customers, suppliers, and visitors. Learn how to take messages and schedule appointments.
- Learn basic document coding and archiving procedures. Assist with organizing and filing professional files, meeting reports, and other documents.
- Observe how logistics activities like receiving, dispatching, and delivery are coordinated and supervised. Gradually participate in simple tasks like tracking incoming shipments or preparing outgoing packages.
- Observe how schematic plans and result tables are followed and updated.
- Observe supply chain management processes, including organizing and managing supplies, supervising consumption, and placing orders. Gradually participate in tasks like preparing inventory reports.
- Assist with maintaining customer files and accounts receivable under supervision. Learn procedures for updating information and following up on outstanding balances.
- Learn basic document coding, filing, and archiving procedures under supervision.
- Carry out telephone selling

- Assist with coding and entering customers' data (registration of cheques, stock exchange orders...) and updating monitoring table.
- Learn how to properly operate the copy machine and make copies of documents.
- Engage in following-up personnel files administratively. Help organise recruitment and training logistically.
- Learn the process of inputting and laying out legal documents (contracts, reports, and court orders...).
- Participate in following-up payments, complaints, and returns.
- Observe how maintenance contracts are followed up and checked for execution
- Assist with answering phone calls, receiving customers, and providing information or orientation to customers.
- Deal with customer complaints
- Get trained on responding to internet users' emails and inquiries, which may include complaints, sales, purchases, exchanges.
- Learn to register and check items of administrative files (schematic plan, identity card, National Bank file...).
- Observe how order receipts are checked and processing priorities are determined. Gradually participate in verifying shipment contents and assisting with order processing tasks.

Junior Office Supervisor

Ref: ADM005 ISCO Major Group: 3

Key Competences

- Observe how experienced staff identify customer needs and learn to ask clarifying questions to better understand customer requirements.
- Gain exposure to coordinating and organising flows of information to support the functioning of the department or organisation, including directives and meetings.
- Inform customers about product characteristics; advise customers on their choice.
- Shadow experienced team members to understand collaboration, then participate in simple team tasks under supervision.
- Observe how new staff are hired and introduced to company policies, gradually contributing basic information about the company culture.
- Follow-up and analyse data of department's or organisation's activities. Propose strategy for progress
- Assist with managing employee schedules, leave requests, and basic administrative duties.
- Observe staff training, recruitment, and compensation, eventually participating in specific tasks like scheduling training or preparing recruitment materials under supervision.
- Research and create reports on relevant regulations or industry updates, gaining exposure to how this information is used in the organisation.
- Learn basic financial terminology and compile simple reports with guidance.
- Observe how experienced staff build and maintain relationships with partners and suppliers.
- Participate in training opportunities offered within the organisation to develop professional skills.
- Assist with specific tasks within ongoing projects under the direction of a Project Manager.
- Observe how employee training and development plans are created and implemented.

Personal Assistant

Ref: ADM006 ISCO Major Group: 3

Key Competences

- Learn how to enter letters, charts, and tables following specific instructions, gaining experience with data entry tools.
- Learn how to answer phones professionally, transfer calls, and take messages under guidance.
- Gain experience with document formatting and layout. Practice entering data, forwarding documents to relevant departments, and filing them according to established procedures.
- Greet visitors and guests and understand their needs.
- Learn basic travel booking procedures. Assist with researching travel options (flights, hotels) and booking arrangements under supervision.
- Assist with sorting incoming and outgoing mail. Learn proper stamping procedures and participate in registering correspondence.
- Assist with stock management, recording shortages, and placing orders.
- Observe how staff greet and guide customers, suppliers, and visitors. Learn how to take messages and schedule appointments.
- Observe how schematic plans and result tables are followed and updated.
- Assist with maintaining customer files and accounts receivable under supervision. Learn procedures for updating information and following up on outstanding balances.
- Learn basic document coding, filing, and archiving procedures under supervision.
- Learn how to properly operate the copy machine and make copies of documents.
- Observe how maintenance contracts are followed up and checked for execution
- Work alongside experienced staff to learn how to create and manage administrative files. This includes checking data accuracy, updating information, and handling returns or reminders.

Production Clerk

Ref: ADM007 ISCO Major Group: 4

Key Competences

- Assist and learn how to check or register data for product follow-up.
- Gain experience in checking work of suppliers and service providers.
- Assist with stock management, recording shortages, and placing orders.
- Learn to check in and outgoing flows, stocks and product or raw materials requirements.
- Acquire knowledge about the production process, production planning, and stock.
- Acquire knowledge in the domain of production.
- Get hands-on experience in organising and following up database with technical data (standards, bills of materials...).
- Follow-up and check shipping of goods
- Provide assistance in keeping production files up-to-date and checking follow-up documents (category, parameters, indicators,...).

Receptionist Assistant

Ref: ADM008 ISCO Major Group: 4

Key Competences

- Assist in overseeing access and movement of individuals within the organisation, and participate in inspecting sites and rooms.
- Learn how to answer phones professionally, transfer calls, and take messages under guidance.
- Acquire knowledge on how to guide individuals or escort them to the desired contact person, department, or location.
- Greet visitors and guests and understand their needs.
- Assist with sorting incoming and outgoing mail. Learn proper stamping procedures and participate in registering correspondence.
- Receive training on how to retrieve, input, and update computer data. Practice using databases and creating badges/registrations of individuals/phone reports.
- Assist in the process of keeping billboards, informational materials, and company promotional materials updated.
- Gain practical experience in copying, classifying, typing documents, and formatting their layout.
- Learn to provide advice and assistance to contacts regarding daily administrative tasks.

Weighing & Freight Clerk

Ref: ADM009 ISCO Major Group: 4

Key Competences

- Learn to inform and advise customers about international freight transport requirements, including legal provisions, taxes, and guarantees, under supervision.
- Participate in organizing and supervising the management of product, goods, or raw material stocks, including data entry and rotation procedures.
- Gain experience in handling raw materials/products by weighing them using scales or weigh silos, and learning to accurately measure and dose them.
- Assist in placing goods in the depot.
- Participate in coordinating freight transport activities for one or more airports.
- Learn to determine the need for supplies and contribute to placing orders.
- Gain exposure to determining stockage zones for raw materials or products, and monitoring their arrival and weighing.
- Observe how logistics activities like receiving, dispatching, and delivery are coordinated and supervised. Gradually participate in simple tasks like tracking incoming shipments or preparing outgoing packages.
- Observe supply chain management processes, including organizing and managing supplies, supervising consumption, and placing orders. Gradually participate in tasks like preparing inventory reports.
- Participate in making stock inventory, including checking use-by dates and quantities.
- Gain experience in performing specific logistic activities such as inventory management.
- Assist in preparing deliveries by selecting products.
- Learn to manage stock supply, including receiving and controlling goods
- Gain exposure to receiving goods and performing checks on amount/number, uniformity, and condition.
- Participate in keeping time measurements and maintaining inventory of raw materials for the manufacturing/engineering/design department.
- Learn to compile and update inventory of components of products like furniture or interior decoration.
- Assist in distributing freight among various subsections of the location, such as the production chain or picking zone.
- Gain experience in drawing up and checking international freight transport documents, including customs invoices and letters of credit.
- Learn to prepare and check transport and freight documents, and submit them to customers and service providers.

3

Agriculture & Farming

This category focuses on the cultivation of crops, raising of livestock, and research to improve agricultural practices. It includes roles that support the day-to-day operations of farms, contribute to agricultural research, and ensure the efficient delivery of farm products.

Positions in this category:

- Farm Hand
- Research Assistant in Agriculture
- Assistant Farmer
- Farm delivery helper

Farm Hand

Ref: AGR001 ISCO Major Group: 9

Key Competences

- Observe and assist with harvesting mature crops (mowing, threshing, pressing).
- Assist with setting up and cleaning irrigation or spraying equipment under close supervision.
- Observe experienced farmers caring for animals, gradually learning basic tasks like providing water.
- Observe the negotiation process of commercial contracts with cooperatives, factories, financial institutions or suppliers.
- Observe and assist with adjusting farm machinery and refilling supplies (sprayers, spreaders, seeders).
- Assist with monitoring crop growth and identifying potential issues under supervision.
- Learn about soil preparation and plantation setup by assisting with weeding or seedbed preparation.
- Learn seed identification and basic sowing techniques while assisting with planting tasks.
- Observe equipment and building maintenance, gradually participating in simple tasks like cleaning tools.

Research Assistant in Agriculture

Ref: AGR002 ISCO Major Group: 3

Key Competences

- Participate in field studies and experiments related to agriculture
- Participate in field studies and experiments related to water quality and purification
- Assist in creating procedures, reports analysing data, and technical documents for internal and external communication.
- Participate in field studies and experiments related to stock farming
- Collect samples of materials or products following procedures. Label and record them for further analysis.
- Participate in field studies and experiments related to environmental planning
- Participate in field studies and experiments related to forestry
- Participate in field studies and experiments related to conservation and appreciation of natural resource heritage
- Learn to analyse technical data, new technologies, and regulations to support project planning.
- Shadow and assist professionals (farmers, industry personnel) with tasks related to livestock genetics and technological advancements.
- Observe and assist in providing technical support to relevant authorities and industry professionals on improving production and yields.
- Participate in field studies and experiments related to aquaculture
- Collect samples, take measurements, and make observations following established procedures for tasks like inventory, inspections, and genetic mapping.
- Participate in controlled experiments following protocols (e.g., plant growth, pest control, water treatment). Analyse the results under supervision.
- Assist in researching and identifying solutions for production site issues like pollution and profitability.
- Participate in field studies and experiments related to environmental protection

Assistant Farmer

Ref: AGR003 ISCO Major Group: 9

Key Competences

- Assist in recording animal data (arrival, birth dates, breeding records).
- Assist with maintaining fences and feed storage areas (cleaning, repairs).
- Assist with checking animal health and pregnancy status. Observe for signs of illness or pregnancy under supervision. Learn to administer basic preventive care.
- Help mark and identify animals following established procedures. Assist in recording relevant data for breed registries.
- Assist with packing products according to features, orders and mode of transport (oysters, fish, cheese, eggs...)
- Assist with packing products (label, wrap), prepare orders.
- Assist in the commercialisation of company products.
- Assist in identifying pest presence, damage type, and scale.
- Help with plant row maintenance activities (thinning, pinching, staking).
- Help with animal regrouping, catching, and product collection (eggs, oysters).
- Observe and assist with harvesting mature crops (mowing, threshing, pressing).
- Assist with selecting, collecting, and harvesting agricultural produce.
- Help clean and disinfect animal breeding spaces, equipment, and facilities.
- Assist with performing precautionary or corrective basic maintenance of machines or equipment.
- Observe and assist with monitoring animal health, identifying abnormalities, and providing basic care under supervision.
- Learn to identify animal origin/lineage and assist with marking animals (tattooing).
- Observe and assist with manual or automated feeding of animals.
- Observe and assist during animal birthing and provide basic first aid to newborns under supervision.
- Pack products according to characteristic, order and manner of transport.
- Help with measuring food portions under the guidance of a veterinarian or experienced staff.
- Observe and assist with adjusting farm machinery and refilling supplies (sprayers, spreaders, seeders).
- Assist with basic processing tasks under supervision (e.g., sorting, cleaning) after proper training on safety protocols.
- Observe the use of reproduction techniques by experienced personnel. Learn about breeding methods and animal welfare considerations. Assist with preparing nesting areas under supervision.
- Learn about soil preparation and plantation setup by assisting with weeding or seedbed preparation.
- Observe equipment and building maintenance, gradually participating in simple tasks like cleaning tools.
- Distribute pre-measured quantities of fodder following established procedures.
- Assist in the castration and weaning of piglets.
- Assist with providing basic care to animals under close supervision and following guidance.
- Learn to identify basic signs of illness or pain in animals under supervision. Report any concerning signs to supervisors.
- Sort and prepare harvested products for packing following established procedures.
- Sort, weigh, and prepare shellfish following established procedures after proper training on handling and hygiene.
- Observe and assist with arranging artificial insemination or mating animals.
- Assist with regrouping and herding animals under supervision. Observe grazing practices.
- Collect cultivated products following established procedures.

- Observe experienced farmers caring for animals, gradually learning basic tasks like providing water.
- Assist with placing plant material under supervision. Learn about proper installation techniques.
- Learn seed identification and basic sowing techniques while assisting with planting tasks.
- Assist in agricultural work (sowing, harvesting) and stocking animal fodder (hay, maize)
- Assist with setting up and cleaning irrigation or spraying equipment under close supervision.
- Help clean harvesting tools and maintain equipment and facilities.
- Observe the development and implementation of a breeding table by experienced personnel. Learn about breeding objectives and planning techniques.
- Assist with monitoring crop growth and identifying potential issues under supervision.
- Observe the negotiation process of commercial contracts with cooperatives, factories, financial institutions or suppliers.
- Learn to identify work locations (fields, plots) and locate products ready for harvest.
- Observe the operation of agricultural machinery from a safe distance. Learn about safety protocols and basic operation (under strict supervision in a controlled environment).
- Observe the preparation (milking) handling process. Learn about animal handling techniques and milking procedures.
- Assist with research and analysis of breeding practices and market trends. Learn about the factors influencing breeding choices.

Farm delivery helper

Ref: AGR004 ISCO Major Group: 8

Key Competences

- Accompany experienced drivers on deliveries. Observe customer interaction protocols and basic delivery procedures. Assist with verifying delivered goods under supervision.
- Assist with loading activities under close supervision. Learn about proper loading techniques, weight distribution, and safety protocols.
- Participate in emergency response training simulations. Learn about basic accident response procedures (e.g., securing the scene, calling emergency services).
- Assist with preparing goods for loading (e.g., palletizing, labelling) under supervision. Help load goods according to the planned delivery sequence.
- Shadow experienced drivers as they plan routes based on delivery schedules, order details, and traffic considerations. Learn about route planning strategies.
- Observe experienced drivers as they determine routes considering vehicle capacity, cargo type, and delivery deadlines. Learn about route optimization techniques.
- Observe drivers verifying required documents (e.g., licenses, permits, delivery paperwork). Learn about documentation requirements for different deliveries.
- Observe pre-trip vehicle inspections by experienced drivers. Learn about basic checks (e.g., tire pressure, lights). Assist in the process of trailer coupling.
- Observe cargo checks for damage or discrepancies. Learn to identify basic issues. Report any concerns to supervisors.
- Observe pre-trip inspections and learn to identify basic wear and tear. Assist with simple maintenance tasks under supervision (e.g., topping fluids).
- Perform basic maintenance tasks on equipment (e.g., cleaning, lubrication) under close supervision after proper training.
- Assist with the execution of basic maintenance and vehicle cleaning.
- Learn about the importance of logbook maintenance. Observe experienced drivers recording maintenance activities.
- Practice accepting payment for deliveries and handling related paperwork.
- Assist with preparing and inspecting goods handling equipment under supervision. Learn about proper equipment usage.

4

Animal Care

This category focuses on the well-being and maintenance of animals in various settings, such as shelters, grooming facilities, and veterinary clinics. It includes roles that ensure animals are healthy, well-groomed, and properly cared for, contributing to their overall welfare and happiness.

Positions in this category:

- Animal Welfare Assistant
- Pet Groomer Helper
- Animal Care Worker

Animal Welfare Assistant

Ref: ANI001 ISCO Major Group: 5

Key Competences

- Observe and assist with monitoring animal health, identifying abnormalities, and providing basic care under supervision.
- Receive training in handling equidae, including understanding their behaviour and specific care requirements.
- Register follow-up and activity data. Pass on information to relative department
- Assist with cleaning kennels, cages, or play areas, ensuring a hygienic environment for the animals.
- Gain knowledge and skills related to the care of farm animals such as cows and pigs, including feeding and basic health monitoring.
- Focus on caring for domestic pets, including understanding their specific needs and handling procedures.
- Help with measuring food portions under the guidance of a veterinarian or experienced staff.
- Learn how to weigh animals and administer products as part of experiments or surveys, following protocols and safety guidelines.
- Observe and assist with manual or automated feeding of animals.
- Gain experience in updating animal files and dossiers with relevant information and observations.
- Learn about caring for animals in captivity, including providing appropriate environments and addressing their specific needs.
- Learn to restrain pets safely, assist with disinfection, and help prepare the animal for the veterinarian.
- Help gather information from clients about their pet's concerns and learn basic pet care advice to share.
- Practice answering calls, scheduling consultations, and effectively communicating information to doctors or veterinarians.

Pet Groomer Helper

Ref: ANI002

ISCO Major Group: 5

Key Competences

- Help gather information from clients about their pet's concerns and learn basic pet care advice to share.
- Learn about caring for animals in captivity, including providing appropriate environments and addressing their specific needs.
- Gain knowledge and skills related to the care of farm animals such as cows and pigs, including feeding and basic health monitoring.
- Focus on caring for domestic pets, including understanding their specific needs and handling procedures.
- Help keep animal care areas clean and disinfected by removing waste material, cleaning surfaces, and ensuring proper disposal of waste following safety protocols. organise and maintain equipment and supplies.
- Learn to restrain pets safely, assist with disinfection, and help prepare the animal for the veterinarian.
- Learn how to prepare fodder and distribute it among animals according to guidelines.
- Gain experience in advising clients on articles or dietary products for animals and assisting in sales.
- Receive training in handling equidae, including understanding their behaviour and specific care requirements.
- Learn feeding routines, walking procedures for appropriate animals, and basic cleaning techniques for litter boxes, aquariums, or other animal habitats.
- Assist with cleaning kennels, cages, or play areas, ensuring a hygienic environment for the animals.
- Assist in letting horses move through activities like riding and lunging, and participate in training sessions according to set objectives and schedules.
- Practice answering calls, scheduling consultations, and effectively communicating information to doctors or veterinarians.
- Gain experience in updating animal files and dossiers with relevant information and observations.

Animal Care Worker

Ref: ANI003 ISCO Major Group: 5

Key Competences

- Help gather information from clients about their pet's concerns and learn basic pet care advice to share.
- Assist with cleaning kennels, cages, or play areas, ensuring a hygienic environment for the animals.
- Learn to restrain pets safely, assist with disinfection, and help prepare the animal for the veterinarian.
- Assist in letting horses move through activities like riding and lunging, and participate in training sessions according to set objectives and schedules.
- Gain experience in updating animal files and dossiers with relevant information and observations.
- Gain experience in advising clients on articles or dietary products for animals and assisting in sales.
- Gain knowledge and skills related to the care of farm animals such as cows and pigs, including feeding and basic health monitoring.
- Help keep animal care areas clean and disinfected by removing waste material, cleaning surfaces, and ensuring proper disposal of waste following safety protocols. organise and maintain equipment and supplies.
- Learn about caring for animals in captivity, including providing appropriate environments and addressing their specific needs.
- Learn how to prepare fodder and distribute it among animals according to guidelines.
- Learn feeding routines, walking procedures for appropriate animals, and basic cleaning techniques for litter boxes, aquariums, or other animal habitats.
- Focus on caring for domestic pets, including understanding their specific needs and handling procedures.
- Receive training in handling equidae, including understanding their behaviour and specific care requirements.
- Practice answering calls, scheduling consultations, and effectively communicating information to doctors or veterinarians.

5

Arts, Entertainment, and Recreation

This category focuses on the preservation, creation, and enhancement of artistic and recreational experiences. It includes roles that support the restoration of artworks and the preparation of individuals for performances and events, contributing to the cultural and aesthetic enrichment of society.

Positions in this category:

- Art Restorer Assistant
- Make-up Artist Assistant

Art Restorer Assistant

Ref: ART001 ISCO Major Group: 3

Key Competences

- Support in restoring products to their original condition to make them usable again.
- Assist with repairs caused by animals or weather.
- Learn basic furniture repair techniques for chairs and wall mountings.
- Improve the functionality of products through repairs.
- Aid in mending products as directed.
- Assist with the restoration of various items.
- Clean and prepare paintings for further restoration.
- Assist in restoring works of art or antiques for resale.
- Support in cleaning and/or scraping parts/articles for restoration or repair.
- Apply colours and match finishes during restoration
- Aid in repairing worn or damaged parts of parts/articles under supervision.
- Assist in repairing products by cleaning them.

Make-up Artist Assistant

Ref: ART002

ISCO Major Group: 5

Note: An industry recognised qualification is required for placement

Key Competences

- Gain experience in achieving minor special makeup effects like scars, cuts, and scratches.
- Assist with creating technical sheets (visual guides) for hairstyles or makeup.
- Practice makeup/ hairstyle continuity between takes or scenes, matching or creating distinct looks.
- Experiment with different hairstyles and makeup looks on models or mannequins.
- Prepare hairpieces like wigs, whiskers, and moustaches for use.
- Participate in training opportunities offered within the organisation to develop professional skills.
- Help with crew planning for hairdressing and makeup needs.
- Learn to apply various products such as masks, serums, and creams, and perform facial or body treatments, manicures, or makeup applications.
- Assist in applying makeup on customers for trial offers or product launches.
- Participate in preparations to portray characters through disguises and makeup, and assist in performance-related activities such as facial expressions and posing for photos.
- Assist with makeup application for artists, considering their roles, scenery, and scenes.
- Learn techniques for achieving common special makeup effects such as aging with latex and creating fake skulls.
- Assist in defining the conditions, means, and logistics required for hairstyles or makeup applications, including placing orders for materials within budget constraints.
- Assist in designing hairstyles or applying makeup for artists in performances or shootings, following provided guidelines regarding themes, scripts, and historical periods.
- Assist in achieving special makeup effects, including extraordinary effects such as monster heads and critical wounds.

6

Automotive

This category focuses on the maintenance, repair, and enhancement of motor vehicles. It includes roles that ensure vehicles are clean, functional, and well-maintained, contributing to the overall efficiency and safety of automotive operations.

Positions in this category:

- Car Wash Attendant
- Assistant Mechanic (Motor Vehicle)
- Panel Beater Assistant
- Sprayer Assistant
- Technician Assistant

Car wash attendant

Ref: AUT001 ISCO Major Group: 9

Key Competences

- Assist in cleaning the interior of various transportation vehicles such as planes, cars, and trains, and supplying new accessories as needed.
- Learn to prepare materials and cleaning products, and demarcate work areas for efficient cleaning.
- Receive training in cleaning surfaces using machines with injection/extraction capabilities.
- Learn to clean and maintain tools used for cleaning tasks.
- Learn to plan efficient cleaning routes and update observation documents while monitoring and following up on tasks.
- Gain experience in inspecting work alongside clients and informing them of any damages or malfunctions observed during the cleaning process.
- Gain skills in cleaning and drying glass surfaces, borders, and frames effectively.
- Learn to clean surfaces using various equipment like cleaning machines, pressure washers, and high-pressure cleaners.

Assistant Mechanic (Motor Vehicle)

Ref: AUT002 ISCO Major Group: 7

Key Competences

- Learn to prepare vehicles before delivery or first use by cleaning inside and outside, and checking and filling fluid reservoirs.
- Assist in replacing or repairing motors, gearboxes, clutches, suspensions, and starters as needed.
- Assist in working on vehicles designated for recycling, following established procedures.
- Learn to execute technical inspections on private or industrial vehicles.
- Gain experience in providing on-site breakdown service or towing private or industrial vehicles.
- Gain experience in working on heavy vehicles (trailer...).
- Gain experience in working on light vehicles.
- Assist in working on vehicles and machines used in public works, such as cranes, loading platforms, and concrete mixers.
- Learn to tidy and clean the workplace, and perform basic maintenance of tools and equipment, including installations.
- Gain experience in working on armoured vehicles and machines.
- Gain experience in working on vehicles for passenger transport (bus, autobus...).
- Learn to work on engines fuelled by natural gas.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Help in installing extras in private or industrial vehicles, such as comfort or protection systems, window tinting, and clutches.
- Learn to work on engines fuelled by biofuel (Digester).
- Learn to test and tune vehicles to ensure proper functioning.
- Learn to work on engines fuelled by electric.
- Gain experience in working on vehicles for transport of hazardous substances.
- Learn to work on engines fuelled by LPG.
- Gain experience in working on sanitation vehicles (refuse collection vehicle, container wagon...).
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Gain experience in working on campers.
- Gain experience in working on agricultural and forestry vehicles (transport of crops, tree trunks...).
- Gain experience in working on old timers.
- Assist in carrying out maintenance operations or fast-service interventions on vehicles.
- Learn to work on engines fuelled by diesel.
- Gain experience in working on delivery vans (with tailboard, for bulk products, refrigeration products...).
- Learn to work on engines fuelled by petrol.
- Assist in sorting recovered components and fluids and bringing them to treatment or storage areas, including batteries, hydrocarbons, and lubricants.
- Learn to detect malfunctions and determine technical solutions for the repair of vehicles and equipment under supervision.
- Gain experience in working on competition vehicles.
- Learn to carry out work on heavy commercial vehicles and lorries.
- Gain experience in working on 4x4 vehicles.

- Gain experience in working on private cars.

Panel beater assistant

Ref: AUT003 ISCO Major Group: 7

Key Competences

- Work with materials: aluminium and alloys
- Assist in installing bodywork tuning and competition-related components.
- Learn to install customised roofs (tops).
- Learn to install built-in storage boxes.
- Learn to install open tops.
- Gain experience in working with different plate thicknesses (diameter): more than 20 mm.
- Learn to install and maintain cooling systems.
- Gain experience in working with different plate thicknesses (diameter): 5 to 20 mm.
- Gain experience in mounting mudguards.
- Gain experience in working with different materials: stainless steel.
- Gain experience in working with different materials: ferrometals (cast iron).
- Gain experience in working with different materials: non-ferrous materials.
- Gain experience in working with different materials: plastic, composite.
- Gain experience in working with different materials: titanium.
- Determine tasks to be performed for the production of metal components and prepare materials
- Gain experience in working with different plate thicknesses (diameters): 0.5 to 5 mm.
- Learn to plan activities and operations according to customers' needs or orders.
- Observe staff members performing separating and transforming operations: laser- or plasma-cutting
- Observe staff members performing separating and transforming operations: trimming, punching
- Observe staff members performing separating and transforming operations: deep-drawing
- Observe staff members performing separating and transforming operations: nibbling
- Observe staff members performing separating and transforming operations: blowtorch- cutting
- Observe staff members performing separating and transforming operations: levelling
- Observe staff members performing separating and transforming operations: bending
- Observe staff members performing separating and transforming operations: rolling
- Gain experience in mounting bodywork upholstery.
- Observe staff members performing separating and transforming operations: plying, cambering (arching)
- Gain experience in mounting dashboard upholstery.
- Learn to check the geometrics of chassis, monocoque, and undercarriage, and correct or replace deformed parts as necessary.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Assist in packaging and sorting recovered liquids.
- Check parts and assembly; carry out finishing (grind-off, deburring, straightening, etc).
- Assist in installing components such as spoilers.
- Learn to install storage spaces under cabin/monocoque/cockpit.
- Gain experience in mounting hubcaps.

- Gain experience in mounting bodywork decorations.
- Gain experience in mixing and adapting colour shades of paints/lacquers and applying them to vehicles.
- Observe staff members performing separating and transforming operations: sawing, grooving/cutting
- Cut out elements and bend/ply/observe staff blowtorch-cutting into the right shape and size
- Assist in the repair of wheels/rims and tyres
- Gain experience in pretreating surfaces before vehicle painting.
- Observe staff members performing separating and transforming operations: aiming/pointing
- Assist in cleaning vehicles before returning them to customers and maintaining cleanliness in the workplace.
- Assist in performing pre-treatment of bodywork before spray painting.
- Learn to tidy and clean the workplace, and perform basic maintenance of tools and equipment, including installations.
- Gain experience in providing electric, hydraulic, pneumatic, or mechanical connections as needed.
- Learn to disassemble, assemble, and adjust removable bodywork parts, accessories, upholstery, and fittings.
- Mark, place and assemble parts, plates and tubes (spot-welding, rivets, hooks, glue...)
- Observe staff members performing separating and transforming operations: cutting
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Assist in replacing windows or repairing cracks and dents on vehicle bodies.
- Determine the work to be done based on repair order or indications from experts or customers.

Sprayer assistant

Ref: AUT004 ISCO Major Group: 7

Key Competences

- Learn to plan activities and operations according to customers' needs or orders.
- Assist in repairing bodywork of vehicles used for the transportation of hazardous materials.
- Gain experience in repairing bodywork of cleaning vehicles.
- Learn to check the geometrics of chassis, monocoque, and undercarriage, and correct or replace deformed parts as necessary.
- Learn to perform repairs or finishes on zinc surfaces.
- Assist in performing repairs or finishes on synthetic materials.
- Gain experience in performing repairs or finishes on composite materials.
- Learn to perform repairs or finishes on wood surfaces.
- Gain experience in pretreating surfaces before vehicle painting.
- Learn to repair bodywork of competition vehicles.
- Gain experience in repairing bodywork of vehicles for the transportation of people, including buses.
- Assist in repairing bodywork of collection vehicles.
- Gain experience in repairing bodywork of construction vehicles such as cranes, tippers, and cement mixers.
- Learn to repair bodywork of trailers.
- Assist in repairing bodywork of motor vehicles.
- Gain experience in repairing bodywork of caravans and campers.
- Assist in cleaning vehicles before returning them to customers and maintaining cleanliness in the workplace.
- Perform repairs or finishings (finishes) on: aluminium
- Gain experience in mounting bodywork decorations.
- Determine the work to be done based on repair order or indications from experts or customers.
- Gain experience in mixing and adapting colour shades of paints/lacquers and applying them to vehicles.
- Learn to disassemble, assemble, and adjust removable bodywork parts, accessories, upholstery, and fittings.
- Gain experience in performing bodywork repair for passenger cars.
- Learn to tidy and clean the workplace, and perform basic maintenance of tools and equipment, including installations.
- Assist in packaging and sorting recovered liquids.
- Assist in repairing bodywork of agricultural vehicles.
- Learn to repair bodywork of vehicles for road transportation, such as refrigerated vans and bulk material carriers.
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Assist in repairing bodywork of old-timer vehicles.
- Learn to repair bodywork of light vehicles.
- Assist in repairing bodywork of industrial vehicles such as trucks.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Assist in performing pre-treatment of bodywork before spray painting.

Technician assistant

Ref: AUT005 ISCO Major Group: 3

Key Competences

- Learn to identify abnormalities, defects, failures, and complaints and assist in performing corrective or precautionary actions.
- Assist in working on vehicles designated for recycling, following established procedures.
- Learn to test and tune vehicles to ensure proper functioning.
- Shadow experienced team members to understand collaboration, then participate in simple team tasks under supervision.
- Assist in carrying out maintenance operations or fast-service interventions on vehicles.
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Gain experience in providing on-site breakdown service or towing private or industrial vehicles.
- Gain experience in working on armoured vehicles and machines.
- Assist in working on vehicles and machines used in public works, such as cranes, loading platforms, and concrete mixers.
- Gain experience in working on light vehicles.
- Gain experience in working on heavy vehicles (trailer...).
- Learn to prepare vehicles before delivery or first use by cleaning inside and outside, and checking and filling fluid reservoirs.
- Learn to work on engines fuelled by biofuel (Digester).
- Learn to execute technical inspections on private or industrial vehicles.
- Gain experience in working on sanitation vehicles (refuse collection vehicle, container wagon...).
- Assist in sorting recovered components and fluids and bringing them to treatment or storage areas, including batteries, hydrocarbons, and lubricants.
- Learn to carry out work on heavy commercial vehicles and lorries.
- Assist in mounting LPG installations on vehicles under supervision.
- Gain experience in working on private cars.
- Gain experience in working on 4x4 vehicles.
- Learn to detect malfunctions and determine technical solutions for the repair of vehicles and equipment under supervision.
- Assist in replacing or repairing motors, gearboxes, clutches, suspensions, and starters as needed.
- Learn to work on engines fuelled by LPG.
- Learn to plan activities and operations according to customers' needs or orders.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Gain experience in determining the need for repair, maintenance, or specific use of vehicles, and assist in defining appropriate interventions/actions, including the type, duration, costs, and conditions.
- Help in installing extras in private or industrial vehicles, such as comfort or protection systems, window tinting, and clutches.
- Assist in determining necessary interventions based on technical files and instructions from experts and customers.
- Learn to work on engines fuelled by diesel.
- Gain experience in working on vehicles for passenger transport (bus, autobus...).
- Learn to work on engines fuelled by petrol.
- Gain experience in working on vehicles for transport of hazardous substances.
- Learn to work on engines fuelled by natural gas.

- Gain experience in working on campers.
- Gain experience in working on old timers.
- Gain experience in working on competition vehicles.
- Gain experience in working on delivery vans (with tailboard, for bulk products, refrigeration products...).
- Learn to work on engines fuelled by electric.

7

Aviation

This category focuses on the technical and safety aspects of aviation, ensuring the efficient and secure operation of aircraft and air traffic systems. It includes roles that maintain and support the infrastructure necessary for safe and effective air travel.

Positions in this category:

- Aircraft Engineering Technician
- Air Traffic Safety Electronics Technician.

Aircraft Engineering Technician

Ref: AVI001

ISCO Major Group: 3

Key Competences

- Gain experience in working on surveillance aircraft.
- Assist in identifying faulty parts/components on aircraft and provide certified replacement parts under supervision.
- Learn to determine the required maintenance tasks for aircraft based on technical files and onboard documents.
- Gain experience in inspecting the structure and equipment of aircraft in designated landing zones.
- Assist in reassembling equipment, structures, and circuits on aircraft, making adjustments and checking performance conditions.
- Learn to update technical documentation in the aircraft maintenance shop.
- Assist in working on moving parts such as steering and landing gear, and brakes of aircraft.
- Gain experience in working on onboard systems including fuel, hydraulics, air-conditioning, and fire extinguishing systems.
- Learn to work on drive (propulsion) systems, specifically piston engines, under supervision.
- Assist in working on jet engine drive (propulsion) systems.
- Gain experience in checking the working condition of equipment and circuits and the integrity of aircraft structures.
- Learn to work on warplanes under supervision.
- Assist in working on freight planes.
- Gain experience in working on passenger planes.
- Learn to work on light planes weighing between 5-7 tons.
- Gain experience in performing inspections of maintenance operations on aircraft according to inspection protocols for weekly inspections.
- Gain experience in working on turbo propeller drive (propulsion) systems.
- Gain experience in working on driving/power system components including exhaust sections, air pistons, filters, start/ignition systems, and engine control systems.
- Assist in working on helicopters under supervision.
- Learn to perform inspections of maintenance operations on aircraft according to inspection protocols for heavy maintenance checks (B checks).
- Assist in working on hydraulic, pneumatic, and vacuum systems components such as APU, compressors, accumulators, reservoirs, and pressure control systems.
- Assist in dismantling equipment, structures, cells, and hydraulic, pneumatic, and electric circuits of aircraft under supervision.
- Learn to work on sports planes under supervision.
- Assist in performing inspections of maintenance operations on aircraft according to inspection protocols during flight, in the landing zone, before flight, in transit, or during daily checks.
- Learn to perform inspections of maintenance operations on aircraft according to inspection protocols for checking and adjusting equipment in specialised workplaces.
- Gain experience in performing inspections of maintenance operations on aircraft according to inspection protocols for light maintenance checks (A checks).
- Assist in performing inspections of maintenance operations on aircraft according to inspection protocols for heavy maintenance checks (C and D checks).
- Learn to work on ultralight aircraft (ULA) under supervision.
- Gain experience in working on seaplanes.

Air Traffic Safety Electronics Technician

Ref: AVI002

ISCO Major Group: 3

Key Competences

- Learn to detect malfunctions in electronic equipment, and localise defects to facilitate repairs under supervision.
- Gain experience in installing and connecting components of electronic installations according to specific needs and intended use.
- Assist in selecting necessary materials and equipment such as electronic components, modules, testing devices, and signal generators.
- Learn to determine necessary interventions on electronic installations based on technical files and customer requirements.
- Learn to provide remote support to users of electronic installations as needed.
- Assist in checking and maintaining military equipment, materials, and weapon systems to ensure readiness for use.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Learn to work on electronic installations or systems related to automation, industrial informatics, and digital control.
- Learn to work on electronic installations or systems related to sound and vision installations.
- Learn to work on electronic installations or systems related to detection and navigation tools.
- Learn to work on electronic installations or systems related to on-board equipment in various applications.
- Learn to work on electronic installations or systems related to monitoring and measurement tools.
- Assist in identifying defective components, particularly printed circuit boards (PCBs), and replace them under supervision.
- Assist in configuring and adjusting electronic installations as required.

Cleaning and Housekeeping

This category focuses on maintaining cleanliness and order in various settings, such as offices and hotels. It includes roles that ensure environments are tidy, hygienic, and well-organised.

Positions in this category:

- Office Cleaner
- Hotel Room Attendant
- Cleaning Supervisor Assistant

Office Cleaner

Ref: CLH001 ISCO Major Group: 9

Key Competences

- Learn to clean surfaces using electro-mechanical machines such as rotary machines, parquet polishers, and glossing machines.
- Learn to clean surfaces using various equipment like cleaning machines, pressure washers, and high-pressure cleaners.
- Gain skills in cleaning and drying glass surfaces, borders, and frames effectively.
- Gain experience in cleaning and maintaining private outdoor areas such as green zones and courtyards.
- Learn to clean and disinfect rooms in delicate environments such as cold stores and production lines in food or chemical industries.
- Assist in preparing cleaning agents and equipment, and mark out slippery areas for safety.
- Assist in cleaning glass surfaces on the ground floor, including windows, walls, and mirrors.
- Learn to clean toilets and kitchens, and refill towel and soap dispensers as needed.
- Learn to prepare materials and cleaning products, and demarcate work areas for efficient cleaning.
- Assist in cleaning the interior of various transportation vehicles such as planes, cars, and trains, and supplying new accessories as needed.
- Receive training in cleaning surfaces using machines with injection/extraction capabilities.
- Assist in filling out follow-up documents and informing relevant persons about any abnormalities observed during cleaning.
- Learn to assist staff in industrial kitchens with various tasks such as reception, heating plates, and washing linen.
- Learn to clean surfaces using automatic cleaning machines like scrubber driers.
- Assist with waste disposal and placing dustbins and waste containers outside for collection.
- Gain experience in changing sheets and making up beds to maintain a clean and welcoming environment.
- Gain experience in cleaning carpets using carpet cleaners and carpet cleaning machines.
- Assist in airing out rooms to maintain freshness and circulation of air.
- Learn to maintain and store cleaning materials, and check stock of products to ensure availability for cleaning tasks.
- Assist with cleaning and storing clothes and other textiles, including washing, sewing, and ironing as needed.
- Gain experience in dusting, sorting out waste, and emptying dustbins to maintain cleanliness and hygiene.
- Learn to clean and maintain tools used for cleaning tasks.
- Learn to dust and clean floors, carpets, furniture, and objects, and ventilate rooms for a clean and fresh environment.
- Learn to clean and polish parquet (laminated wooden floors) and furniture to maintain their appearance and condition.
- Gain experience in cleaning floors and furniture to maintain cleanliness and hygiene standards.
- Gain experience in cleaning and polishing tin and silverware to maintain their shine and appearance.
- Learn to clean windows to ensure clarity and visibility.
- Assist with washing dishes and tidying up the kitchen and sanitary facilities.
- Gain experience in removing stains from fitted carpets to restore their cleanliness.

Hotel Room Attendant

Ref: CLH002 ISCO Major Group: 9

Key Competences

- Assist in preparing cleaning agents and equipment, and mark out slippery areas for safety.
- Gain experience in cleaning floors and furniture to maintain cleanliness and hygiene standards.
- Gain skills in cleaning and drying glass surfaces, borders, and frames effectively.
- Learn to clean toilets and kitchens, and refill towel and soap dispensers as needed.
- Learn to prepare materials and cleaning products, and demarcate work areas for efficient cleaning.
- Gain experience in changing sheets and making up beds to maintain a clean and welcoming environment.
- Assist in filling out follow-up documents and informing relevant persons about any abnormalities observed during cleaning.
- Learn to assist staff in industrial kitchens with various tasks such as reception, heating plates, and washing linen.
- Assist with washing dishes and tidying up the kitchen and sanitary facilities.
- Learn to clean and maintain tools used for cleaning tasks.
- Assist in cleaning glass surfaces on the ground floor, including windows, walls, and mirrors.
- Assist with cleaning and storing clothes and other textiles, including washing, sewing, and ironing as needed.
- Gain experience in dusting, sorting out waste, and emptying dustbins to maintain cleanliness and hygiene.
- Learn to dust and clean floors, carpets, furniture, and objects, and ventilate rooms for a clean and fresh environment.
- Assist in airing out rooms to maintain freshness and circulation of air.
- Gain experience in cleaning and polishing tin and silverware to maintain their shine and appearance.
- Learn to clean windows to ensure clarity and visibility.
- Gain experience in removing stains from fitted carpets to restore their cleanliness.
- Learn to clean and polish parquet (laminated wooden floors) and furniture to maintain their appearance and condition.
- Assist in cleaning the interior of various transportation vehicles such as planes, cars, and trains, and supplying new accessories as needed.
- Learn to clean surfaces using automatic cleaning machines like scrubber driers.
- Learn to clean and disinfect rooms in delicate environments such as cold stores and production lines in food or chemical industries.
- Learn to clean surfaces using electro-mechanical machines such as rotary machines, parquet polishers, and glossing machines.
- Receive training in cleaning surfaces using machines with injection/extraction capabilities.
- Learn to maintain and store cleaning materials, and check stock of products to ensure availability for cleaning tasks.
- Assist with waste disposal and placing dustbins and waste containers outside for collection.
- Learn to clean surfaces using various equipment like cleaning machines, pressure washers, and high-pressure cleaners.
- Gain experience in cleaning carpets using carpet cleaners and carpet cleaning machines.
- Gain experience in cleaning and maintaining private outdoor areas such as green zones and courtyards.

Cleaning Supervisor Assistant

Ref: CLH003 ISCO Major Group: 5

Key Competences

- Assist in cleaning, disinfecting, and tidying rooms and sanitary facilities.
- Learn to draft contracts with cleaning agencies and laundrettes, and ensure the execution of orders and performance meet the agreed-upon standards.
- Learn to address specific customer needs, such as adding extra furniture items like chairs or beds, to enhance guest satisfaction.
- Assist in drafting schedules for chambermaids based on occupancy levels to ensure efficient cleaning coverage.
- Assist with stock management, recording shortages, and placing orders.
- Observe how new staff are hired and introduced to company policies, gradually contributing basic information about the company culture.
- Assist in organizing and coordinating activities within the linen/laundry department, including cleaning, ironing, and ensuring tidiness to maintain a seamless operation.
- Assist in checking the tidiness of rooms and common areas, and report any technical defects to the maintenance department for prompt resolution.
- Assist with managing employee schedules, leave requests, and basic administrative duties.

9

Cleaning and Maintenance

This category involves the upkeep and cleanliness of various environments, ensuring they are safe and pleasant for use. It includes roles that focus on maintaining hygiene and order in both indoor and outdoor spaces.

Positions in this category:

- Sweeper

Sweeper

Ref: CLM001 ISCO Major Group: 9

Key Competences

- Learn to remove or clear waste, plants, or obstacles by sweeping, collecting, and using manual or mechanical mowing equipment to ensure safety and cleanliness in the environment.
- Gain experience in dusting, sorting out waste, and emptying dustbins to maintain cleanliness and hygiene.
- Gain experience in sweeping public squares and streets, and clearing or collecting garbage, excrement, and leaves to keep the area clean and tidy.
- Learn to clean and maintain waste collection equipment to ensure proper functioning and efficiency.
- Sweep and thoroughly clean urban spaces such as public roads, markets, public facades, and street furniture to maintain cleanliness and hygiene.

Communication and Linguistics

This category focuses on the effective use of language and communication skills. It includes roles that involve translating, interpreting, and ensuring the accuracy and clarity of written and spoken content.

Positions in this category:

- Proof-reading Clerk
- Assistant Translator
- Assistant Interpreter

Proof-reading Clerk

Ref: COM001 ISCO Major Group: 4

Key Competences

- Search and select documents and photographs in database
- Gain experience with document formatting and layout. Practice entering data, forwarding documents to relevant departments, and filing them according to established procedures.
- Present corrected document to client for approval.
- Assist in checking corrections made before printing.
- Help check the reliability of scientific, historical and other data and quotations. Make the necessary corrections under supervision.
- Assist in laying down specifications for preparation and correction of documents with client.
- Undergo training to create documents.
- Learn and practice rewriting content or style of texts.
- Learn basic document coding and archiving procedures. Assist with organizing and filing professional files, meeting reports, and other documents.
- Assist in laying out instructions for text and make corrections.
- Observe how schematic plans and result tables are followed and updated.
- Assist in the preparation or correction of documents in foreign language.
- Assist and learn how to work on documents based on the notes of publisher (editor) and author.
- Understand how to create alphabetical list, summary, table of contents, bibliography, etc.
- Improve coherence of text (uniformity in spelling, words, abbreviations, spelling of numbers, table of content...) under supervision.
- Read the text(s). Correct spelling mistakes, grammatical, syntactic or printing errors under guidance.
- Help prepare or correct documents in Braille

Assistant Translator

Ref: COM002 ISCO Major Group: 3

Key Competences

- Assist in determining modalities for translation according to target group, context, and client needs
- Assist in translating documents, texts, speeches according to agreements
- Learn to translate text or conversation using translation or interpreting technique: Relay interpreting.
- Assist in following up and updating glossaries, databases, and translation tools.
- Gain experience in translating text or conversation using a translation or interpreting technique: audiovisual.
- Learn to translate text or conversation using a translation or interpreting technique: consecutive
- Learn to translate text or conversation using a translation or interpreting technique: simultaneous.
- Learn to select works and authors and offer translation services
- Gain experience in understanding text or dialogue and reconstructing it in another language for documents
- Learn to check translations and terminology for quality, terms, revision, and correction

Assistant Interpreter

Ref: COM003 ISCO Major Group: 3

Key Competences

- Assist in following up and updating glossaries, databases, and translation tools.
- Learn to revise text for deaf persons
- Assist in determining modalities for translation according to target group, context, and client needs
- Gain experience in understanding text or dialogue and reconstructing it in another language for documents
- Gain experience in interpreting conversations, interviews, conferences, speeches
- Assist in interpreting by means of video telephony
- Learn to interpret by telephone
- Gain experience in interpreting on-site
- Learn to revise text for impaired vision
- Learn to select works and authors and offer translation services
- Assist in translating documents, texts, speeches according to agreements
- Learn to check translations and terminology for quality, terms, revision, and correction

Construction

This sector encompasses the building, renovation, and maintenance of structures and infrastructure. It includes a variety of roles that require technical skills and craftsmanship to ensure safe and efficient construction projects.

Positions in this category:

- Architectural / Engineering Technician
- Gypsum worker
- Marble setter/worker
- Lift Installer
- Pipe Fitter
- Plasterer
- Plumber
- Restorer (Building and Stone)
- Rigger and Cable Splicer
- Scaffolder
- Building Electrician
- Carpenter
- Tile Layer

Architectural / Engineering Technician

Ref: CON001 ISCO Major Group: 3

Key Competences

- Assist in coordinating different stages of execution on construction sites and contribute to cost and progress monitoring.
- Learn about safety coordination procedures and assist in implementing them on construction sites.
- Support senior team members in managing construction site projects related to: design of parks
- Support senior team members in managing construction site projects related to: design of gardens
- Learn and contribute to designing buildings using the following material: Wood
- Learn and contribute to designing buildings using the following material: Brick
- Learn and contribute to designing buildings using the following material: Metal
- Learn and contribute to designing buildings using the following material: Glass
- Participate in the selection and consultation process with suppliers and subcontractors.
- Support senior team members in managing construction site projects: construction of buildings
- Learn and contribute to designing buildings using the following material: Composite
- Learn to present and support projects based on 3D models.
- Learn to plan the general design of architectural projects and contribute to model development, considering criteria such as cost, term, and method.
- Assist in taking measurements and reconstructing original plans of existing projects.
- Observe and learn the process of drawing up municipal development plan documents (DPD).
- Shadow experienced professionals during building inspections and learn about risk assessments.
- Assist in handling building permit applications under supervision.
- Support senior team members in managing construction site projects: landscape design
- Shadow experienced professionals in the follow-up and maintenance of ancient monuments and conservation areas.
- Participate in the process of drafting feasibility studies and designing building or landscape development projects.
- Support senior team members in managing construction site projects: construction of individual houses
- Support senior team members in managing construction site projects: civil architecture
- Support senior team members in managing construction site projects: public works
- Assist in drafting building or development plans under supervision.
- Support senior team members in managing construction site projects: renovation, expansion of buildings
- Learn and contribute to designing buildings using the following material: Stone
- Shadow experienced professionals in checking execution on construction sites and approving completion, including execution, invoicing, and contract parts.

Gypsum worker

Ref: CON002 ISCO Major Group: 7

Key Competences

- Learn to prepare and apply wall coverings under supervision.
- Assist in installing partitions and ceilings using dry plastering techniques with plasterboards.
- Learn and assist in putting up walls by laying bearing elements such as brick, bondstone, and gypsum blocks.
- Support the realization of plans or execution of drafts in plaster, stucco, etc., and help determine the location of partitions based on building plans.
- Learn to execute workpieces or cover them with plasterboards.
- Participate in executing workpieces or covering workpieces with gypsum blocks.
- Assist in assembling and placing fixed walls using materials like plasterboards and gypsum blocks.
- Support the installation of partitions using gypsum blocks under supervision.
- Assist in attaching frames and installing floors and false ceilings according to instructions.

Marble setter/worker

Ref: CON003 ISCO Major Group: 7

Key Competences

- Shadow experienced professionals in drawing up price estimates and providing technical advice to clients.
- Assist in the installation of marble coverings under supervision.
- Support in trimming covering and finishing materials such as skirting boards and fillets.
- Learn to set out the construction site area, ensuring safety measures are in place and assisting in the storage of equipment and materials.
- Learn to place marble slabs on floors or furniture in areas like kitchens and bathrooms.
- Assist in determining the alignment of coverings according to room layouts under supervision.
- Assist in preparing surfaces for covering by touching them up and applying cement wash.
- Support the placement of acoustic or thermal insulation materials as directed.
- Learn and assist in laying industrial floors according to specifications.
- Participate in the process of removing existing coverings and debris from construction sites.
- Under supervision, participate in the removal and replacement of bathroom furniture such as wash basins, bathtubs, and sinks.

Lift Installer

Ref: CON004 ISCO Major Group: 7

Key Competences

- Learn and assist in working on service elevators
- Learn to determine the need for parts or consumer goods based on supplies and assist in placing orders.
- Shadow experienced team members to understand collaboration, then participate in simple team tasks under supervision.
- Shadow experienced technicians while working on elevators.
- Assist in placing and wiring electric or electronic (remote) control systems.
- Learn and assist in working on hoisting devices
- Learn and assist in working on cable-lifts
- Learn and assist in working on patient elevators
- Learn to deactivate installations and secure working areas during maintenance.
- Assist in checking the safety of access to lifts/elevators and performing maintenance of boarding/unboarding zones.
- Learn and assist in working on automatic doors
- Test and check safety systems and assist in the adjustment of the settings of mechanical, electrical, electronic and hydraulic parts.
- Learn and assist in working on escalators
- Learn to detect faulty parts and assist in replacing them as part of repair and maintenance works.
- Observe and learn about working on variable-speed elevators.
- Observe and learn about working on stairlifts.
- Learn and assist in working on conveyer belts
- Learn to install various parts of elevators, including conductors, rollers, engines, and elevator cars, under supervision.
- Assist in registering activities data, such as logs, registers for incidents or complaints.
- Assist in drafting legally valid documents to prove the uniformity of installations.
- Learn to determine the position of parts of an installation based on technical files such as equipment procurement plans and blueprints.
- Participate in modernizing installations to comply with regulations and increase permitted loads or speed.
- Assist in freeing users who are trapped in elevators under supervision.
- Assist in checking the working order and safety of installations and equipment, including cables, fastenings, and electric power supply.
- Observe and learn to explain technical operations to customers or users and guide them in using installations effectively.
- Support in corrective and preventive maintenance of installations and equipment of mechanical lifts.
- Observe and learn to perform distance supervision on installations.
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.

Pipe Fitter

Ref: CON005 ISCO Major Group: 7

Key Competences

- Learn to work on pipes in cold environments.
- Observe and learn about equipment for specific installations such as balneotherapy and hydrotherapy.
- Assist in working on large-diameter lines.
- Shadow experienced technicians while working on high-pressure lines.
- Shadow experienced technicians while testing pipes using automotive inspection cameras.
- Assist in replacing or repairing defective parts as directed.
- Support in checking the leakproofness of sections, pipes, and installations, and perform necessary adjustments under supervision.
- Observe and learn to install sanitary and heating elements.
- Assist in assembling, coupling, and securing pipes and fittings beforehand.
- Learn to install pipes, drainage pipes, and junctions under supervision.
- Support in installing built-in/surface-mounted pipes and connecting them to heating/sanitary elements, using materials such as steel, copper, PVC, and polyethylene.
- Participate in digging trenches for pipe installation.
- Learn to choose materials and stock raw materials for the production of goods.
- Learn to work on low-pressure lines.
- Assist in testing pipes using acoustic detection methods.
- Support in testing sealing and the fall of pipework.
- Learn to check the transfer, circulation, and destination of products and wastewater within pipelines.
- Observe and assist in working on heating systems.
- Learn and assist in working on swimming pools.
- Learn to diagnose defects or malfunctions of installations, such as gas or water leaks.
- Support in working on sanitary fittings.
- Assist in setting cutting and forming tools and cutting or shaping elements such as profiles, pipes, and panels.
- Learn to connect appliances to the distribution box.
- Shadow experienced technicians while working on toilet bowls, stench traps, cisterns, and flush pipes.
- Assist in checking networks and exploitation equipment and operations.
- Observe and learn to work on pipes in warm environments.
- Shadow experienced technicians while working on devices for the treatment of wastewater, including non-return valves, waste ponds, and petrol separators.
- Learn about protection from pollution of potable water.
- Support in dismantling and removing old installations, such as heating and sanitary fittings.
- Learn to do welding connections for pipe welds.
- Assist in carrying out repairs or changes to pipes/lines, including cleaning, disassembling parts, and cutting up sections.
- Assist in working on water treatment appliances such as water-softening appliances.
- Learn to work on gas or electric water heaters, including continuous-flow and storage tank water heaters.

- Shadow experienced technicians while working on overpressure and pressure-reducing equipment.
- Observe and learn about working on pipeline networks for specific substances such as compressed air, nitrogen, and acids.
- Shadow experienced technicians while checking the conformity of heating installations, including heating boilers and pipeline networks.
- Assist in working on taps, washbasins, and sinks.
- Assist in working on fire-fighting systems such as dry rising mains and sprinkler installations.
- Learn to maintain and repair pipes.
- Assist in measuring and laying pipes and connecting mains for coolants, water, and air.

Plasterer

Ref: CON006 ISCO Major Group: 7

Key Competences

- Learn to apply motifs and coatings to plaster surfaces.
- Support the realization of plans or execution of drafts in plaster, stucco, etc., and help determine the location of partitions based on building plans.
- Observe and assist in using tools to shape, engrave, or assemble glass pieces, including casting with plaster, fibre, metal, wood, and graphite.
- Assist in executing workpieces or covering them in outside wall plastering.
- Observe and assist in executing workpieces or covering them in stucco and similar materials.
- Shadow experienced professionals while executing workpieces or covering them in plaster.
- Support in manually or mechanically applying fixers, filler, plaster, water-resistant products, and paint.
- Observe and assist in creating works of art using synthetics such as plaster and restored stone.
- Learn to intervene in the design stage by designing and producing moulds and forms using materials like wax, silicone, and plaster.
- Learn to prepare restoration works on existing plasterwork.
- Learn to execute workpieces or cover them in Plaster of Paris.
- Support in making plaster and shaping it through techniques such as pouring, moulding, spraying, and smoothing.
- Assist in executing items or covering them in unusual materials such as tadelakt limewash and stucco lustro.
- Assist in applying grout as filler.
- Observe and learn to apply water-resistant plaster as filler.
- Participate in applying filler using a sponge.
- Assist in applying plaster-based filler.
- Assist in preparing and cleaning masonry through methods such as sandblasting, gumming, and washing. Participate in the removal of old coverings like paint and plaster of Paris.
- Learn to apply stucco as filler.
- Observe and learn to make a (1st) mother mould from a model by compacting, using formworks, and performing plaster works.
- Learn to identify the type of surface (brickwork, plaster, wood, metal, plastic) and assess its condition for defects and damage.

Plumber

Ref: CON007 ISCO Major Group: 7

Key Competences

- Learn to install drains on an incline and assist in checking their watertightness.
- Observe and assist in performing excavations such as trenches and pit excavations, and smoothing surfaces by digging a bed.
- Assist in measuring and laying pipes and connecting mains for coolants, water, and air.
- Assist in pinpointing failures to piping and identifying their nature.
- Learn to check the transfer, circulation, and destination of products and wastewater within pipelines.
- Observe and learn to mark out the implantation of the construction site with signs such as sighting marks and setting out points based on a plan.
- Assist in working on taps, washbasins, and sinks.
- Learn to raise excavations and apply and seal covering layers, including placing underground warning grids or tape.
- Assist in securing the construction site and its environment through signposting and other measures.
- Assist in assembling, supporting, and protecting sleeve holes, stockings, valves, and fixtures.
- Assist in slinging, hoisting, and positioning pipes and fittings as directed.
- Learn to install pipes, drainage pipes, and junctions under supervision.
- Learn about protection from pollution of potable water.
- Support in providing places to install inspection holes, shafts, and other necessary infrastructure.
- Shadow experienced technicians while connecting the drinking water network and installing water meters.
- Support in checking the leakproofness of sections, pipes, and installations, and perform necessary adjustments under supervision.
- Assist in supplying the construction site with tools and materials and checking the supply.
- Learn to disconnect networks for intervention, such as water, gas, and electricity.
- Support in testing sealing and the fall of pipework.
- Learn to maintain and repair pipes.

Restorer (Building and Stone)

Ref: CON008 ISCO Major Group: 7

Key Competences

- Assist in checking the performance and level of service for restoration and cleaning. Take corrective actions as needed under supervision.
- Learn to execute restoration, conservation, and repair works.
- Learn to saw up blocks of stone using appropriate equipment.
- Assist with the maintenance of machines and tools
- Learn to arrange and secure construction sites by installing scaffolds, fall protection, safety lines, and storage places for equipment.
- Learn to hew and fabricate granite.
- Learn to prepare restoration works on existing plasterwork.
- Learn to assemble or place with mortar/grout.
- Assist in assembling or placing with dry joints.
- Observe and learn about executing decorations such as sculpturing vaulted and rounded elements.
- Assist in executing decorations such as sculpturing trims.
- Learn to execute decorations such as inlaying materials in marble and stone.
- Observe and learn about performing decorations such as gilding and painting.
- Observe and learn to monitor active conservation and restoration activities/actions.
- Support in determining the position of stones, laying out plans on the ground, and transferring marks for hewing on dimension stones.
- Assist in checking the condition of heritage pieces or collections and deciding on preventive conservation, active conservation, or restoration work.
- Support in making detailed and assembly drawings for pavement work, mosaic, and other stone-related projects.
- Assist in making templates of pieces to be manufactured.
- Observe and learn to polish and engrave stones or workpieces.
- Shadow experienced professionals in selecting dimension stones in accordance with the features of the object to be hewed.
- Learn to assemble or place vault tracery according to specified plans.
- Support in executing decorations such as engraving.
- Observe and learn about modelling pieces of scenery.
- Learn to hew and fabricate sandstone.
- Assist in preparing construction site activities by assembling scaffolds.
- Learn to prepare construction site activities such as shoring of buildings.
- Learn to hew and fabricate marble.
- Observe and learn about treating surfaces by lustring
- Observe and learn about treating surfaces by patining
- Observe and learn about treating surfaces by manual polishing
- Learn about modelling interior design elements such as columns, mantelpieces, and sinks.
- Assist in modelling statues and fountains.
- Support in assembling and applying refined stones and stone cladding on-site.

- Assist in modelling internal building elements such as stairs and flooring.
- Support in modelling external building elements like window frames and paving bricks.
- Aid in repairing worn or damaged parts of parts/articles under supervision.
- Assist in modelling mantelpieces.
- Observe and learn about treating surfaces by varnishing
- Observe and learn about modelling sundials.
- Observe and learn about treating surfaces by cleaning
- Observe and learn about treating surfaces by applying weather protection products
- Observe and learn about treating surfaces by mechanical polishing
- Observe and assist in assembling or placing mosaic on wooden supports or walls.
- Assist in assembling or placing mantelpieces.
- Observe and learn about assembling or placing memorial stones.
- Assist in actions for restoration and conservation of engraved or chiselled workpieces.
- Learn to hew and fabricate limestone.
- Learn to hew and fabricate slate.
- Support in assembling or placing panelling of floors and inner walls.
- Learn to assemble or place wall cladding.

Rigger and Cable Splicer

Ref: CON009 ISCO Major Group: 7

Key Competences

- Learn to connect ends of coils and protect cables by wrapping them.
- Observe and learn to operate automated theatrical rigging systems.
- Assist in checking the working order and safety of installations and equipment, including cables, fastenings, and electric power supply.
- Learn to place anchoring systems on trees or branches using cables, wire rope hoists, belts, pulleys, etc.
- Assist in assembling lighting gear according to priorities and progress of set build-up. Participate in testing cables and connections.
- Shadow experienced professionals in examining the position of props and determining technical specifications for mounting and dismantling.
- Learn about assembling, mounting, and adjusting various equipment.
- Observe and assist in performing activities on ships such as assembly of stays (rigging).
- Support in putting audio equipment and cables in place.
- Learn to place surface-mounted or built-in cable ducts and wires.
- Assist in installing and laying cables for light and sound installations.
- Assist in preparing wires, mounting them onto carriers, and fixing them into clamps.
- Observe and learn to prepare and activate ship's equipment during docking or departing, including anchors, cables, ropes, and rigging (berth/unberth).
- Support in positioning pieces according to markings for assembly or mounting.
- Learn to maintain masts, rigging, ropes, and straps, and fit these to craft.

Scaffolder

Ref: CON010 ISCO Major Group: 7

Key Competences

- Assist in assembling metal structural elements onto themselves or on a carrier, such as a scaffold, following instructions.
- Support in making demarcations of the working zone and environment, including implementing safety measures like nets, fences, and fluorescent ribbons.
- Observe and assist in disassembling existing metal structures as directed.
- Assist in unloading materials and distributing them over the different storage or assembly areas according to the plan.
- Learn to hoist and put in place metal structural elements under supervision.

Building Electrician

Ref: CON011 ISCO Major Group: 7

Key Competences

- Learn to choose materials and stock raw materials for the production of goods.
- Learn to check the progress of work and observe how to ensure its proper execution.
- Learn to install and outfit an industrial electrical cabinet according to specifications.
- Participate in making electrical fittings and assembling switchboards.
- Observe and learn about installing, connecting, and programming alarm systems and camera surveillance systems.
- Learn to activate electrical installations and participate in inspections.
- Gain experience in installing electrical switchboards in residential or tertiary buildings and assist in wiring tasks. Learn to connect switchboards to equipment under supervision.
- Learn to place surface-mounted or built-in cable ducts and wires.
- Assist in making trenches for pulling cables through and observe the process of drilling through walls and filling trenches.
- Assist in placing and connecting materials for low voltage, such as switches and sockets.
- Assist in connecting wires of industrial electrical equipment to machines, light points, or sockets as directed.
- Assist in installing, connecting, and programming lightning protection equipment.
- Observe and assist in installing the electrical components of solar-powered installations.
- Support in installing, connecting, and programming solar panels.
- Assist in installing, connecting, and programming heat pumps.
- Learn about installing, connecting, and programming access control systems.
- Assist in installing, connecting, and programming neon signs.
- Observe and learn about installing, connecting, and programming climate control installations (HVAC).
- Shadow experienced electricians while installing and connecting industrial lighting installations.
- Observe and assist in diagnosing installation malfunctions and repairing broken parts.
- Gain exposure to installing and connecting extra-low voltage installations, including telephony, informatics, and fire alarms.
- Learn to install, connect, and program storage heaters and elements.
- Support in installing, connecting, and programming industrial electrical heating systems such as convectors and heat tracing.
- Learn to install and connect lighting installations in various settings.
- Support in installing, connecting, and programming emergency and safety equipment including emergency lighting, fire safety systems, and lockout systems.
- Support in installing, connecting, and programming electrical pool equipment such as pumps, filters, and lights.
- Assist in installing, connecting, and programming PLC controls.
- Learn about installing, connecting, and programming electro-pneumatic systems and industrial electrical heating systems such as convectors and tracing.
- Learn to install, connect, and program indicating and control equipment such as sensors and photo-electric cells.
- Learn basic masonry skills to support electrical installation tasks.
- Assist in installing, connecting, and programming measuring and control instruments.

Carpenter

Ref: CON012 ISCO Major Group: 7

Key Competences

- Support in producing interior and exterior carpentry in various materials: solid wood.
- Support in manufacturing woodwork components based on production order measurements, including shutters, doors, blinds, etc.
- Shadow experienced professionals in decorating pieces of work through painting.
- Learn about shaping and designing: furniture.
- Support in producing interior and exterior carpentry in various materials: wood and wood derivatives (wooden panels, plywood...).
- Shadow experienced professionals in decorating pieces of work through sculpting.
- Support in producing interior and exterior carpentry in various materials: synthetic materials and composites (plastics...).
- Assist in placing woodwork components and fixing them with hooks, angle irons, or conductors according to instructions.
- Learn about shaping and designing: exterior carpentry (windows, façades...).
- Learn about shaping and designing various interior spaces of enclosed spaces (boats, aeroplanes, caravans...)
- Learn to check and adjust the stability and dimensions of manufactured products through rubbing down/sanding and levelling.
- Support in defining customer expectations, organizing the implantation/shape of elements and budget, and choosing wood and raw materials accordingly.
- Learn about shaping and designing various interior spaces of shops, offices, hotels.
- Learn about shaping and designing: stage sets (TV studio, theatre...).
- Support in producing interior and exterior carpentry in various materials: PVC.
- Assist in measuring sites and drawing up orders for joinery/woodwork production.
- Learn to glue and mechanically assemble matching parts for doors, stairs, and windows, and mount fittings.
- Learn about shaping and designing: kitchens, bathrooms.
- Learn about shaping and designing: interior carpentry (parquet, stairs, partitions...).
- Learn about the assembly of chairs
- Assist in assembling pillars and rods and securing them to masonry structures.
- Support in applying saw and assembly marks or transferring them to items.
- Assist in placing elements on wooden parts: insulation and seals.
- Assist in dismantling existing woodwork/joinery and checking the state of construction, including window frames and door/window openings.
- Assist in placing elements on wooden parts: glass
- Shadow experienced professionals in decorating pieces of work through engraving and carving.
- Assist in executing finishing operations: lacquering.
- Assist in executing finishing operations: Mask wood imperfections.
- Assist in executing finishing operations: colouring, varnishing (staining), painting.
- Assist in executing finishing operations: insecticide and antifungal coatings.
- Assist in executing finishing operations: varnishing (staining).
- Learn to assemble and hoop barrels, casks, and wine casks/barrels, and check seals.

- Observe and assist in placing or replacing locks and locking materials.
- Learn about the assembly of furniture.
- Learn about the assembly of prefabricated units such as chalets and houses.
- Support in producing interior and exterior carpentry in various materials: veneer wood.
- Learn to waterproof carriers, frames, and place polyurethane foam, sealing, tape, corner profiles, etc.
- Observe and assist in drawing up production plans and workshop drawings, including planning and detailing.
- Assist in placing door or shutter blinds as required.
- Support in decorating and finishing parts or elements as directed.
- Assist with performing precautionary or corrective basic maintenance of machines or equipment.
- Assist in the production of interior and exterior carpentry in aluminium
- Observe and learn about passing on professional techniques and organizing awareness campaigns related to woodwork and joinery.
- Learn to make mouldings, saw wood (solid, panels), and work on joints and mouldings including planning and smoothing.

Tile Layer

Ref: CON013 ISCO Major Group: 7

Key Competences

- Assist in placing tiles on walls and floors and learn to check their squareness.
- Assist in fastening tiles, faience tiles, skirting-boards, and fillets by applying glue or cement under supervision.
- Shadow experienced professionals in drawing up price estimates and providing technical advice to clients.
- Assist in applying grout as filler.
- Practice cutting and laying tiles under supervision.
- Gain experience in paving using different materials, including mosaic cobblestones, under supervision.
- Learn the basics of paving using different materials, such as flat bricks or tiles, under guidance.
- Learn to make and mix products such as mortar, filler, and glue under guidance.

Crafts

This category involves the creation and restoration of handmade items, combining artistic skills with practical techniques. It includes roles that focus on producing and maintaining high-quality, crafted goods.

Positions in this category:

- Potter Assistant
- Restorer (Wood)
- Upholsterer
- Jewellery worker

Potter Assistant

Ref: CRA001 ISCO Major Group: 7

Key Competences

- Assist in designing artistic pieces.
- Learn to design pieces using moulds and assist in the moulding process.
- Learn and practice sculpting pieces.
- Learn and practice turning pieces.
- Assist in designing tableware pieces.
- Learn and assist in designing jewellery and accessories.
- Learn and assist in designing decorative tiles.
- Assist in designing figurines.
- Learn techniques for renovating and conserving antique items under supervision.
- Assist in designing kitchen appliances.
- Learn and assist in casting pieces.
- Learn and assist in applying top coats and decorating pieces.
- Learn to intervene in the design stage by designing and producing moulds and forms using materials like wax, silicone, and plaster.
- Learn and assist in the artistic design of products.
- Learn to prepare ceramic paste or synthetic materials under supervision.
- Assist in assembling different parts of objects, including handle decoration.
- Learn to pack products and assist in registering sales transactions.
- Assist in presenting and marketing objects through various channels like shop windows, exhibitions, and websites.
- Assist in designing various decorative objects.
- Shadow experienced professionals in decorating pieces of work through painting.
- Assist in finishing objects by deburring, boring, polishing, and cleaning under guidance.
- Learn to choose materials such as clay, enamel, and compose powders, mouldable or liquid paste according to design instructions.
- Observe and learn about passing on professional techniques and organizing awareness campaigns related to woodwork and joinery.
- Assist in applying crackle glazing to pieces under supervision.
- Learn and assist in applying gilding and silver-plating to pieces.
- Assist in applying surface effects like gloss and crystallization on materials as instructed.
- Learn and assist in applying engobe (slips) to pieces.
- Learn and practice modelling pieces.
- Assist in the process of inlaying metal or glass into pieces.
- Learn and assist in stamping designs onto pieces.
- Assist in polishing finished pieces.
- Learn and assist in applying repetitive prints using serigraphs, templates, or stamps.
- Assist in varnishing, glazing, and enamelling pieces.

- Learn to stack and bake rough or enamelled pieces.
- Learn and practice designing pieces using the potter's wheel.
- Learn to compose pieces using coils of clay.
- Assist in verifying the quality and accuracy of pieces.
- Learn to install and secure elements like wall panels and tile stoves.
- Shadow experienced professionals in decorating pieces of work through engraving and carving.
- Assist in checking objects for quality control purposes, ensuring no dripping traces and waterproofing.
- Learn to determine the stages of design and inform customers about realization terms.

Restorer (Wood)

Ref: CRA002 ISCO Major Group: 7

Key Competences

- Assist in restoring works of art or antiques for resale.
- Assist in executing finishing operations: varnishing (staining).
- Learn to perform finishing actions such as painting wooden surfaces.
- Learn to perform finishing actions like patinating wooden surfaces.
- Learn basic furniture repair techniques for chairs and wall mountings.
- Aid in repairing wooden items by cleaning, dismantling bronze components, and assisting in the consolidation or replacement of parts.
- Assist in processing workpieces by shaping, sharpening, turning, inlaying, and/or assembling and fastening under supervision.
- Support in cleaning and/or scraping parts/articles for restoration or repair.
- Aid in mending products as directed.
- Support in restoring products to their original condition to make them usable again.
- Improve the functionality of products through repairs.
- Assist in repairing products by cleaning them.
- Support in executing decorations such as engraving.
- Assist with the restoration of various items.
- Aid in repairing worn or damaged parts of parts/articles under supervision.
- Work on and finish wooden work pieces: removing wood dust
- Work on and finish wooden work pieces: lacquering
- Work on and finish wooden work pieces: veneer cutting
- Work on and finish wooden work pieces: joining with pegs
- Work on and finish wooden work pieces: rough planing
- Work on and finish wooden work pieces: moulding
- Work on and finish wooden work pieces: drilling
- Work on and finish wooden work pieces: assembling
- Work on and finish wooden work pieces: shaping
- Work on and finish wooden work pieces: finishing
- Work on and finish wooden work pieces: planing
- Work on and finish wooden work pieces: smoothing
- Work on and finish wooden work pieces: reshaping, bending
- Work on and finish wooden work pieces: sawing
- Work on and finish wooden work pieces: turning
- Work on and finish wooden work pieces: milling
- Work on and finish wooden work pieces: sanding

Upholsterer

Ref: CRA003 ISCO Major Group: 7

Key Competences

- Aid in ironing as part of the upholstery process.
- Assist in preparing upholstery material by carding (wool, foam padding).
- Learn to determine terms for renovation/repair or making of articles or furniture items based on condition and cost of materials.
- Assist in fixing wall supports (wall upholstery) at the client's place.
- Support in fixing blinds at the client's place.
- Aid in fixing flexible or fixed carpets at the client's place.
- Assist in fixing stretch ceilings at the client's place.
- Learn to create desired types of chairs, design new collections, or reproduce existing types under supervision.
- Support in preparing upholstery material by cutting or processing foam padding.
- Aid in dismantling seats, cushions, and support structures.
- Observe and learn about passing on professional techniques and organizing awareness campaigns related to woodwork and joinery.
- Learn to fix curtain rails at the client's place.
- Support in performing operations to make objects water and dirt repellent.
- Learn to present characteristics of upholstery and decorations to customers.
- Aid in covering articles or wall supports and placing decorative or fixing elements.
- Learn basic furniture repair techniques for chairs and wall mountings.
- Assist in placing cloth on seating according to chosen patterns, marking, and cutting to measure.
- Learn to create upholstery for vehicles such as cars, motorcycles, and ships.
- Aid in creating articles and decorations: mattresses
- Support in creating chair decorations.
- Assist in creating window decorations like draperies, curtains, blinds, and lace curtains.
- Learn to create articles and decorations such as cushions/pillows, tablecloths, and linen.
- Support in constructing upholstery, including cushion or seating/mattress covers, and seat carriers such as straps and springs.
- Assist in performing operations to remove stains.
- Assist in creating articles and decorations: bed bases
- Aid in preparing upholstery material by dust vacuuming and disinfecting (wool, foam padding).
- Learn to renovate and conserve chairs/seats.
- Assist in giving volume to items and decorating them.
- Assist in measuring walls, windows, frames, and other relevant structures, and help determine necessary materials and accessories.

Jewellery worker

Ref: CRA004 ISCO Major Group: 7

Key Competences

- Support in shaping metal through processes: stamping.
- Support in embellishing or decorating produced items through processes like chasing, burning/staining, filing, and polishing.
- Support in shaping metal through processes: forging, flattening, stretching.
- Assist in assembling parts/components of workpieces, manually ensuring proper fit.
- Support in shaping metal through processes: hammering out.
- Learn to give metal the necessary volume and desired shape by heating or cooling, such as blocks, sheets, rods, or casting blocks.
- Mount parts as required.
- Prepare metal and shape components as required.
- Support in shaping metal through processes: smoothing.
- Support in shaping metal through processes: casting, melting.
- Support in decorating through processes: manual gold plating.
- Learn to apply metal coatings (layers) via spraying or immersion, such as silver coating.
- Aid in applying metal coatings (layers) via spraying or immersion, such as bronze coating.
- Support in applying metal coatings (layers) via spraying or immersion, such as copper layer/coating.
- Assist in applying metal coatings (layers) via spraying or immersion, such as gilding.
- Learn to apply metal coatings (layers) via spraying or immersion, such as nickel plating.
- Support in designing new models or drawing new patterns.
- Assist in measuring pieces and/or their integration, and contribute to sketches and drawings of workpieces.
- Support in decorating through processes: chasing.
- Aid in placing items in the working area, checking their balance, and making necessary adjustments.
- Support in decorating through processes: enamelling.
- Support in executing decorations such as engraving.
- Learn to perform decorations like painting under supervision.
- Support in shaping metal through processes: turning, embossing.
- Support in informing and advising clients on design, reproduction, and repair of metal pieces, as well as conditions for production.
- Support in checking manufactured pieces for size, symmetry, aesthetics, and authenticating them by marking/stamping.
- Learn to finish workpieces by deburring, polishing, and applying antioxidant coatings.
- Aid in designing or reproducing jewellery, gold work, or decorative patterns.
- Aid in mounting or assembling workpieces through processes: fastening
- Support in restoring metal objects or parts of them, such as furniture or old locks.
- Aid in making workpieces: carving.
- Aid in making workpieces: jewels, table decorations.
- Aid in making workpieces: precious metals.
- Learn to carry out expert evaluations of gemstones, jewellery, or gold work for various purposes.

- Aid in carrying out finishing or making specific decorations: buttoning/clicking.
- Aid in carrying out finishing or making specific decorations: engraving, guilloching.
- Aid in carrying out finishing or making specific decorations: sanding.
- Support in executing repairs or making adaptations to replace missing elements in metalwork.
- Aid in mounting or assembling workpieces through processes: string pearls (on multiple strands...)
- Learn to execute repairs or make adaptations to metalwork items on a made-to-measure basis.
- Aid in mounting or assembling workpieces through processes: tin soldering
- Aid in mounting or assembling workpieces through processes: laser welding
- Assist in restoring or conserving jewellery or gold work.
- Learn to treat surfaces by processes like silver plating or gold plating by electrolysis.
- Learn to treat surfaces by processes: browning.
- Observe and learn about treating surfaces by patining
- Learn to treat surfaces by processes: polishing, brightening, glazing
- Support in performing thermal procedures such as heating, hardening, tempering, etc.
- Aid in mounting or assembling workpieces through processes: clamping.
- Aid in transforming metal through forging processes.
- Assist in cutting semi-precious and ornamental stones.
- Support in cutting stones like rubies, sapphires, and emeralds.
- Assist in detecting defects, nuances, alloys, and limitations of materials used in metalwork.
- Learn to determine methods for various tasks such as replacing clasps or enlarging jewellery, and assist in selecting metals, accessories, products, and tools.
- Aid in cutting out elements from metal plates/sheets and setting values or applying/copying markings.
- Aid in transforming and processing metal via specific processes like turning.
- Learn to record activity data such as the amount of gold used and assist in sales activities.
- Assist in transforming and processing metal through driving processes.
- Assist in executing repairs or making adaptations to fix defective elements in metalwork.
- Transform and process metal via specific process/procedure: smoothening, hammering
- Learn to cut diamond stones under supervision.
- Learn to design fine jewellery under supervision.
- Learn about transforming and processing metal via specific processes like melting metal and casting it into shape.
- Support in realizing or designing scale models or prototypes in metal, including copper and brass, by melting.
- Assist in transforming and processing metal via specific processes like stretching and flattening.
- Learn about transforming and processing metal via specific processes like printing and pressing.
- Aid in executing repairs or making adaptations to straighten out precious metal jewellery.
- Assist in manufacturing parts/components in semi-precious stones, such as the hilt of a sword.
- Support in analysing customers' demands/questions and advising them on jewellery, gold work, gem selection, etc.
- Learn about transforming and processing metal via specific processes like bending and curving.

Customer Service

This category is dedicated to assisting and supporting customers, ensuring their needs are met with efficiency and courtesy. It includes roles that provide direct interaction with clients, addressing inquiries, and maintaining a positive customer experience.

Positions in this category:

- Marina Attendant
- General Attendant
- Customer Care Clerk

Marina Attendant

Ref: CUS001 ISCO Major Group: 5

Key Competences

- Receive Payments.
- Support in loading and unloading boats.
- Assist with stock management, recording shortages, and placing orders.
- Receive goods. Keep tally
- Assist in the operation of the fuel pump/s
- Assist with the execution of basic maintenance and vehicle cleaning.
- Assist in working on motor and row boats under supervision.
- Inform customer about extra services (discount, delivery, free credit, fidelity card).
- Aid in hoisting loads onto boats.
- Assist with the checking the terms of delivery of fuel

General Attendant

Ref: CUS002 ISCO Major Group: 9

Key Competences

- Assist in clearing and cleaning the workplace and installations to maintain a tidy environment.
- Receive Payments.
- Learn to perform access control by checking tickets and ensuring visitors meet age and height requirements. Assist in showing people around the attraction site.
- Put products/articles on shelves
- Sell tickets, souvenirs, gadgets, food and drinks
- Support in welcoming the public and providing information about the facilities, including sharing the site plan, program details, and giving welcome brochures.
- Inform customer about extra services (discount, delivery, free credit, fidelity card).

Customer Care Clerk

Ref: CUS003 ISCO Major Group: 4

Key Competences

- Assist in filling in digital follow-up documents to track customer interactions and resolutions.
- Deal with customer complaints
- Assist in familiarizing customers with and leading them to the right person, such as a technician, sales assistant, or head of customer service.
- Assist in answering internal or external telephone calls and passing on messages to guests or colleagues.
- Make nature of the call known.
- Carry out telephone selling
- Gain experience in presenting solutions to customer complaints or passing files to the litigation/logistics department.
- Handle outgoing calls
- Collect opinions, remarks or complaints and transfer them (can include surveys)
- Inform customers about product characteristics; advise customers on their choice.
- Handle incoming calls
- Assist in registering activities data, such as logs, registers for incidents or complaints.
- Introduce oneself on the phone. Check identity and data of the person one is speaking to
- Register complaints offering solutions to customers according to type of incident.
- Collect and deal with complaints of users, clients, occupants, etc.

Data Analysis

This category involves the collection, processing, and interpretation of data to support decision-making and strategic planning. It includes roles that analyse statistical information and conduct research to provide valuable insights.

Positions in this category:

- Assistant Research Analyst
- Statistical Clerk

Assistant Research Analyst

Ref: DAT001 ISCO Major Group: 3

Key Competences

- Aid in drawing up theoretical models through calculation, simulation, and modelling.
- Assist in providing advice on corporate strategy.
- Gain knowledge in guiding change processes.
- Analyse product, service or brand. Determine positioning on the market
- Assist with drawing up an outline of trends or project proposal based on analyses and studies
- Support in drawing and following up files for homologation, certification, patent, or operating rights.
- Aid in developing and coordinating research programs or projects.
- Support in development activities within the organisation.
- Support in determining and coordinating research and development programs.
- Assist in formalizing and developing patents.
- Learn to audit and certify organisations and contribute to organisational development, making recommendations for improvement.
- Support in analysing industry or institution needs and collecting research results.
- Assist and guide partners, such as enterprises, institutions, and communities, using methodology and interpretation of results.
- Learn to determine and develop research and data collection/analysis methods.
- Aid in proposing solutions to customers and suggesting improvements to organisation, procedures, and means.
- Support in interpreting collected data and formalizing the results.
- Assist in studying and analysing research data and results.
- Assist in developing and coordinating research and development partnerships with schools, universities, and technical centres.
- Collect tests, polls and observational data about product, service, brand, customs or behaviour
- Analyse behaviour, customs and social, professional and cultural environment of consumers or customers
- Gain knowledge in the domain of research methodologies.
- Assist in research, innovation, and prospective activities.
- Assist in determining methods and means for studies and design and their realization.
- Gain knowledge in the domain of continuous improvement methodologies.
- Support in prospecting and needs analysis among enterprises, institutions, and regional authorities, and documenting research results.
- Assist with drawing up specifications with description of target group and message for designers and marketing
- Detect and evaluate market developments, trends, customs, consumer behaviour, customers, emergence of new markets
- Learn to determine the implementation modalities for solutions and identify success factors.
- Support in describing, executing, and reporting on policies for sustainable development.
- Aid in analysing customer needs and determining objectives and intervention frameworks.
- Aid in deciding on themes, subjects, and objectives of studies and research projects.

Statistical Clerk

Ref: DAT002 ISCO Major Group: 4

Key Competences

- Learn to determine and develop research and data collection/analysis methods.
- Gather information via surveys, reports, interviews and process info after checking, confrontation and analysis.
- Aid in drafting interim surveys and accounting or financial addenda, including financial management tables for the organisation.
- Support in evaluating the financial impact of an operation on short, middle and long-term corporate results.
- Assist in developing mathematical models for the development/adaptation of insurance or savings products.
- Learn to develop and maintain relationships with accountants and banks for loans, financial investments, and tax calculations.
- Learn to suggest improvements in enterprise management, such as mergers or takeovers, and buying or selling securities.
- Provide technical support to collaborators, managers, commercial departments (handling and compilation of contracts) under guidance.
- Support in developing financial mathematical models for traders and integrating them into the information system.
- Aid in drawing up theoretical models through calculation, simulation, and modelling.
- Gain knowledge in fixing rates and warranties of insurance or savings products and adapting them according to profit expectations and legislation.
- Learn to check the management of the enterprise's assets and liabilities.
- Assist in conducting statistical studies and making prognoses for various risks such as sickness, dependence, and accidents among the population.
- Aid in participating in making technical drafts, including calculations, lists of measurements, and cost estimates.
- Assist in conducting a periodical inventory of overall or partial contracts portfolio (savings products, insurance products).
- Assist in the calculation and monitoring of the enterprise's financial commitments via insurance contracts.
- Help in updating databases via input of new insurance or savings products.
- Learn to calculate and monitor profit and loss on savings products, such as investment insurance and life insurance.

Delivery Service

This category focuses on the transportation and delivery of goods, ensuring timely and accurate service.

Positions in this category:

- Delivery assistant

Delivery assistant

Ref: DEL001 ISCO Major Group: 9

Key Competences

- Support in delivering or collecting parcels according to customer requests.
- Participate in emergency response training simulations. Learn about basic accident response procedures (e.g., securing the scene, calling emergency services).
- Aid in loading parcels, envelopes, and prepared dishes onto or into the vehicle.
- Support in receiving and preparing goods to be delivered, including collection and packing.
- Learn to arrange delivery/collection of envelopes/parcels together with customers, including obtaining signatures, completing delivery notes, and handling reservations.
- Aid in carrying out work concerning customs formalities, such as checking parcels and making declarations.
- Shadow experienced drivers as they plan routes based on delivery schedules, order details, and traffic considerations. Learn about route planning strategies.
- Assist with the execution of basic maintenance and vehicle cleaning.

Design

This category focuses on the creation and aesthetic enhancement of products, spaces, and floral arrangements. It includes roles that involve designing garments, arranging flowers, and planning interior and commercial spaces to meet functional and artistic standards.

Positions in this category:

- Assistant Product and Garment Designer
- Florist
- Assistant Interior and Commercial Designer

Assistant Product and Garment Designer

Ref: DES001 ISCO Major Group: 3

Key Competences

- Assist in determining styles for Professional, ceremonial clothing.
- Assist in determining styles for Haute couture, luxury ready-made clothing.
- Assist in determining styles for Household linen.
- Assist in determining styles for Lingerie, swimwear, corsets.
- Assist in determining styles for Leather ware (small leather ware, bags, suitcases).
- Assist in determining styles for Ready-to-wear.
- Assist in organizing or following up presentations and distribution of collections, including calendar planning, press relations, and catalogue design.
- Assist in determining styles for Support fabrics (fabric for furniture, chairs, fitted carpets...).
- Assist in determining styles for clothing accessories.
- Support in following up with suppliers, subcontractors, and production departments.
- Assist in comparing manufactured models or prototypes artistically and technically with sketches, evaluating the choice of materials.
- Aid in developing ranges or collections of materials and patterns in: embroidery.
- Aid in developing ranges or collections of materials and patterns in: decorative elements (buckles, handles...)
- Aid in developing ranges or collections of materials and patterns in: yarn, fabric
- Aid in developing ranges or collections of materials and patterns in: print, silkscreen printing
- Assist in determining styles for Sportswear.
- Support in determining product styles for specific target groups, such as children.
- Support in evaluating the costs of product ranges and collections.
- Learn to explain the collection to various participants during presentations, fashion shows, and in the showroom.
- Aid in compiling a catalogue of models, including sketches, samples, colour ranges, and technical notes.
- Assist in making designs and technical sketches, and determining colour ranges for new collections.
- Support in detecting trends and user behaviours, collecting product samples and photos to start a database.
- Learn to choose materials and accessories for product ranges, such as yarn, fabric, and fastenings.
- Assist in determining styles for Shoes and footwear.
- Observe and learn about passing on professional techniques and organizing awareness campaigns related to woodwork and joinery.
- Assist in determining styles for Jewellery.
- Aid in determining product styles for target group: ladies.
- Aid in determining product styles for target group: Gentlemen.
- Learn to determine product styles for target groups: Youngsters, teenagers.
- Support in determining product styles for target groups: Babies.
- Support in determining product styles for target groups: Senior citizens.
- Aid in developing ranges or collections of materials and patterns in: lace
- Assist in analysing socioeconomic data, including competitors' information and results from previous collections, to identify the causes of product sales results.

- Gain knowledge in using software programs: Corel Draw.
- Assist in determining the composition and technical production features of a model, including materials, accessories, colours, etc.
- Gain knowledge in using software programs: Quark Express
- Gain knowledge in using software programs: Photoshop
- Gain knowledge in using software programs: Lectra system
- Gain knowledge in using software programs: Illustrator
- Gain knowledge in using software programs: Gerber
- Support in realizing artistic drawings of projects or models.
- Support in creating model or product forms.
- Learn to develop and conceptualise complete or partial collections inspired by brand fashion and define themes.

Florist

Ref: DES002 ISCO Major Group: 5

Key Competences

- Assist in taking care of flower decorations on tables and other places at events such as weddings and fairs for private individuals or enterprises.
- Learn to make decorations for headwear using ribbons, feathers, and flowers.
- Learn to check the state of plants and conditions of storage, including temperature and moisture measurement, and carry out maintenance tasks such as trimming, sprinkling, and treating.
- Inform customer about extra services (discount, delivery, free credit, fidelity card).
- Learn to arrange various types of flower bouquets, including round ones, wedding bouquets, and long-stemmed bouquets.
- Receive goods. Keep tally
- Receive Payments.
- Assist in the management of the organisation's accounts and administration.
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- Aid in arranging flowers in baskets.
- Support in managing stocks and ordering plants, products, and garden accessories from wholesalers or suppliers.
- Assist in taking and executing orders for plant deliveries, including arranging flowers and shrubs.
- Participate in training opportunities offered within the organisation to develop professional skills.
- Aid in welcoming customers, informing and advising them about plants or garden accessories.
- Support in maintaining and cleaning the shop and warehouse to ensure a tidy and hygienic environment.
- Assist in sorting out plants, stocking, and presenting them in the sales outlet.
- Learn to identify plant diseases and parasites and decide on appropriate actions.
- Assist in creating flower wreaths using various techniques and bases.
- Learn to arrange flowers in cushion-shaped designs, both round and cone-shaped.
- Support in creating flower arrangements, including hand-made arrangements and anchoring techniques.
- Gain knowledge in wholesaling fresh products such as cut flowers and potted plants.
- Gain experience in arranging flowers in fan-shaped designs.
- Learn about selling or using products requiring certification, such as the distribution and application of pesticides.
- Gain experience in working within the departments of a pet shop or florist's shop.

Assistant Interior and Commercial Designer

Ref: DES003 ISCO Major Group: 3

Key Competences

- Assist with the organisation of departments, stocks and supply
- Gain knowledge in designing and furnishing workplaces to optimise functionality and aesthetics.
- Support in designing and furnishing spaces such as kitchens and living rooms.
- Assist in designing decorative objects and utilities to enhance interior spaces.
- Gain experience in designing technical furniture and professional equipment for various spaces.
- Learn to design decorative elements or interior designs, including interior design and corporate logos.
- Support in following up on the current situation of activities and checking their execution.
- Assist in planning and coordinating activities/interventions by electricians, painters, flooring layers, and other tradesmen.
- Assist in searching and selecting decoration elements based on client preferences.
- Learn about designing interiors for historical monuments and protected sites, considering preservation guidelines and regulations.
- Prepare articles (label, theft protection, tag, etc) and display them in shop or stand.
- Assist in furnishing spaces for events to create visually appealing and functional environments.
- Gain experience in using software programs: ProPlan
- Gain experience in using software programs: 3DS Max
- Gain experience in designing interior spaces for private houses, considering the personal preferences and lifestyle of the occupants.
- Learn about designing interior spaces for shops and boutiques, focusing on customer experience and product presentation.
- Support in developing and monitoring project presentation files (portfolios) containing sketches, plans, and models to showcase design concepts and progress.
- Support in designing and drawing interior facilities and layouts, ensuring they meet the client's requirements and specifications.
- Learn about renovation works for new construction yards, adhering to safety and quality standards.
- Gain insights into conducting legal interior expert assessments in case of damage claims or lawsuits.
- Learn about renovation works for renovation yards, adhering to safety and quality standards.
- Learn about designing interiors for open (public) spaces such as stations and airports, focusing on functionality, safety, and aesthetics.
- Gain insights into developing models (maquettes) for design projects using different materials such as polystyrene, layered plates, and wood.
- Support in designing interiors for hotels and restaurants, creating welcoming and functional environments for guests.
- Assist clients with the administration of projects, including planned activities declaration, payment requests, and final delivery under reservation.
- Support in determining project specifications and performance criteria with clients, including functions of space, materials, and colours.
- Support in furnishing spaces for trade fairs and commercial exhibitions to showcase products effectively.
- Gain experience in using software programs: ArchiCAD
- Gain experience in using software programs: AutoCAD
- Gain insights into designing interiors for industrial sites, focusing on functionality, safety, and efficiency.

- Learn about designing interiors for medical sites, focusing on hygiene, comfort, and functionality.
- Gain knowledge in using software programs: Illustrator
- Assist in designing interiors for closed spaces such as trains, airplanes, boats/ships, and caravans, optimising space utilization and comfort.
- Gain experience in designing interiors for shows/spectacles, including film sets and theatre stages, to create immersive environments.
- Gain experience in using software programs: Catia
- Gain knowledge in using software programs: Photoshop
- Assist in consulting and selecting potential contractors for various project requirements.
- Learn to design and furnish spaces for podiums/stages, TV and film sets, ensuring they meet the required aesthetics and functionality.
- Assist in designing interiors for cultural sites, considering the historical and cultural significance of the location.

Domestic Services

This category involves providing various household services to ensure the smooth running and maintenance of homes. It includes services such as cleaning, cooking, and general upkeep to ensure a comfortable living environment.

Positions in this category:

- Domestic Helper

Domestic Helper

Ref: DOM001 ISCO Major Group: 9

Key Competences

- Assist in cleaning glass surfaces on the ground floor, including windows, walls, and mirrors.
- Learn to clean and maintain tools used for cleaning tasks.
- Gain experience in cleaning floors and furniture to maintain cleanliness and hygiene standards.
- Assist with washing dishes and tidying up the kitchen and sanitary facilities.
- Learn to clean toilets and kitchens, and refill towel and soap dispensers as needed.
- Gain skills in cleaning and drying glass surfaces, borders, and frames effectively.
- Assist in preparing cleaning agents and equipment, and mark out slippery areas for safety.
- Learn to prepare materials and cleaning products, and demarcate work areas for efficient cleaning.
- Gain experience in changing sheets and making up beds to maintain a clean and welcoming environment.
- Assist in performing daily shopping for groceries according to instructions provided.
- Assist with waste disposal and placing dustbins and waste containers outside for collection.
- Learn to maintain and store cleaning materials, and check stock of products to ensure availability for cleaning tasks.
- Gain experience in cleaning and maintaining private outdoor areas such as green zones and courtyards.
- Support in taking care of plants, green areas, and outdoor spaces by assisting in maintenance tasks such as watering, pruning, and weeding.
- Assist in preparing meals by cleaning and preparing food products according to established procedures and guidelines.
- Learn to clean and polish parquet (laminated wooden floors) and furniture to maintain their appearance and condition.
- Gain experience in removing stains from fitted carpets to restore their cleanliness.
- Learn to clean windows to ensure clarity and visibility.
- Gain experience in cleaning and polishing tin and silverware to maintain their shine and appearance.
- Assist in airing out rooms to maintain freshness and circulation of air.
- Learn to dust and clean floors, carpets, furniture, and objects, and ventilate rooms for a clean and fresh environment.
- Gain experience in dusting, sorting out waste, and emptying dustbins to maintain cleanliness and hygiene.
- Learn to carry out maintenance work, including cleaning buses, planes, trains, and other transportation vehicles.

Economics

This category focuses on the study and analysis of economic data, trends, and policies. It involves understanding and interpreting financial information to provide insights and support decision-making processes.

Positions in this category:

- Assistant Economist

Assistant Economist

Ref: ECO001 ISCO Major Group: 3

Key Competences

- Analyse product, service or brand. Determine positioning on the market
- Assist in examining and identifying credit and market risks for the organisation and propose potential solutions to mitigate these risks.
- Assist in drafting forecast models for organisational projects or financial products under review.
- Keep up and update cultural information, official information and regulations.
- Shadow experienced team members to understand collaboration, then participate in simple team tasks under supervision.
- Assist with setting up database of customers and prospects.
- Support in developing financial mathematical models for traders and integrating them into the information system.
- Assist in developing evaluation tools to assess the financial fragility and sensitivity of the organisation to credit, market, and exchange risks.
- Determine concept and message of a media campaign
- Assist with drawing up specifications with description of target group and message for designers and marketing
- Learn to draft recommendations for the transfer of securities under the guidance of senior traders.
- Assist with illustrating creative concepts for the development of new products, services or brands
- Assist with drawing up an outline of trends or project proposal based on analyses and studies
- Analyse behaviour, customs and social, professional and cultural environment of consumers or customers
- Assist in analysing financial, economic, and geopolitical information to identify potential market impacts.
- Provide basic technical support to brokers, traders, and treasurers during disputes or mediation processes.
- Assist in market prospecting activities to identify potential financial opportunities for collaboration, outsourcing, or mergers.
- Collect tests, polls and observational data about product, service, brand, customs or behaviour
- Support in drafting business plans, initial public offerings (IPOs), and takeover bids under guidance.
- Assist in drafting and publishing study results on sectoral economic climates or large organisations based on analyses and studies.
- Detect and evaluate market developments, trends, customs, consumer behaviour, customers, emergence of new markets
- Participate in estimating the value of organisations under review and drawing conclusions based on findings.
- Provide assistance and support in executing merger or takeover operations as part of the team

Education and Care

This category is dedicated to supporting the growth and development of individuals, especially children. It involves providing care, education, and guidance to create a nurturing and stimulating environment.

Positions in this category:

- Child Care Assistant

Child Care Assistant

Ref: EDC001 ISCO Major Group: 5

Key Competences

- Learn to manage practical aspects of the locations, such as supplies and reporting malfunctions.
- Assist in organizing entertainment sessions and learn to adjust them based on the time of day and children's preferences.
- Help in preparing the entertainment room and gradually take on more responsibility in attending to participants during the session.
- Learn to provide basic care to children and observe changes in their health conditions, reporting to childcare workers or parents.
- Recognise and report any difficulties or problems the child may face, seeking guidance from supervisors.
- Observe and assist in supervising activities to ensure compliance with regulations regarding games and interactions.
- Gain experience in receiving and accompanying children upon arrival.
- Learn to inform parents about the organisation's operations and gradually introduce children to the program of activities.
- Observe and assist in supervising children's daily activities, including overnight stays.
- Learn to prepare simple meals for children and assist them in basic tasks.
- Assist children with everyday activities, gradually gaining proficiency.
- Observe and assist in the development of animation programs tailored to children's interests and needs.
- Assist in decorating living and caring spaces for children, ensuring safety guidelines are followed.
- Help in setting up and decorating animation areas according to themes or events.
- Participate in development activities and provide assistance under supervision in case of falls or conflicts among children.
- Learn to design and set up information panels and displays of activities.
- Assist in collaborative activities with children to develop performances, gradually taking on more responsibility.
- Assist in cleaning, disinfecting, and tidying rooms and sanitary facilities.

Emergency Services

This category is crucial for providing immediate assistance and medical care during emergencies. It involves rapid response to urgent situations, ensuring the safety and well-being of individuals in need.

Positions in this category:

- Paramedic Aide

Paramedic Aide

Ref: EMS001 ISCO Major Group: 3

Key Competences

- Learn to identify the requirements of individuals with medical needs and gather additional information from medical files under supervision.
- Assist in offering urgent first aid medical care and organizing hospitalization or disinfection procedures following accidents or intoxications.
- Observe and assist in determining symptoms and dysfunctions, considering the patient's environment during examinations, and participating in clinical research.
- Assist in detecting problems and risk situations, under supervision, and learn to direct patients to professionals or relevant departments/services.
- Assist in providing help and support to accident victims, including administering first aid and assisting in evacuations.
- Gain exposure to determining healthcare facility therapeutic projects and developing external partner relations, such as with general practitioners and social services.
- Learn to update medical files with test results and prescriptions, and assist in filling out medical-administrative documents, such as healthcare sheets and pregnancy records.
- Gain experience in activities related to medical expertise, such as observing and assisting in medical evaluations.
- Under supervision, learn to handle calls at a medical assistance centre, assess urgency, and organise appropriate interventions, such as sending a doctor or arranging hospitalization or repatriation.
- Assist in determining treatment plans and providing basic medical care under supervision.
- Participate in information exchange activities, such as attending seminars and analysis groups, and learn to stay updated with professional literature.
- Learn to assist in writing medical prescriptions, informing individuals with medical needs about treatment plans, and providing advice on healthy living habits.

Engineering

This category involves the application of scientific and mathematical principles to design, develop, and maintain structures, machines, and systems. It requires precision, creativity, and technical expertise to solve complex problems and innovate.

Positions in this category:

- Draughtsperson

Draughtsperson

Ref: ENG001 ISCO Major Group: 3

Key Competences

- Learn to study and design parts, units, or subunits under the guidance of experienced engineers.
- Assist in establishing needs and demands, and gain exposure to making rough sketches and developing schematics for parts, systems, subunits, or units.
- Gain experience in identifying needs according to specifications and existing technical data.
- Assist in developing and adapting plans with details for subunits or units.
- Learn to develop and adjust schedules and detailed plans for sub-assemblies or circuits.
- Gain exposure to monitoring and updating technical and economic information and regulations relevant to the design process.
- Assist in monitoring and updating technical databases, including maintaining a documents library with references.
- Assist in drawing up specification sheets, terms of reference, technical files, and execution and manufacturing dossiers.
- Learn to calculate and specify capacities, quantities, and physical loads of components, sub-assemblies, and circuits
- Assist in making item lists for plans and compiling technical dossiers/files.
- Gain experience in determining and calculating functional, physical, dimensional, structural, and geometric requirements for parts and products.
- Learn to determine dimensions for parts, subunits, and units based on project specifications and requirements.

Film and Video Production

This category involves the creation and editing of visual content for various media platforms. It includes roles that support the technical and creative aspects of filming, ensuring high-quality production and seamless post-production processes.

Positions in this category:

- Assistant Cameraperson
- Assistant audio-visual editor

Assistant Cameraperson

Ref: FIL001

ISCO Major Group: 3

Key Competences

- Learn to determine the properties and specifications of recording or broadcast based on technical scenarios, such as camera positions and settings, under the guidance of experienced editors.
- Assist in installing camera, lighting, and video materials on shooting locations.
- Learn to make technical preparations and take pictures.
- Assist in setting up cameras and lighting equipment, and compensate for technical flaws in images, such as adjusting colour readings and contrast.
- Gain exposure to finding photoshoot opportunities, developing topical projects, and choosing materials.
- Assist in selecting appropriate recording and lighting material for shooting, and assist with purchasing and renting needs as required.
- Learn to select film locations, determine settings, costumes, hairdos, and make-up.
- Assist in watching takes, selecting shots, and checking the editing of films, broadcasts, or documentaries.
- Assist in identifying malfunctions in photographic equipment and accessories, and learn basic troubleshooting techniques.
- Gain experience in shooting scenes for films and TV productions.
- Learn to perform basic maintenance and repair of recording material, video equipment, and accessories, following established procedures.
- Assist in shooting according to the director's instructions, including adjusting camera settings and movements.
- Gain exposure to recording broadcasts, topics, images, announcements, etc., on video or digital carriers.
- Assist in recording scenes, sequences, opening/ending credits with specific equipment: animation device
- Assist in recording scenes, sequences, opening/ending credits with specific equipment: camera on crane
- Assist in recording scenes, sequences, opening/ending credits with specific equipment: camera on tripod
- Assist in recording scenes, sequences, opening/ending credits with specific equipment: portable camera
- Assist in recording scenes, sequences, opening/ending credits with specific equipment: stead cam
- Learn to conduct shooting for specific theme: news.
- Learn to conduct shooting for specific theme: air travel.
- Learn to conduct shooting for specific theme: animals.
- Learn to conduct shooting for specific theme: architecture.
- Learn to conduct shooting for specific theme: ceremony, event.
- Learn to conduct shooting for specific theme: movies.
- Learn to conduct shooting for specific theme: illustration.
- Learn to conduct shooting for specific theme: industry.
- Learn to conduct shooting for specific theme: medical sector.
- Learn to conduct shooting for specific theme: fashion.
- Learn to conduct shooting for specific theme: portraits.
- Learn to conduct shooting for specific theme: science.
- Learn to conduct shooting for specific theme: sports.
- Assist in listing shooting features (duration, camera position, etc.) and checking the conformity of scenes, including costumes and positions of actors.

- Gain exposure to determining the light concept of a movie, film, or broadcast, and assisting in the placement of lighting equipment during recording.
- Assist in fixing the beginning and end of selected shots and editing them chronologically according to the film scenario or broadcast focus, following established guidelines.
- Learn about recording scenes, sequences, opening/ending credits with specific equipment, such as remote-controlled recording devices (drones), with guidance from experienced staff.
- Learn the analogue development process of films and pictures, including film processing techniques.
- Assist in coaching actors and providing technical directions to sound, light, and film crews.
- Assist in the basic maintenance of equipment and accessories, ensuring they are in working condition, cleaned, and components are changed when necessary.
- Participate in making shooting scripts (plans, camera settings, lighting) and developing work plans (locations, dates, times, sets).
- Learn to maintain material and identify defects, assisting with troubleshooting as required.
- Gain experience in verifying sound recordings for ambient noise and interruptions, and assist in editing shootings and post-synchronization processes.

Assistant audio-visual editor

Ref: FIL002

ISCO Major Group: 3

Key Competences

- Learn to determine the properties and specifications of recording or broadcast based on technical scenarios, such as camera positions and settings, under the guidance of experienced editors.
- Gain exposure to synchronizing recorded sounds with images for film montage.
- Assist in watching takes, selecting shots, and checking the editing of films, broadcasts, or documentaries.
- Learn to view unedited footage and select images for montage according to the instructions and artistic concepts of filmmakers or journalists.
- Assist in animating characters in 2D or 3D, including drawings, computer-generated images, and three-dimensional characters.
- Gain experience in assembling and inserting special effects and simple effects for broadcast, documentaries, or reports.
- Assist in assembling ambient sounds and sound effects for films, documentaries, or reports, such as traffic noise and bird sounds.
- Assist in the editing process of films, TV films, and documentaries.
- Learn to edit recordings or broadcasts using a mixing desk, virtual editing desk, or cutting table.
- Assist in indexing and digitizing unedited footage for virtual montage of films, documentaries, and reports, following established procedures.
- Gain exposure to mixing different audio sources, including voices, sounds, ambient noise, and music.
- Learn to create background noise, such as footsteps and slamming doors, for sound effects in films, documentaries, or reports.
- Contribute to the development of audiovisual projects, including TV and full-length films, by presenting summaries, screenplays, and scripts to producers.
- Learn to archive audiovisual carriers and maintain organised records of media assets.
- Assist in fixing the beginning and end of selected shots and editing them chronologically according to the film scenario or broadcast focus, following established guidelines.
- Gain exposure to creating sound environments and sound animations for internet sites, games, and advertising spots.
- Learn the analogue development process of films and pictures, including film processing techniques.
- Assist in the basic maintenance of equipment and accessories, ensuring they are in working condition, cleaned, and components are changed when necessary.
- Gain experience in verifying sound recordings for ambient noise and interruptions, and assist in editing shootings and post-synchronization processes.

Fishing

This category involves the harvesting of fish and other aquatic resources. It includes various roles that support the fishing industry, focusing on the capture, processing, and distribution of seafood.

Positions in this category:

- Fishing labourer

Fishing labourer

Ref: FIS001

ISCO Major Group: 9

Key Competences

- Assist in determining the workplace based on planning for mussel tables and basins, and prepare materials such as boxes, nets, and diving suits.
- Learn to place seed/breeding/cultivation products from molluscs/shellfish/oysters/mussels in sea fields or breeding/cultivation bags/basins/ponds.
- Assist in lowering fishing tools into the water and supervising their use, including nets, dragnets, and fykes.
- Gain experience in harvesting products when ready and preparing conditioning, such as sorting fish and loosening shellfish.
- Assist in hauling in the catch and manually sorting it by size, category, and destination.
- Learn to check for the presence of harmful animals such as cormorants or coypus and take preventive measures, such as scarecrows or audio speakers.
- Assist in monitoring the development of fish or shellfish, detecting growth deviations, and taking corrective measures.
- Learn to monitor the situation of the boat when sailing, determine anomalies such as damage, and inform the captain or steersman.
- Gain exposure to examining the state of nets, dragnets, buoys, ropes, and carrying out necessary repairs.
- Pack products according to characteristic, order and manner of transport.
- Assist with performing precautionary or corrective basic maintenance of machines or equipment.
- Assist in searching for possible fishing grounds based on sea state, presence of birds, etc., and informing superiors about fishing opportunities.
- Gain exposure to determining feeding rations and distributing them according to the needs of fish and shellfish.
- Learn to determine and plan breeding/cultivation (farming) in the company, including sowing seed/breeding, putting out oyster bags, and providing feeding products.
- Assist in taking and testing water samples for the presence of pollution materials and bacilli.
- Learn to fill basins and ponds with water or adjust water levels as required.
- Gain exposure to inducing artificial reproduction in fish and shellfish
- Assist in verifying boat trajectory based on direction, speed, etc., and informing the captain or steersman in case of trajectory differences.
- Learn to maintain boats and equipment.
- Assist in preparing fish for keeping and storage according to established protocols.

Food Production

This category focuses on the preparation and processing of food items. It includes roles that support the creation of baked goods, pastries, and meat products, ensuring quality and efficiency in food production.

Positions in this category:

- Baker assistant
- Pastry-cook assistant
- Butcher assistant

Baker assistant

Ref: FOP001 ISCO Major Group: 7

Key Competences

- Learn to mix ingredients for dough, pudding, decorations, and desserts.
- Gain exposure to selecting and dosing ingredients such as flour, yeast, and additives to prepare bread dough/pastry dough. Assist in mixing, kneading, and rolling out dough as directed.
- Assist in cleaning and sanitizing worktops, tools, and rooms to maintain hygiene standards in the kitchen.
- Learn to prepare pastries, confectionery, and chocolate goods.
- Gain experience in pre-baking, baking, and removing dough pieces and pastries from the oven following established procedures.
- Assist in choosing and dosing ingredients to make products such as flour, yeast, and additives.
- Assist in the management of the organisation's accounts and administration.
- Learn to plan production based on orders, stock levels, and seasonal demand.
- Receive goods. Keep tally
- Assist with stock management, recording shortages, and placing orders.
- Assist in packaging pastries, confectionery, or chocolate goods and placing products on display in the shop window, shelves, or counter.
- Gain experience in preparing food items: Chocolate
- Gain experience in preparing food items: Confectionery
- Gain experience in preparing food items: Ice-cream, sorbet
- Gain experience in preparing food items: Speciality bread (regional specialities, grandmother's bread...)
- Gain experience in preparing food items: Cakes
- Gain experience in preparing food items: Cater dishes (pizzas, quiches, sandwiches...)
- Gain experience in preparing food items: Preserved fruit (candied fruit, fruit jelly...)
- Gain experience in preparing food items: Bakery goods (white bread, baguettes, special bread...)
- Gain experience in preparing food items: Sandwiches
- Gain experience in preparing food items: Viennoiserie (croissants, pains au chocolat, brioches...)
- Participate in training opportunities offered within the organisation to develop professional skills.
- Gain exposure to displaying bread and pastries in the shop window to attract customers.
- Learn about door-to-door sales of bread and pastries under supervision.
- Assist in storing dough and packing bread and pastries for storage or sale.
- Learn to knead and prepare pastry dough, including covering bases and decorating.
- Gain experience in preparing dry or fresh fruits for use in pastry products, including cutting, peeling, and rinsing.
- Assist in preparing pastry, including cutting, decorating, and brushing with egg yolk, as directed.
- Learn to inform customers about pastry products and assist in selling products to customers.
- Gain exposure to preparing artisanal jams and other specialty items as directed.
- Assist in dividing dough into pieces, rolling and shaping, and checking proofing (rising) of dough.
- Learn to decorate products after cooling, including adding chocolate pieces, sesame seeds, sugar, or covering with sauce.
- Gain experience in assembling and decorating products, including biscuit layers, buttercream, sauces, and glazing.

Pastry-cook assistant

Ref: FOP002 ISCO Major Group: 7

Key Competences

- Learn to mix ingredients for dough, pudding, decorations, and desserts.
- Gain exposure to selecting and dosing ingredients such as flour, yeast, and additives to prepare bread dough/pastry dough. Assist in mixing, kneading, and rolling out dough as directed.
- Assist in cleaning and sanitizing worktops, tools, and rooms to maintain hygiene standards in the kitchen.
- Learn to prepare pastries, confectionery, and chocolate goods.
- Gain experience in pre-baking, baking, and removing dough pieces and pastries from the oven following established procedures.
- Assist in choosing and dosing ingredients to make products such as flour, yeast, and additives.
- Assist in the management of the organisation's accounts and administration.
- Learn to plan production based on orders, stock levels, and seasonal demand.
- Receive goods. Keep tally
- Assist with stock management, recording shortages, and placing orders.
- Assist in packaging pastries, confectionery, or chocolate goods and placing products on display in the shop window, shelves, or counter.
- Gain experience in preparing food items: Chocolate
- Gain experience in preparing food items: Confectionery
- Gain experience in preparing food items: Ice-cream, sorbet
- Gain experience in preparing food items: Speciality bread (regional specialities, grandmother's bread...)
- Gain experience in preparing food items: Cakes
- Gain experience in preparing food items: Cater dishes (pizzas, quiches, sandwiches...)
- Gain experience in preparing food items: Preserved fruit (candied fruit, fruit jelly...)
- Gain experience in preparing food items: Bakery goods (white bread, baguettes, special bread...)
- Gain experience in preparing food items: Sandwiches
- Gain experience in preparing food items: Viennoiserie (croissants, pains au chocolat, brioches...)
- Participate in training opportunities offered within the organisation to develop professional skills.
- Gain exposure to displaying bread and pastries in the shop window to attract customers.
- Learn about door-to-door sales of bread and pastries under supervision.
- Assist in storing dough and packing bread and pastries for storage or sale.
- Learn to knead and prepare pastry dough, including covering bases and decorating.
- Gain experience in preparing dry or fresh fruits for use in pastry products, including cutting, peeling, and rinsing.
- Assist in preparing pastry, including cutting, decorating, and brushing with egg yolk, as directed.
- Learn to inform customers about pastry products and assist in selling products to customers.
- Gain exposure to preparing artisanal jams and other specialty items as directed.
- Assist in dividing dough into pieces, rolling and shaping, and checking proofing (rising) of dough.
- Learn to decorate products after cooling, including adding chocolate pieces, sesame seeds, sugar, or covering with sauce.
- Gain experience in assembling and decorating products, including biscuit layers, buttercream, sauces, and glazing.

Butcher assistant

Ref: FOP003 ISCO Major Group: 7

Key Competences

- Learn to take customer orders and inform them about the origin of meat and methods of preparation.
- Assist in cleaning and sanitizing worktops, tools, and rooms to maintain hygiene standards in the kitchen.
- Gain exposure to receiving and checking carcasses or cuts of meat to ensure quality standards are met.
- Learn to classify cuts of meat according to their classification and type, such as stew or grill.
- Assist in processing carcasses and cuts of meat, including cutting, boning, and finishing.
- Assist in the management of the organisation's accounts and administration.
- Assist with stock management, recording shortages, and placing orders.
- Learn to cut, bone, and prepare meat: Lamb.
- Learn to cut, bone, and prepare meat: Beef.
- Learn to cut, bone, and prepare meat: Horsemeat.
- Learn to cut, bone, and prepare meat: Game, exotic meat,...
- Learn to cut, bone, and prepare meat: Rabbit.
- Learn to cut, bone, and prepare meat: Mutton.
- Learn to cut, bone, and prepare meat: Pork.
- Learn to cut, bone, and prepare meat: Veal.
- Learn to cut, bone, and prepare meat: Poultry.
- Assist in checking the functioning of publicity display mediums and detecting defects, such as lighting or rolling down issues.
- Gain experience in selling meat products to customers and providing information about different cuts and preparation methods.
- Learn to prepare ready-to-eat meals
- Learn to prepare processed meats (salted foods, pâtés, black pudding...)
- Learn to prepare grilled products
- Learn to prepare white offal products (feet, ears, calf's head...)
- Learn to prepare red offal products (liver, kidneys, tongue, brain...)
- Learn to prepare butcher's specialties (pieces of stuffed meat, marinated meat, skewers, sausages...)
- Learn to prepare meat
- Assist in packing cuts of meat and butcher's specialties, and putting them on display for sale.
- Gain exposure to selecting living animals, carcasses, and cuts from producers or agents and determining purchasing conditions.
- Learn to prepare dried, cooked, or grilled meat products.
- Assist in cutting, cleaving, or chopping pieces of meat and preparing grilled meat, beef olives, sausages, and fry sausages.
- Gain experience in emptying and cleaning animals, such as poultry, rabbits, and game.

Food service

This category is dedicated to the preparation, presentation, and serving of food and beverages. It includes various roles that ensure customers receive high-quality meals and excellent service in different dining environments.

Positions in this category:

- Cheese counter assistant
- Commis Chef
- Cook
- Fast food crew member
- Pizza Chef
- Dishwasher

Cheese counter assistant

Ref: FOS001 ISCO Major Group: 5

Key Competences

- List data for traceability of goods (delivery dates, temperature measurements, serial numbers, etc).
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- Welcome customer. Determine his/her wishes and advise on products and services
- Pack products according to characteristic, order and manner of transport.
- Receive Payments.
- Receive goods. Keep tally
- Assist with stock management, recording shortages, and placing orders.
- Assist in cutting of fresh products (meat, cheese, etc) and putting on display, present dishes
- Assist with follow-ups of online purchases and orders
- Sell food: cheese and dairy products
- Assist with the control of state and storage of perishable products. Remove unsalable goods from the shelves
- Assist in the filleting, hollowing out and scaling, and putting fish and crustaceans on ice
- Assist in stock taking
- Assist with packing fresh products for self- service departments or orders (small cakes, buffet, etc)
- Learn to inform customers about pastry products and assist in selling products to customers.
- Assist in basic tasks such as selecting cheeses with producers and observing the establishment of buying terms and specifications.
- Assist with organising the stock and display articles
- Assist in maintaining shop, worktable and equipment

Commis Chef

Ref: FOS002 ISCO Major Group: 5

Key Competences

- Gain exposure to selecting and dosing ingredients such as flour, yeast, and additives to prepare bread dough/pastry dough. Assist in mixing, kneading, and rolling out dough as directed.
- Learn to prepare the work surface and kitchen utensils for cooking tasks. Observe how to switch on appliances such as ovens and hot-plates.
- Assist in preparing meat and fish, under supervision, which includes cleaning, cutting, binding up, and wrapping as necessary.
- Observe how new staff are hired and introduced to company policies, gradually contributing basic information about the company culture.
- Gain experience in preparing food items: Bakery goods (white bread, baguettes, special bread...)
- Gain experience in preparing food items: Sandwiches
- Assist in storing dough and packing bread and pastries for storage or sale.
- Learn to prepare: desserts, ice creams
- Learn to prepare fish, seafood
- Learn to prepare catering items
- Learn to prepare sauces
- Learn to prepare meat
- Learn to prepare African dishes
- Learn to prepare dishes: other world specialities
- Learn to prepare Chinese dishes
- Learn to prepare Creole dishes
- Learn to prepare Spanish dishes
- Learn to prepare European dishes
- Learn to prepare Indian dishes
- Learn to prepare Italian dishes
- Learn to prepare Japanese dishes
- Learn to prepare North American dishes
- Learn to prepare Eastern dishes
- Learn to prepare South American dishes
- Assist in preparing pastry, including cutting, decorating, and brushing with egg yolk, as directed.
- Assist in cooking or heating up meat, fish, vegetables
- Learn to prepare sandwiches
- Learn to prepare breakfast
- Learn to prepare traditional dishes
- Learn to prepare vegetarian dishes
- Learn to prepare fish and shellfish
- Learn to prepare gastronomical menus
- Learn to prepare local or regional specialities

- Learn to prepare Lebanese dishes
- Learn to prepare Thai dishes
- Learn to prepare Vietnamese dishes
- Learn to prepare for service (presentation, composition, finish...)
- Learn to decorate products after cooling, including adding chocolate pieces, sesame seeds, sugar, or covering with sauce.
- Observe and assist in washing and cleaning fruits and vegetables, ensuring they are ready for use in food preparation.
- Gain experience in assembling and decorating products, including biscuit layers, buttercream, sauces, and glazing.
- Support in maintaining cleanliness by cleaning the work station and kitchen utensils under supervision.
- Learn to measure and mix ingredients according to recipes, observing proper dosing techniques.

Cook

Ref: FOS003 ISCO Major Group: 5

Key Competences

- Learn to prepare the work surface and kitchen utensils for cooking tasks. Observe how to switch on appliances such as ovens and hot-plates.
- Assist in preparing meat and fish, under supervision, which includes cleaning, cutting, binding up, and wrapping as necessary.
- Shadow experienced team members to understand collaboration, then participate in simple team tasks under supervision.
- Assist in receiving and checking goods delivered to the kitchen area. Learn proper storage techniques and assist in storing goods in the cold-storage room or pantry.
- Assist with stock management, recording shortages, and placing orders.
- Participate in cooking meals tailored for children
- Participate in cooking meals tailored for Senior citizens
- Participate in cooking meals tailored for Hospitalised people
- Participate in training opportunities offered within the organisation to develop professional skills.
- Learn to draw up menus and adapt recipes according to dietary requirements and preferences of the target groups, exploring new flavours and compositions.
- Learn to prepare: desserts, ice creams
- Learn to prepare fish, seafood
- Learn to prepare catering items
- Learn to prepare sauces
- Learn to prepare meat
- Learn to prepare African dishes
- Learn to prepare dishes: other world specialities
- Learn to prepare Chinese dishes
- Learn to prepare Creole dishes
- Learn to prepare Spanish dishes
- Learn to prepare European dishes
- Learn to prepare Indian dishes
- Learn to prepare Italian dishes
- Learn to prepare Japanese dishes
- Learn to prepare North American dishes
- Learn to prepare Eastern dishes
- Learn to prepare South American dishes
- Assist in supervising the preparation and production of dishes, ensuring compliance with food safety regulations and hygiene standards.
- Assist in cooking or heating up meat, fish, vegetables
- Learn to prepare sandwiches
- Learn to prepare breakfast
- Learn to prepare dishes: regional specialities

- Learn to prepare Lebanese dishes
- Learn to prepare Thai dishes
- Learn to prepare Vietnamese dishes
- Learn to prepare for service (presentation, composition, finish...)
- Observe and assist in washing and cleaning fruits and vegetables, ensuring they are ready for use in food preparation.
- Support in maintaining cleanliness by cleaning the work station and kitchen utensils under supervision.
- Learn to measure and mix ingredients according to recipes, observing proper dosing techniques.
- Observe and assist in packaging and labelling food preparations and products, including indicating production and use-by dates. Learn proper storage procedures in cold storage and pantry areas.

Fast food crew member

Ref: FOS004 ISCO Major Group: 9

Key Competences

- Learn to receive payments for refreshments, ensuring accuracy and providing excellent customer service.
- Assist in the preparation of simple dishes such as salads, raw vegetable platters, cheese platters, and desserts, following established recipes and procedures.
- Clean glasses and cutlery using appropriate methods such as steam or vinegar, and ensure they are properly stored away.
- Gain experience in preparing hot or cold drinks and tending to the bar area as needed, following standard protocols and safety guidelines.
- Observe and learn to advise customers on meal choices based on their preferences and the day's specials. Practice taking orders accurately and efficiently.
- Assist in maintaining cleanliness in the restaurant area by cleaning tables and ensuring a tidy environment for guests.
- Participate in mise en place activities, preparing the restaurant area and utility room for service by setting up tables and organizing necessary supplies under the guidance of experienced staff.

Pizza Chef

Ref: FOS005 ISCO Major Group: 9

Key Competences

- Assist in mixing ingredients for pancake batter or pizza dough, learning proper measurements and techniques. Participate in kneading and turning dough to achieve desired consistency.
- Help shape, design, and garnish pizza crust according to specified recipes or instructions. Learn to operate ovens and assist in baking pizzas to perfection.
- Learn to rest dough and dough pieces properly, observing and monitoring fermentation processes to ensure optimal texture and flavour.
- Assist in the management of the organisation's accounts and administration.
- Receive Payments.
- Assist in receiving and checking goods delivered to the kitchen area. Learn proper storage techniques and assist in storing goods in the cold-storage room or pantry.
- Assist in handing orders to customers, whether plated, in take-away containers, or on serving trays, while maintaining cleanliness and presentation standards.
- Assist with stock management, recording shortages, and placing orders.
- Participate in the creation and documentation of recipes for pizzas, pancakes, and other menu items.
- Support in maintaining cleanliness by cleaning the work station and kitchen utensils under supervision.
- Observe and assist in packaging and labelling food preparations and products, including indicating production and use-by dates. Learn proper storage procedures in cold storage and pantry areas.

Dishwasher

Ref: FOS006 ISCO Major Group: 9

Key Competences

- Learn to wash up dishes, pots, pans, and utensils using the appropriate cleaning agents and methods, ensuring cleanliness and hygiene standards are met.
- Assist in receiving and checking goods delivered to the kitchen area. Learn proper storage techniques and assist in storing goods in the cold-storage room or pantry.
- Assist in the maintenance of silverware by washing, polishing, and storing it properly to maintain its appearance and functionality.
- Gain experience in cleaning and maintaining kitchen utensils, including knives, spatulas, and cooking equipment, to ensure they are ready for use.
- Assist with the cleaning and maintenance of trays, ensuring they are washed, dried, and stored appropriately for future use.
- Learn to clean and maintain glassware and crystal, handling these items with care to prevent breakage and ensuring they are sparkling clean for service.
- Assist in cleaning and ironing restaurant linen, including tablecloths and napkins, to maintain a neat and professional dining environment.
- Practice cleaning tables between customers, removing debris, and ensuring surfaces are sanitized and ready for the next guests.
- Observe and assist in washing and cleaning fruits and vegetables, ensuring they are ready for use in food preparation.
- Support in maintaining cleanliness by cleaning the work station and kitchen utensils under supervision.
- Help in drying and storing glassware and utensils after washing, ensuring they are properly dried to prevent water spots and stored in designated areas for easy access.

Gardening

This category involves the cultivation and maintenance of gardens and landscapes. It includes roles that support the growth and care of plants, ensuring beautiful and healthy outdoor spaces.

Positions in this category:

- Assistant Gardener

Assistant Gardener

Ref: GAR001 ISCO Major Group: 9

Key Competences

- Learn to organise garden activities, plant care, and maintenance tasks, including setting up training supports for plants, pruning, and removing surplus foliage.
- Learn about soil preparation and plantation setup by assisting with weeding or seedbed preparation.
- Assist with placing plant material under supervision. Learn about proper installation techniques.
- Assist in installing, adjusting, and monitoring irrigation, heating, ventilation, or illumination systems in greenhouses or fields.
- Learn seed identification and basic sowing techniques while assisting with planting tasks.
- Assist in the commercialisation of company products.
- Assist with stock management, recording shortages, and placing orders.
- Assist with performing precautionary or corrective basic maintenance of machines or equipment.
- Pack products according to characteristic, order and manner of transport.
- Gain skills in monitoring the cultivation of flowers or the growth of vegetables/crops, and assist in informing the manager about any growth recessions or deficiencies observed.
- Learn to maintain plants and beds, including tasks such as maintaining rows, repotting, and weeding under supervision.
- Assist in identifying pest presence, damage type, and scale.
- Learn to identify work locations (fields, plots) and locate products ready for harvest.

Healthcare

This sector is dedicated to providing medical and dental care to individuals, ensuring their health and well-being. It includes roles that support healthcare professionals in delivering quality patient care.

Positions in this category:

- Dental Assistant

Dental Assistant

Ref: HEA001 ISCO Major Group: 3

Key Competences

- Gain experience in designing various dental prostheses and gingival epitheses: tools to keep prostheses in place
- Learn to receive moulds and take note of prescription data provided by the prescriber, ensuring all necessary information is documented.
- Check the functionality of equipment and perform basic maintenance tasks as required, promptly reporting any issues to the supervisor or maintenance department.
- Gain experience in designing various dental prostheses and gingival epitheses: removable prostheses
- Gain experience in designing various dental prostheses and gingival epitheses: orthodontic tools
- Gain experience in designing various dental prostheses and gingival epitheses: fixed prostheses
- Assist in finishing dental medical products by completing production and customer files.
- Gain experience in designing various dental prostheses and gingival epitheses: splints
- Gain hands-on experience in designing and creating dental medical end products, including making anchoring systems and setting teeth according to patient specifications and prescriptions.
- Gain experience in designing various dental prostheses and gingival epitheses: Implant-based prostheses
- Observe procedures and monitor the progress of production, learning about the different stages involved in creating dental medical products.
- Learn to calculate the price of dental medical products, considering factors such as materials, labour, and overhead costs.
- Assist in preparing the colour of synthetic materials or porcelain and processing the material according to specifications.
- Assist in the production of dental medical products by disinfecting moulds, making models, and placing models in articulation as required.
- Learn to repair dental medical products by performing tasks such as rebasing, facings, and applying clips.
- Gain experience in designing various dental prostheses and gingival epitheses: retention systems

Heating, Ventilation, and Air Conditioning

This category focuses on the installation, maintenance, and repair of heating, cooling, and refrigeration systems. It includes roles that ensure indoor environments are comfortable and systems operate efficiently.

Positions in this category:

- Air Conditioning and Refrigeration technician

Air Conditioning and Refrigeration technician

Ref: HVE001 ISCO Major Group: 7

Key Competences

- Assist in carrying out preventive upkeep of mechanical equipment, including tasks such as cleaning, lubricating, adjusting, and tightening components.
- Learn to detect and repair malfunctions in the installation, including issues related to fluids, cycles, and standard replacements and repair.
- Gain experience in welding mechanical parts and components using methods such as arc welding and soldering.
- Assist in trimming and shaping mechanical parts, components, and systems, and adapting them to the installation as directed.
- Explore tasks related to the domain of electricity, electronics, and electrical engineering, under supervision, to gain hands-on experience in these domains.
- Learn to produce and fit bearers for components such as groups, condensers, and heat exchangers.
- Gain experience in checking the functioning of equipment and device data, including pressure, capacity, temperature, and critical points such as wear and lubrication.
- Assist in placing and attaching groups, condensers, wires, electrical cables, and other components of cooling and climate control installations as directed.
- Learn to determine preventive and corrective interventions based on the nature of work, such as production changes or maintenance history.

Hospitality

This sector is centred around providing exceptional service and experiences to guests in various settings, such as restaurants and hotels. It includes roles that ensure smooth operations and high customer satisfaction.

Positions in this category:

- Restaurant Supervisor Assistant
- Waiter
- Bartender
- Hotel Receptionist
- Hotel Supervisor Assistant

Restaurant Supervisor Assistant

Ref: HOS001 ISCO Major Group: 5

Key Competences

- Learn and observe Russian service techniques.
- Gain hands-on experience in preparing and serving drinks to customers.
- Assist in presenting the wine list, providing basic recommendations, and taking drink orders.
- Learn to receive payments for refreshments, ensuring accuracy and providing excellent customer service.
- Assist in staffing activities, including hiring and organisation guidelines training.
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- Assist in the management of the organisation's accounts and administration.
- Assist in the preparation of simple dishes such as salads, raw vegetable platters, cheese platters, and desserts, following established recipes and procedures.
- Observe how new staff are hired and introduced to company policies, gradually contributing basic information about the company culture.
- Assist with stock management, recording shortages, and placing orders.
- Support in placing orders for stock replenishment.
- Learn to monitor team activities and report to senior staff.
- Support kitchen staff in finalizing dishes.
- Help serve food to customers following proper service etiquette.
- Assist in arranging and organizing the rooms and bar area.
- Learn how to coordinate services and ensure adherence to safety and hygiene standards.
- Participate in mise en place activities, preparing the restaurant area and utility room for service by setting up tables and organizing necessary supplies under the guidance of experienced staff.
- Assist in maintaining cleanliness in the restaurant area by cleaning tables and ensuring a tidy environment for guests.
- Help clean tables, the bar, and maintain cleanliness in the restaurant area.
- Learn about menu creation from experienced staff.
- Observe and learn to advise customers on meal choices based on their preferences and the day's specials. Practice taking orders accurately and efficiently.
- Clean glasses and cutlery using appropriate methods such as steam or vinegar, and ensure they are properly stored away.
- Gain experience in preparing hot or cold drinks and tending to the bar area as needed, following standard protocols and safety guidelines.
- Learn and observe French service techniques.
- Assist in taking drink orders from customers.
- Help welcome customers, assign tables, and offer menus.
- Assist in serving food under a dome as required.
- Learn to plate food and serve it to customers.
- Learn and observe English service techniques.
- Gain proficiency in washing and rinsing glasses properly.
- Help receive and store goods appropriately.

Waiter

Ref: HOS002 ISCO Major Group: 5

Key Competences

- Assist in the preparation of simple dishes such as salads, raw vegetable platters, cheese platters, and desserts, following established recipes and procedures.
- Learn to serve meals at tables on plates, following proper service protocols.
- Support kitchen staff in finalizing dishes.
- Learn to monitor team activities and report to senior staff.
- Assist with stock management, recording shortages, and placing orders.
- Assist in handing orders to customers, whether plated, in take-away containers, or on serving trays, while maintaining cleanliness and presentation standards.
- Observe how new staff are hired and introduced to company policies, gradually contributing basic information about the company culture.
- Assist in arranging and organizing the rooms and bar area.
- Receive Payments.
- Assist in taking drink orders from customers.
- Learn to wash up dishes, pots, pans, and utensils using the appropriate cleaning agents and methods, ensuring cleanliness and hygiene standards are met.
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- Learn to inform customers about the ingredients and composition of products such as salads and sandwiches. Assist in taking customer orders.
- Learn to receive payments for refreshments, ensuring accuracy and providing excellent customer service.
- Assist in presenting the wine list, providing basic recommendations, and taking drink orders.
- Gain hands-on experience in preparing and serving drinks to customers.
- Help with arranging and presenting products and dishes on the serving counter or buffet. Learn to replenish items throughout service.
- Assist in receiving and checking goods delivered to the kitchen area. Learn proper storage techniques and assist in storing goods in the cold-storage room or pantry.
- Assist in the preparation and heating of sandwiches.
- Help maintain cleanliness and organisation in the restaurant area, including cleaning kitchen utensils and equipment as needed.
- Gain proficiency in washing and rinsing glasses properly.
- Participate in mise en place activities, preparing the restaurant area and utility room for service by setting up tables and organizing necessary supplies under the guidance of experienced staff.
- Assist in maintaining cleanliness in the restaurant area by cleaning tables and ensuring a tidy environment for guests.
- Help clean tables, the bar, and maintain cleanliness in the restaurant area.
- Support in preparing or heating food items and assembling sandwiches, hamburgers, and other similar dishes.
- Observe and learn to advise customers on meal choices based on their preferences and the day's specials. Practice taking orders accurately and efficiently.
- Clean glasses and cutlery using appropriate methods such as steam or vinegar, and ensure they are properly stored away.
- Gain experience in preparing and heating pastries according to established recipes.

- Help welcome customers, assign tables, and offer menus.
- Gain experience in preparing and heating salads according to established recipes.
- Learn to prepare and heat catering platters such as pizzas and quiches.
- Assist in the preparation and heating of bread products.
- Gain experience in preparing and heating various hot drinks.
- Gain experience in preparing hot or cold drinks and tending to the bar area as needed, following standard protocols and safety guidelines.
- Support in planning the preparation of sandwiches, bread, and other baked goods based on anticipated sales.
- Help receive and store goods appropriately.

Bartender

Ref: HOS003 ISCO Major Group: 5

Key Competences

- Gain proficiency in washing and rinsing glasses properly.
- Help clean tables, the bar, and maintain cleanliness in the restaurant area.
- Help receive and store goods appropriately.
- Assist in taking drink orders from customers.
- Under supervision, participate in creating new cocktail recipes, both with and without alcohol.
- Gain experience in mixing cocktails according to customer preferences and orders.
- Learn to monitor team activities and report to senior staff.
- Assist with stock management, recording shortages, and placing orders.
- Assist in the preparation of simple dishes such as salads, raw vegetable platters, cheese platters, and desserts, following established recipes and procedures.
- Assist in the management of the organisation's accounts and administration.
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- Learn to receive payments for refreshments, ensuring accuracy and providing excellent customer service.
- Gain hands-on experience in preparing and serving drinks to customers.
- Assist in arranging and organizing the rooms and bar area.

Hotel Receptionist

Ref: HOS004 ISCO Major Group: 4

Key Competences

- Learn to register reservations and allocate occupation of rooms, apartments, bungalows, etc.
- Learn to put telephone calls through to clients.
- Assist in informing clients about the organisation's services, as well as local shows, restaurants, and tourist attractions.
- Learn to close the cash register and check outstanding accounts.
- Learn to receive clients upon arrival and departure.
- Under supervision, help exchange currency for foreign customers.
- Assist in running errands at the request of customers or companies.
- Assist in escorting clients to their rooms or suites and offering additional services such as television, telephone, and minibar setup.
- Learn to prepare invoices for accommodation costs, check means of payment, and receive payments from customers.
- Learn to welcome customers upon their arrival and handle administrative formalities related to their stay.
- Learn to respond to customers' questions and inquiries during their stay.
- Help register follow-up data of activities such as reservations, cancellations, and sales. Assist in drafting daily statistics reports, including occupancy and average price.
- Assist in informing customers about the organisation's services and procedures for making reservations.
- Learn to gather feedback from clients regarding the quality of reception, equipment, and personnel.

Hotel Supervisor Assistant

Ref: HOS005 ISCO Major Group: 5

Key Competences

- Assist with stock management, recording shortages, and placing orders.
- Learn to create schedules for front-office personnel, dividing activities and instructions among the team as directed.
- Assist in implementing business policies aimed at retaining customers.
- Help in following up on operations to ensure customer satisfaction is maintained.
- Learn to monitor the stock of linen and assist in washing, ironing, and storing items as required.
- Assist in supervising team activities and checking the implementation of safety, hygiene, and quality procedures.
- Assist in staffing activities, including hiring and organisation guidelines training.
- Gain exposure to menu planning and pricing dishes under the guidance of senior staff.
- Learn to count amounts in cash registers and assist in reconciling them.
- Support in the process of determining the required number of waiters, team members, etc., based on business needs.
- Assist in selecting suppliers and negotiating terms of contracts. Learn to check provided services or products.
- Learn to organise seminars, banquets, receptions by ordering products, paying deposits, arranging additional services, etc.
- Support in placing orders for stock replenishment.
- Learn to monitor team activities and report to senior staff.
- Learn to check products on delivery for quality and quantity, and monitor storage conditions.
- Assist in determining terms of banquets, conferences, etc., and coordinate their organisation.
- Learn to determine set up, design, and decoration aspects for events.
- Learn how to coordinate services and ensure adherence to safety and hygiene standards.
- Assist in supervising basic maintenance of rooms and equipment.
- Observe how new staff are hired and introduced to company policies, gradually contributing basic information about the company culture.

Human Resources

This field is focused on managing employee relations, recruitment, and payroll within an organisation. It includes roles that support the administration and coordination of HR activities to ensure a productive and compliant workplace.

Positions in this category:

- HR Clerk
- Payroll Officer

HR Clerk

Ref: HUM001 ISCO Major Group: 4

Key Competences

- Support in drafting documents for personnel management follow-up, including social survey tables, salary tables, and holiday planning documents.
- Assist in the input of salary data, including bonuses, benefits and deductions and assist in checking payslips to ensure accuracy.
- Learn to assist in managing administrative tasks related to pension and group insurance for staff members.
- Support in sorting resumes and replying to candidates during the recruitment process.
- Support in managing administrative tasks related to internal shifts and transfers of staff members.
- Support in managing administrative tasks related to training, such as issuing calls for participants and room reservations.
- Learn to update individual worker files, including statutory declarations and notifications.
- Support in communicating information regarding social legislation and company policies to staff members.

Payroll Officer

Ref: HUM002 ISCO Major Group: 4

Key Competences

- Learn to track variations in the wage bill, verify accounting and financial results, and assist in analysing and adjusting any differences detected.
- Assist in the input of salary data, including bonuses, benefits and deductions and assist in checking payslips to ensure accuracy.
- Support in managing HR activities specifically related to wages, such as payroll processing.
- Assist with wage-related tasks.
- Learn to interact and engage with employees as part of HR activities.
- Support in monitoring and tracking wages of employees.
- Gain exposure to personnel management tasks, including salary management, under the guidance of senior staff.
- Support in reviewing HR accounts including wages, social security declarations, and employment declarations for accuracy and compliance.
- Assist in collecting data concerning activities of personnel and preparing wage calculations.

Information and Communications Technology

This field encompasses a wide range of roles focused on the development, implementation, and management of technology systems and solutions. It includes positions that support the design, security, and maintenance of hardware, software, and networks.

Positions in this category:

- Graphic Design Technician
- Multimedia Design Technician
- Web Design Technician
- Web / Multimedia Development Technician
- Computer Assistant
- Computer Engineering Assistant - Hardware
- Computer Engineering Assistant - Operations
- Computer Network Technician
- Assistant Database Administrator
- ICT Security Technician
- ICT Sales Technician
- Assistant Software Developer
- Assistant System Administrator
- Assistant Systems Analyst
- Web Technician / Administrator
- Computer Technician
- Computer Networks & Systems Technician
- Telecommunications Technician

Graphic Design Technician

Ref: ICT001 ISCO Major Group: 3

Key Competences

- Contribute to the graphical aspects of book design.
- Support in developing graphical content for CD-ROMs.
- Aid in designing packaging visuals.
- Assist in creating drawings for various purposes.
- Contribute to the production of animated movies.
- Support in graphical aspects of motion picture film production.
- Assist in the creation of graphical content for commercial advertisements.
- Learn to integrate text and images, make corrections, and adhere to design guidelines.
- Assist in designing graphical content for newspapers.
- Assist in creating product sheets detailing technical specifications required for various production processes like printing.
- Assist in creating logos.
- Support in designing graphical content for web pages.
- Contribute to the creation of display boards, sales stands, and other promotional materials.
- Assist in designing advertising brochures and flyers.
- Support in the graphical aspects of signalling equipment design.
- Assist in brainstorming and developing creative concepts for various media formats, including print, multimedia, advertisements, radio, TV, posters, and games.
- Contribute to the development of graphical elements for video games.
- Gain experience in animating images, including adapting motions frame by frame and fixing paths.
- Gain experience in designing graphical elements such as volume, objects, and characters, including determining textures, colours, screen settings, and brightness.
- Gain proficiency in using graphical software to create drawings, illustrations, and computer graphics.
- Learn to select and edit images, including adjusting colour, retouching photos, and creating photomontages.
- Support in ensuring final products meet project standards, including graphical layout, user-friendliness, and navigation.
- Assist in discussing and stipulating order terms with customers.
- Gain exposure to calibrating or checking systems for digital exposure or direct exposure of printing plates.
- Contribute to the creation of comics.
- Learn to analyse client needs and translate concepts and scripts into visual presentations.
- Collaborate on designing posters.
- Learn to design the navigation, user-friendliness, and content of CD-ROMs, including video games.
- Gain experience in designing website navigation.
- Gain experience in designing website structure (tree diagram)
- Gain experience in designing website audio identity
- Gain experience in designing website visual identity
- Gain experience in designing website content and sections
- Gain knowledge in using software programs: Dreamweaver

- Support in adding visual or audio effects to video sequences.
- Learn to use software programs such as After Effects
- Gain experience in using software programs: 3DS Max
- Learn to use software programs such as Motion Builder
- Learn to use software programs such as Character Studio
- Learn to use software programs such as Arnold
- Learn to use software programs such as Matchmover
- Learn to use software programs such as Realflow
- Learn to utilise tools for editing and integrating video content.
- Learn to use software programs such as Cinema 4D
- Learn to utilise tools for editing and integrating text elements.
- Learn to use software programs such as Anime Studio
- Learn to use software programs such as Blender
- Learn to use software programs such as Houdini
- Learn to use software programs such as Mental-ray / V-ray
- Learn to use software programs such as Nuke
- Learn to use software programs such as StopMotion / iStopMotion
- Learn to use software programs such as Toon Boom
- Learn to use software programs such as Zbrush
- Gain knowledge in using software programs: Photoshop
- Collaborate with the design team to create visually appealing and intuitive user interface designs for mobile applications.
- Gain knowledge in using software programs: Fireworks
- Gain knowledge in using software programs: Flash
- Gain knowledge in using software programs: Frame Maker
- Gain knowledge in using software programs: Illustrator
- Gain knowledge in using software programs: InDesign
- Learn to use software programs such as Painter
- Gain knowledge in using software programs: Page Maker
- Gain knowledge in using software programs: Corel Draw.
- Gain knowledge in using software programs: Quark Express
- Gain knowledge in using software programs: XSI Softimage
- Learn to utilise tools for creating and integrating 2D animations.
- Learn to utilise tools for creating and integrating 3D animations.
- Learn to utilise tools for creating and integrating vector animations.
- Learn to utilise tools for editing and integrating images.
- Learn to utilise tools for editing and integrating audio files.
- Gain knowledge in using software programs: LightWave, Maya

Multimedia Design Technician

Ref: ICT002

ISCO Major Group: 3

Key Competences

- Assist in brainstorming and developing creative concepts for various media formats, including print, multimedia, advertisements, radio, TV, posters, and games.
- Gain experience in using software programs: 3DS Max
- Gain knowledge in using software programs: Corel Draw.
- Learn to integrate text and images, make corrections, and adhere to design guidelines.
- Assist in creating logos.
- Support in adding visual or audio effects to video sequences.
- Gain experience in designing graphical elements such as volume, objects, and characters, including determining textures, colours, screen settings, and brightness.
- Gain proficiency in using graphical software to create drawings, illustrations, and computer graphics.
- Learn to select and edit images, including adjusting colour, retouching photos, and creating photomontages.
- Support in ensuring final products meet project standards, including graphical layout, user-friendliness, and navigation.
- Assist in discussing and stipulating order terms with customers.
- Gain exposure to calibrating or checking systems for digital exposure or direct exposure of printing plates.
- Assist in creating drawings for various purposes.
- Gain skills in creating visuals (such as images, photos, and illustrations) suitable for various communication platforms.
- Aid in designing packaging visuals.
- Learn to analyse client needs and translate concepts and scripts into visual presentations.
- Gain experience in animating images, including adapting motions frame by frame and fixing paths.
- Learn to design the navigation, user-friendliness, and content of CD-ROMs, including video games.
- Assist in creating product sheets detailing technical specifications required for various production processes like printing.
- Collaborate on designing posters.
- Contribute to the creation of comics.
- Gain knowledge in using software programs: Flash
- Learn to craft messages tailored to different mediums (e.g., print, radio, TV, web) based on campaign guidelines.
- Learn to use software programs such as Blender
- Learn to use software programs such as Character Studio
- Learn to use software programs such as Arnold
- Learn to use software programs such as Matchmover
- Learn to use software programs such as Realflow
- Learn to use software programs such as Zbrush
- Learn to use software programs such as Cinema 4D
- Gain knowledge in using software programs: Dreamweaver
- Learn to use software programs such as Anime Studio
- Assist in defining project timelines and deliverables by collaborating with clients and creating drafts, storyboards, etc.
- Learn to use software programs such as Houdini

- Learn to use software programs such as Mental-ray / V-ray
- Learn to use software programs such as Nuke
- Learn to use software programs such as StopMotion / iStopMotion
- Learn to use software programs such as Toon Boom
- Collaborate with the design team to create visually appealing and intuitive user interface designs for mobile applications.
- Learn to use software programs such as After Effects
- Learn to utilise tools for creating and integrating 2D animations.
- Gain knowledge in using software programs: Frame Maker
- Gain knowledge in using software programs: Illustrator
- Gain knowledge in using software programs: InDesign
- Gain knowledge in using software programs: LightWave, Maya
- Gain knowledge in using software programs: Page Maker
- Gain knowledge in using software programs: Photoshop
- Learn to use software programs such as Motion Builder
- Gain knowledge in using software programs: XSI Softimage
- Learn to use software programs such as Painter
- Learn to utilise tools for creating and integrating 3D animations.
- Learn to utilise tools for creating and integrating vector animations.
- Learn to utilise tools for editing and integrating images.
- Learn to utilise tools for editing and integrating audio files.
- Learn to utilise tools for editing and integrating text elements.
- Learn to utilise tools for editing and integrating video content.
- Explore and develop creative ideas for different mediums (e.g., print, web, TV, posters, video games) under supervision.
- Gain knowledge in using software programs: Quark Express

Web Design Technician

Ref: ICT003 ISCO Major Group: 3

Key Competences

- Contribute to the graphical aspects of book design.
- Assist in creating logos.
- Support in designing graphical content for web pages.
- Contribute to the creation of display boards, sales stands, and other promotional materials.
- Assist in designing advertising brochures and flyers.
- Support in the graphical aspects of signalling equipment design.
- Assist in brainstorming and developing creative concepts for various media formats, including print, multimedia, advertisements, radio, TV, posters, and games.
- Support in graphical aspects of motion picture film production.
- Gain skills in creating visuals (such as images, photos, and illustrations) suitable for various communication platforms.
- Gain experience in designing graphical elements such as volume, objects, and characters, including determining textures, colours, screen settings, and brightness.
- Gain proficiency in using graphical software to create drawings, illustrations, and computer graphics.
- Learn to select and edit images, including adjusting colour, retouching photos, and creating photomontages.
- Support in ensuring final products meet project standards, including graphical layout, user-friendliness, and navigation.
- Assist in discussing and stipulating order terms with customers.
- Gain exposure to calibrating or checking systems for digital exposure or direct exposure of printing plates.
- Learn to design various elements of a publication, such as covers, brochures, posters, and web pages.
- Assist in creating product sheets detailing technical specifications required for various production processes like printing.
- Assist in creating multimedia communication tools, like CD-ROMs and web pages.
- Gain knowledge in using software programs: Corel Draw.
- Gain experience in building and animating websites.
- Support in adding visual or audio effects to video sequences.
- Learn to analyse client needs and translate concepts and scripts into visual presentations.
- Gain experience in animating images, including adapting motions frame by frame and fixing paths.
- Learn to design the navigation, user-friendliness, and content of CD-ROMs, including video games.
- Gain experience in designing website navigation.
- Gain experience in designing website structure (tree diagram)
- Gain experience in designing website audio identity
- Learn to craft messages tailored to different mediums (e.g., print, radio, TV, web) based on campaign guidelines.
- Learn to use software programs such as Blender
- Learn to use software programs such as Motion Builder
- Learn to use software programs such as Character Studio
- Learn to use software programs such as Arnold
- Learn to use software programs such as Matchmover
- Learn to use software programs such as Realflow

- Learn to use software programs such as Zbrush
- Learn to use software programs such as Cinema 4D
- Participate in reviewing the design and functionality of websites, animations, and games.
- Learn to use software programs such as Anime Studio
- Learn to utilise tools for editing and integrating video content.
- Learn to use software programs such as Houdini
- Learn to use software programs such as Mental-ray / V-ray
- Learn to use software programs such as Nuke
- Learn to use software programs such as StopMotion / iStopMotion
- Learn to use software programs such as Toon Boom
- Work on designing projects specifically tailored for interactive websites.
- Participate in designing projects for web applications, learning about their specific requirements and functionalities.
- Collaborate with the design team to create visually appealing and intuitive user interface designs for mobile applications.
- Learn to use software programs such as After Effects
- Gain knowledge in using software programs: Quark Express
- Explore and develop creative ideas for different mediums (e.g., print, web, TV, posters, video games) under supervision.
- Gain knowledge in using software programs: Dreamweaver
- Gain knowledge in using software programs: Fireworks
- Gain knowledge in using software programs: Flash
- Gain knowledge in using software programs: Frame Maker
- Gain knowledge in using software programs: Illustrator
- Gain knowledge in using software programs: InDesign
- Gain knowledge in using software programs: LightWave, Maya
- Learn to use software programs such as Painter
- Gain knowledge in using software programs: Photoshop
- Assist in defining project timelines and deliverables by collaborating with clients and creating drafts, storyboards, etc.
- Gain knowledge in using software programs: XSI Softimage
- Learn to utilise tools for creating and integrating 2D animations.
- Learn to utilise tools for creating and integrating 3D animations.
- Learn to utilise tools for creating and integrating vector animations.
- Learn to utilise tools for editing and integrating images.
- Learn to utilise tools for editing and integrating audio files.
- Learn to utilise tools for editing and integrating text elements.
- Gain experience in using software programs: 3DS Max
- Gain knowledge in using software programs: Page Maker

Web / Multimedia Development Technician

Ref: ICT004 ISCO Major Group: 3

Key Competences

- Collaborate on devising technical solutions, including evaluating configurations and architectures, while considering functional requirements.
- Participate in designing projects for web applications, learning about their specific requirements and functionalities.
- Work on designing projects specifically tailored for interactive websites.
- Gain proficiency in writing programs using a specific programming language, focusing on syntax, logic, and problem-solving.
- Practice analysing technical and functional issues and suggesting improvements or adjustments.
- Aid in analysing customer needs and determining objectives and intervention frameworks.
- Learn to create applications that interact with databases, understanding how data is stored, retrieved, and manipulated.

Computer Assistant

Ref: ICT005

ISCO Major Group: 4

Key Competences

- Assist in installing or configuring IT or office automation infrastructure, including standard configurations at workstations.
- Gain skills in identifying and repairing power, electronic, or IT failures, and implementing corrective procedures.
- Assist in determining appropriate interventions based on information gathered from helpdesks, hotlines, or information databases.
- Participate in assessing the resources required to resolve issues and adjust service calls as needed, including dispatching on-site maintenance or specialised technicians.
- Learn to install and integrate equipment such as workstations, network devices, and peripherals into production environments, including hardware and software configurations.
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Assist in selecting or installing IT infrastructure components, both software and hardware.
- Gain experience in monitoring network performance, capacity, and quality, and adjusting equipment and systems accordingly.
- Participate in starting or scheduling maintenance tasks and ensuring their conformity.
- Gain exposure to monitoring and updating technical and economic information and regulations relevant to the design process.
- Assist in assembling or integrating parts of IT or office automation infrastructure.
- Learn to cable IT networks or office automation equipment effectively.
- Learn to assist users in problem-solving and remotely manage system controls when necessary.
- Gain experience in verifying the operation of devices, information systems, and data transfer systems.
- Gain experience in remotely diagnosing hardware or software issues.
- Learn to install or configure IT or office automation infrastructure within client environments.
- Gain experience in setting up IT or office automation infrastructure for network servers.
- Familiarise yourself with providing technical assistance and customer support within the designated domain.
- Learn to implement temporary solutions using older versions of IT or office automation systems.
- Gain skills in replacing or repairing faulty hardware components or parts.
- Assist in customizing workstations to meet user needs and conducting functional tests.
- Learn to provide technical support and advice to users, customers, and services.
- Gain experience in checking and analysing the operation of systems, networks, tools, and peripheral equipment.
- Learn to maintain supply follow-up systems for loose parts usage.
- Assist in monitoring installations, including equipment, systems, networks, workstations, and software.
- Learn to disassemble IT equipment and sort components for reuse or recycling purposes.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.

Computer Engineering Assistant - Hardware

Ref: ICT006

ISCO Major Group: 3

Key Competences

- Learn about Digital Subscriber Line (DSL) networks and their operations.
- Learn to install and integrate equipment such as workstations, network devices, and peripherals into production environments, including hardware and software configurations.
- Learn to install installations on-site and establish connections to external networks.
- Assist in making trenches for pulling cables through and observe the process of drilling through walls and filling trenches.
- Learn to place surface-mounted or built-in cable ducts and wires.
- Learn to choose materials and stock raw materials for the production of goods.
- Assist in selecting or installing IT infrastructure components, both software and hardware.
- Gain skills in managing various types of networks, including LAN, MAN, and WAN.
- Learn to monitor the functioning of specific operating systems, focusing on disk space management.
- Learn to monitor the functioning of specific operating systems, focusing on telecom networks.
- Learn to monitor the functioning of specific operating systems, focusing on IT networks.
- Learn to monitor the functioning of specific operating systems, focusing on servers.
- Learn to monitor the functioning of specific operating systems, focusing on systems.
- Observe and assist in diagnosing installation malfunctions and repairing broken parts.
- Assist in recommending technical choices and estimating the acquisition of IT equipment or applications.
- Assist in adjusting and testing data communication networks for optimal performance.
- Gain skills in working with data communication cabling for network setups.
- Gain experience in organizing the monitoring and management of IT equipment and arranging IT rooms.
- Assist in monitoring and verifying maintenance engineers' interventions.
- Gain experience in checking and analysing the operation of systems, networks, tools, and peripheral equipment.
- Familiarise yourself with network architecture within the designated domain.
- Participate in analysing the architecture of IT systems within the company.
- Gain experience in working with Asymmetric Digital Subscriber Line (ADSL) networks.
- Gain experience in working with Wide Area Network (WAN) configurations and setups.
- Learn about Voice-Data-Video (VDV) networks and their functionalities.
- Gain skills in working with Private Automatic Branch Exchange (PABX) systems.
- Learn about Local Area Network (LAN) operations and configurations.
- Gain experience in working with Digital Enhanced Cordless Telecommunications (DECT) networks.
- Gain experience in working on fibre-optic networks, including Fibre To The Home (FTTH) setups.
- Learn to perform remote maintenance interventions on user infrastructure.

Computer Engineering Assistant - Operations

Ref: ICT007

ISCO Major Group: 3

Key Competences

- Learn to monitor the functioning of specific operating systems, focusing on IT networks.
- Learn to install and integrate equipment such as workstations, network devices, and peripherals into production environments, including hardware and software configurations.
- Gain skills in planning the execution of assignments and managing and operating IT systems effectively.
- Assist in supervising and monitoring the state of IT systems, including performing backups and managing data files.
- Participate in starting or scheduling maintenance tasks and ensuring their conformity.
- Gain exposure to monitoring and updating technical and economic information and regulations relevant to the design process.
- Learn to monitor the functioning of specific operating systems, focusing on applications and software.
- Learn to monitor the functioning of specific operating systems, focusing on databases.
- Learn to monitor the functioning of specific operating systems, focusing on software.
- Learn to identify the nature and origin of incidents, diagnose issues, and implement corrective procedures.
- Learn to monitor the functioning of specific operating systems, focusing on telecom networks.
- Gain experience in supervising and organizing assignments related to IT management and production.
- Learn to monitor the functioning of specific operating systems, focusing on servers.
- Learn to monitor the functioning of specific operating systems, focusing on systems.
- Learn to create access rights and user accounts based on user profiles and security requirements.
- Assist in recommending technical choices and estimating the acquisition of IT equipment or applications.
- Learn to provide technical support and advice to users, customers, and services.
- Gain experience in checking and analysing the operation of systems, networks, tools, and peripheral equipment.
- Assist in monitoring and verifying maintenance engineers' interventions.
- Gain experience in organizing the monitoring and management of IT equipment and arranging IT rooms.
- Learn to monitor the functioning of specific operating systems, focusing on disk space management.

Computer Network Technician

Ref: ICT008

ISCO Major Group: 3

Key Competences

- Gain knowledge about managing real-time systems and their specific requirements.
- Gain understanding and practice in creating procedures for exploring, operating, and securing IT infrastructure.
- Learn to choose materials and stock raw materials for the production of goods.
- Assist in selecting or installing IT infrastructure components, both software and hardware.
- Learn to keep track of IT system configurations and architectures, and update them as needed to keep pace with changes.
- Understand the basics of managing systems for timesharing or handling transactions efficiently.
- Gain familiarity with managing embedded systems and their unique characteristics.
- Get acquainted with managing systems that utilise multiprocessor setups.
- Learn to recognise disturbances, incidents, and irregularities in systems, and practice applying corrective procedures.
- Learn about managing systems designed for interactive decision-making processes.
- Learn to check the progress of work and observe how to ensure its proper execution.
- Learn to assign and set up software and network infrastructure, including allocating resources and implementing new setups.
- Observe and assist in diagnosing installation malfunctions and repairing broken parts.
- Learn how to train and assist users in utilizing infrastructure and IT systems effectively.
- Practice analysing the performance of IT systems and suggesting measures to enhance quality, security, and productivity.
- Learn to perform remote maintenance interventions on user infrastructure.
- Gain skills in working with data communication cabling for network setups.
- Assist in adjusting and testing data communication networks for optimal performance.
- Gain skills in managing various types of networks, including LAN, MAN, and WAN.

Assistant Database Administrator

Ref: ICT009

ISCO Major Group: 3

Key Competences

- Practice analysing the performance of IT systems and suggesting measures to enhance quality, security, and productivity.
- Gain understanding and practice in creating procedures for exploring, operating, and securing IT infrastructure.
- Collaborate on the development of a prototype for client validation.
- Assist in selecting or installing IT infrastructure components, both software and hardware.
- Learn to keep track of IT system configurations and architectures, and update them as needed to keep pace with changes.
- Assist in adjusting and defining parameters within integrated management programs.
- Participate in managing systems, particularly the database management system.
- Contribute to the design and elaboration of prototypes or development models, especially for design applications.
- Aid in making technical choices within software and hardware architecture, including selecting technologies, hardware, software, and configurations.
- Learn to recognise disturbances, incidents, and irregularities in systems, and practice applying corrective procedures.
- Engage in the analysis of client or user needs and the formulation of functional specifications, encompassing technical specifications, terms, and cost considerations.
- Aid in the elaboration and updating of documents and technical support for developers, users, and IT services.
- Support interventions within the IT domain, particularly in embedded systems.
- Engage in interventions within the IT domain, particularly focusing on business intelligence.
- Practice analysing technical and functional issues and suggesting improvements or adjustments.
- Assist in the implementation of auxiliary systems for supervision, security, and management of IT infrastructure.
- Play a role in the design of IT programs and applications.
- Learn to perform remote maintenance interventions on user infrastructure.
- Participate in selecting, assembling, and integrating components in CBSE, covering programs, databases, and specific developments.
- Contribute to determining and executing phases and procedures for technical and functional testing of IT programs and applications, including planning and validation.
- Help determine and monitor access rights in accordance with user and service characteristics.
- Learn to create applications that interact with databases, understanding how data is stored, retrieved, and manipulated.

ICT Security Technician

Ref: ICT010

ISCO Major Group: 3

Key Competences

- Learn to contribute to setting standards and establishing tools and procedures for reliability, research, and IT-output, and gain hands-on experience in applying them with a focus on quality and security.
- Gain exposure to determining quality and security procedures for IT and telecom systems and monitoring their implementation.
- Assist in the implementation of auxiliary systems for supervision, security, and management of IT infrastructure.
- Practice analysing the performance of IT systems and suggesting measures to enhance quality, security, and productivity.
- Learn to assist in determining and executing risk management strategies for IT systems, considering security, reliability, integrity, and confidentiality.
- Learn to monitor the functioning of specific operating systems, focusing on servers.
- Assist in checking if company IT systems adhere to risk management principles, focusing on security, confidentiality, and reliability.
- Observe and learn to provide advice or seek technical solutions for access protection and security issues.
- Assist in identifying the needs of the company, customers, or users in the telecom system field, including considerations of capacity, reliability, and security.
- Gain understanding and practice in creating procedures for exploring, operating, and securing IT infrastructure.
- Gain experience in placing access control and security systems as directed.
- Learn to inform and train IT teams on technical aspects such as procedures, security measures, and risks associated with introducing new IT/telecom systems.

ICT Sales Technician

Ref: ICT011 ISCO Major Group: 3

Key Competences

- Gain exposure to determining the strategic sales objectives of the department and contribute as directed.
- Learn to assist in supervising international sales networks or distribution channels, such as subsidiaries and commercial agencies.
- Participate in exchanging market information with the sales team and various departments.
- Observe and learn to negotiate commercial contracts with purchasing bodies, including references, rate lists, and promotions.
- Assist in analysing information on products or product ranges and selecting the appropriate type of promotional campaign.
- Gain experience in responding to calls for tenders, drafting commercial proposals, and establishing performance values with customers in contracts.
- Assist with setting up database of customers and prospects.
- Assist in monitoring the budget of commercial actions.
- Learn to organise, follow up on, and provide technical support for the activities of the sales team.

Assistant Software Developer

Ref: ICT012 ISCO Major Group: 3

Key Competences

- Contribute to the design and elaboration of prototypes or development models, especially for design applications.
- Gain experience in the domain of finance and accountancy.
- Gain experience in the domain of office automation.
- Gain experience in the domain of databases.
- Participate in choosing software packages with computer scientists and recommending implementation methods within the company, including design, development, and rollout.
- Gain exposure to evaluating costs, risks, and resources, and assisting in planning the implementation of orders or IT projects.
- Learn to create applications that interact with databases, understanding how data is stored, retrieved, and manipulated.
- Aid in making technical choices within software and hardware architecture, including selecting technologies, hardware, software, and configurations.
- Learn to develop and update functional and general specifications for clients.
- Gain experience in coordinating integration/development project implementation and providing coaching support.
- Gain experience in the domain of microcomputer applications.
- Assist in adjusting and defining parameters within integrated management programs.
- Assist in setting up data carriers to facilitate information flow and training and distribute them to relevant stakeholders.
- Collaborate on the development of a prototype for client validation.
- Learn to execute and monitor functional tests of new applications.
- Contribute to the test phase and completion of new applications, including composing documentation.
- Assist in making functional and technical improvements and participating in the rollout of applications, including setting parameters and providing follow-up support.
- Gain exposure to standardizing and determining functional solutions, as well as proposing evolutions and functional extensions of IT systems to clients.
- Learn to check the implementation of security rules and ensure the security of materials and critical points.
- Gain proficiency in writing programs using a specific programming language, focusing on syntax, logic, and problem-solving.
- Aid in the elaboration and updating of documents and technical support for developers, users, and IT services.
- Gain experience in the domain of computer accessibility.
- Contribute to determining and executing phases and procedures for technical and functional testing of IT programs and applications, including planning and validation.
- Participate in selecting, assembling, and integrating components in CBSE, covering programs, databases, and specific developments.
- Learn to provide technical support and advice to users, customers, and services.
- Gain experience in the production of software solutions in the IT environment, including servers, workstations, and operating systems.
- Assist in processing and forwarding numeric or coded information.
- Gain experience in the domain of software engineering.
- Participate in analysing the architecture of IT systems within the company.

- Assist in analysing the functional needs of companies or clients and formulating technical aspects according to specifications.
- Learn to introduce new products and train users to operate supplied IT applications.
- Learn to adapt preset programs (code, decode) and develop basic production programs (convert plans, reference systems, documents).
- Practice analysing technical and functional issues and suggesting improvements or adjustments.
- Gain experience in the domain of exploitation systems.
- Gain experience in the domain of human resources.
- Gain experience in the domain of industrial and technical programs.
- Gain experience in the domain of Integrated Management Systems - Enterprise Resource Planning (ERP).
- Learn to develop and formulate technical specifications for IT applications.
- Play a role in the design of IT programs and applications.

Assistant System Administrator

Ref: ICT013

ISCO Major Group: 3

Key Competences

- Learn about managing systems designed for interactive decision-making processes.
- Gain understanding and practice in creating procedures for exploring, operating, and securing IT infrastructure.
- Assist in selecting or installing IT infrastructure components, both software and hardware.
- Learn to keep track of IT system configurations and architectures, and update them as needed to keep pace with changes.
- Gain exposure to monitoring and updating technical and economic information and regulations relevant to the design process.
- Understand the basics of managing systems for timesharing or handling transactions efficiently.
- Gain familiarity with managing embedded systems and their unique characteristics.
- Learn to recognise disturbances, incidents, and irregularities in systems, and practice applying corrective procedures.
- Gain skills in managing various types of networks, including LAN, MAN, and WAN.
- Help determine and monitor access rights in accordance with user and service characteristics.
- Gain knowledge about managing real-time systems and their specific requirements.
- Learn to assign and set up software and network infrastructure, including allocating resources and implementing new setups.
- Learn how to train and assist users in utilizing infrastructure and IT systems effectively.
- Practice analysing the performance of IT systems and suggesting measures to enhance quality, security, and productivity.
- Assist in the implementation of auxiliary systems for supervision, security, and management of IT infrastructure.
- Learn to perform remote maintenance interventions on user infrastructure.
- Shadow experienced team members to counsel and assist development teams, IT production teams, or users in choosing and implementing technical solutions.
- Get acquainted with managing systems that utilise multiprocessor setups.

Assistant Systems Analyst

Ref: ICT014 ISCO Major Group: 3

Key Competences

- Assist in checking if company IT systems adhere to risk management principles, focusing on security, confidentiality, and reliability.
- Engage in the analysis of client or user needs and the formulation of functional specifications, encompassing technical specifications, terms, and cost considerations.
- Gain experience in the domain of client server
- Gain experience in the domain of office automation.
- Gain experience in the domain of databases.
- Shadow experienced staff members to understand procedures and assist in briefing and training staff on procedure usage, security, and maintenance.
- Participate in formalizing and drafting technical documents, including general and technical specifications.
- Gain exposure to evaluating costs, risks, and resources, and assisting in planning the implementation of orders or IT projects.
- Learn to set and monitor parameters while ensuring adherence to norms and standards by IT teams across various domains (client server, micro systems, telecommunications networks, IT networks).
- Learn to create applications that interact with databases, understanding how data is stored, retrieved, and manipulated.
- Learn to inform and train IT teams on technical aspects such as procedures, security measures, and risks associated with introducing new IT/telecom systems.
- Learn to check the implementation of security rules and ensure the security of materials and critical points.
- Gain experience in the domain of microcomputer applications.
- Gain experience in coordinating integration/development project implementation and providing coaching support.
- Contribute to the design and elaboration of prototypes or development models, especially for design applications.
- Assist in adjusting and defining parameters within integrated management programs.
- Assist in supervising and coordinating project execution under the guidance of experienced team members.
- Gain exposure to monitoring and updating technical and economic information and regulations relevant to the design process.
- Assist in selecting suppliers and negotiating terms of contracts. Learn to check provided services or products.
- Participate in starting or scheduling maintenance tasks and ensuring their conformity.
- Collaborate on the development of a prototype for client validation.
- Contribute to the test phase and completion of new applications, including composing documentation.
- Aid in making technical choices within software and hardware architecture, including selecting technologies, hardware, software, and configurations.
- Learn to identify and prevent technology-related hazards, and recommend amendments under supervision.
- Learn to develop and formulate technical specifications for IT applications.
- Aid in the elaboration and updating of documents and technical support for developers, users, and IT services.
- Contribute to determining and executing phases and procedures for technical and functional testing of IT programs and applications, including planning and validation.
- Learn to contribute to setting standards and establishing tools and procedures for reliability, research, and IT-output, and gain hands-on experience in applying them with a focus on quality and security.

- Gain experience in monitoring and coordinating productions, studies, or IT developments, including managing contributors and suppliers.
- Participate in selecting, assembling, and integrating components in CBSE, covering programs, databases, and specific developments.
- Learn to provide technical support and advice to users, customers, and services.
- Gain experience in the production of software solutions in the IT environment, including servers, workstations, and operating systems.
- Play a role in the design of IT programs and applications.
- Gain experience in the domain of software engineering.
- Support IT-system audits and contribute to recommending amendments based on findings.
- Assist in analysing the functional needs of companies or clients and formulating technical aspects according to specifications.
- Learn to introduce new products and train users to operate supplied IT applications.
- Assist in preparing or assembling equipment, IT systems, or IT carriers, including understanding condition and logistics requirements.
- Gain exposure to supporting presales activities, including processing tenders and assisting in the elaboration of commercial offers, including amounts, means, implementation, and terms.
- Practice analysing technical and functional issues and suggesting improvements or adjustments.
- Gain experience in the domain of exploitation systems.
- Gain experience in the domain of IT networks
- Gain experience in the domain of telecommunications networks
- Provide assistance in the domain of seasonal products.
- Gain experience in the domain of micro systems
- Collaborate on devising technical solutions, including evaluating configurations and architectures, while considering functional requirements.
- Gain proficiency in writing programs using a specific programming language, focusing on syntax, logic, and problem-solving.

Web Technician / Administrator

Ref: ICT015

ISCO Major Group: 3

Key Competences

- Get trained on responding to internet users' emails and inquiries, which may include complaints, sales, purchases, exchanges.
- Help determine and monitor access rights in accordance with user and service characteristics.
- Assist in the maintenance and updating of the knowledge database containing frequently asked questions.
- Participate in the statistical tracking of emails received by the site and the number of visitors.
- Practice analysing the performance of IT systems and suggesting measures to enhance quality, security, and productivity.
- Contribute to drafting and implementing rules regarding information dissemination, communication, and site content management.
- Observe and provide support in supervising the creation of web pages.
- Learn to provide remote support to users of electronic installations as needed.
- Gain skills in managing various types of networks, including LAN, MAN, and WAN.
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Assist in collecting information and interactions between internet users, and categorise them by topic and typology.
- Support in analysing technical malfunctions or issues encountered by internet users while using the site or services.
- Learn to recognise disturbances, incidents, and irregularities in systems, and practice applying corrective procedures.
- Assist in determining appropriate interventions based on information gathered from helpdesks, hotlines, or information databases.

Computer Technician

Ref: ICT016

ISCO Major Group: 3

Key Competences

- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Learn to assist users in problem-solving and remotely manage system controls when necessary.
- Gain exposure to working with the AS 400 operating system.
- Gain exposure to working with the Aix operating system.
- Gain experience in setting up IT or office automation infrastructure for network servers.
- Learn to install or configure IT or office automation infrastructure within client environments.
- Gain exposure to working with the HP-Ux operating system.
- Gain experience in providing training on the use of IT and office automation systems or equipment.
- Gain exposure to working with the Irix operating system.
- Learn to cable IT networks or office automation equipment effectively.
- Assist in assembling or integrating parts of IT or office automation infrastructure.
- Assist in providing technical assistance related to proposal development.
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Participate in assessing the resources required to resolve issues and adjust service calls as needed, including dispatching on-site maintenance or specialised technicians.
- Assist in determining appropriate interventions based on information gathered from helpdesks, hotlines, or information databases.
- Assist in installing or configuring IT or office automation infrastructure, including standard configurations at workstations.
- Learn to perform interventions remotely.
- Gain experience in remotely diagnosing hardware or software issues.
- Learn to disassemble IT equipment and sort components for reuse or recycling purposes.
- Learn to maintain supply follow-up systems for loose parts usage.
- Assist in customizing workstations to meet user needs and conducting functional tests.
- Gain skills in replacing or repairing faulty hardware components or parts.
- Gain exposure to working with the Gcos operating system.
- Gain experience in performing interventions on-site or with customers.
- Clean and set up material and equipment
- Gain exposure to working with the Windows operating system.
- Gain exposure to working with the Unix operating system.
- Gain exposure to working with the Solaris operating system.
- Gain exposure to working with the MVS operating system.
- Gain exposure to working with the MacOS operating system.
- Gain exposure to working with the Linux operating system.
- Learn to implement temporary solutions using older versions of IT or office automation systems.

Computer Networks & Systems Technician

Ref: ICT017

ISCO Major Group: 3

Key Competences

- Learn how to train and assist users in utilizing infrastructure and IT systems effectively.
- Assist in determining appropriate interventions based on information gathered from helpdesks, hotlines, or information databases.
- Learn to install installations on-site and establish connections to external networks.
- Learn to prepare systems for reuse by following standard procedures for replacement or repair of parts and components.
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Assist in selecting or installing IT infrastructure components, both software and hardware.
- Observe and learn to explain technical operations to customers or users and guide them in using installations effectively.
- Assist in assembling or integrating parts of IT or office automation infrastructure.
- Learn to provide remote support to users of electronic installations as needed.
- Learn to assign and set up software and network infrastructure, including allocating resources and implementing new setups.
- Observe and assist in diagnosing installation malfunctions and repairing broken parts.
- Learn to assist users in problem-solving and remotely manage system controls when necessary.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Gain experience in remotely diagnosing hardware or software issues.
- Assist in installing or configuring IT or office automation infrastructure, including standard configurations at workstations.
- Gain experience in setting up IT or office automation infrastructure for network servers.
- Practice analysing the performance of IT systems and suggesting measures to enhance quality, security, and productivity.
- Learn to implement temporary solutions using older versions of IT or office automation systems.
- Assist in the implementation of auxiliary systems for supervision, security, and management of IT infrastructure.
- Learn to perform remote maintenance interventions on user infrastructure.
- Assist in customizing workstations to meet user needs and conducting functional tests.
- Learn to maintain supply follow-up systems for loose parts usage.
- Assist in adjusting and testing data communication networks for optimal performance.
- Help determine and monitor access rights in accordance with user and service characteristics.
- Learn to disassemble IT equipment and sort components for reuse or recycling purposes.
- Learn to cable IT networks or office automation equipment effectively.

Telecommunications Technician

Ref: ICT018 ISCO Major Group: 3

Key Competences

- Observe and learn to explain technical operations to customers or users and guide them in using installations effectively.
- Learn to determine materials for integration based on specifications, technical regulations, and assemble the installation parts.
- Gain experience in working with Digital Enhanced Cordless Telecommunications (DECT) networks.
- Learn about Digital Subscriber Line (DSL) networks and their operations.
- Gain experience in working with Asymmetric Digital Subscriber Line (ADSL) networks.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Gain skills in working with Private Automatic Branch Exchange (PABX) systems.
- Learn to provide remote support to users of electronic installations as needed.
- Learn about Voice-Data-Video (VDV) networks and their functionalities.
- Gain experience in checking the conformity of installations with orders, either on-site or through helpdesk support or hotlines.
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Learn to prepare systems for reuse by following standard procedures for replacement or repair of parts and components.
- Assist in installing junction boxes, such as distribution boxes, splitters, and electric sockets, and connect them to existing cables.
- Learn to install installations on-site and establish connections to external networks.
- Assist in determining appropriate interventions based on information gathered from helpdesks, hotlines, or information databases.
- Observe and learn to advise customers on the choice of telecommunication or weak current installations.
- Gain exposure to working on fire protection systems installations.
- Gain experience in working on fibre-optic networks, including Fibre To The Home (FTTH) setups.
- Gain experience in working on immotics (building automation) installations.
- Learn to configure/program telecommunication and weak-current installations and perform function tests.
- Assist in updating telecommunication or weak-current installations.
- Gain exposure to working on wireless telephony installations.
- Learn about Local Area Network (LAN) operations and configurations.
- Gain exposure to working on analogue telephony installations.
- Gain experience in working on access systems and access control installations.
- Gain exposure to working on intrusion protection of private houses installations.
- Gain exposure to working on intrusion protection of professional spaces installations.
- Gain exposure to working on informatics equipment and networks installations.
- Gain exposure to working on sound systems installations.
- Gain exposure to working on house automation installations.
- Gain experience in working with Wide Area Network (WAN) configurations and setups.
- Gain exposure to working on digital telephony installations.

Insurance

This category involves managing risk and providing financial protection through various insurance products. It includes roles that support the administration, sales, and customer service aspects of insurance policies.

Positions in this category:

- Insurance Clerk
- Insurance Representative

Insurance Clerk

Ref: INS001 ISCO Major Group: 4

Key Competences

- Assist in the preparation of income statements by gathering and organizing data per product type (insurance product, financial products, etc.) and per risk type.
- Assist in calculating the middle and long-term profitability of insurance and saving products.
- Assist in conducting statistical studies and making prognoses for various risks such as sickness, dependence, and accidents among the population.
- Assist in the calculation and monitoring of the enterprise's financial commitments via insurance contracts.
- Help in updating databases via input of new insurance or savings products.
- Provide technical support to collaborators, managers, commercial departments (handling and compilation of contracts) under guidance.
- Support in evaluating the financial impact of an operation on short, middle and long-term corporate results.
- Assist in conducting a periodical inventory of overall or partial contracts portfolio (savings products, insurance products).

Insurance Representative

Ref: INS002 ISCO Major Group: 3

Key Competences

- Assist in paying medical, retirement or disability benefits; check settlement and arrange resolution with insurant.
- Support in drawing up insurance contracts/clauses based on risks to be covered/incidents (accident...) and deliver for approval.
- Assist in the development of a customer portfolio for coverage of specific risk: Financial risks.
- Assist in the development of a customer portfolio for coverage of specific risk: Pension.
- Assist in the development of a customer portfolio for coverage of specific risk: Reinsurance.
- Assist in the development of a customer portfolio for coverage of specific risk: Savings products, life insurance.
- Assist in the development of a customer portfolio for coverage of specific risk: Natural disasters.
- Assist in the development of a customer portfolio for coverage of specific risk: Health, assistance.
- Assist in coordinating the management of claims and refunding customers.
- Support the team in updating contracts according to the evolution of customers' situations and help in updating customer files.
- Assist in checking damages report and assessing value of loss of material, buildings, returns... and liability of the different parties.
- Assist in claiming additional information/evidence (medical certificates, invoices, expertise reports, health questionnaires...).
- Assist in executing commercial actions according to strategy of the office or insurance company.
- Assist in actualising customer's insurance contract and registering the follow-up data.
- Assist in informing customers about handling of their file, advise them on steps to be taken (expertise, filing a complaint...).
- Assist in studying probability and scope of risk and value the customer's moveable and immoveable property.
- Support in drawing up a contract proposal (coverage, premiums...) and inform customers about specific clauses.
- Assist in determining and agreeing on modalities of co-operation with insurance companies.
- Assist in sending premium notifications, follow-up collection of premiums and deliver application documents to customers.
- Assist in checking maturity dates of contracts and send requests for payment.
- Assist in selling insurance products/services: Health.
- Assist in selling insurance products/services: fire, accidents and risks.
- Assist in selling insurance products/services: Savings products, assistance, pensions or funeral insurance.
- Assist in selling insurance products/services: Life insurance.
- Assist in following-up and developing network of business relations (notaries, lawyers...).
- Assist in the development of a customer portfolio for coverage of specific risk: Industrial risks (chemicals...).
- Assist in following-up office's bookkeeping and finances (collection of premiums, compensation for loss...).
- Assist in registering data in the insured/third party file (subscription, damage claim...); provide them with contract or evidence.
- Assist in proposing amicable settlement or mediation or start dispute resolution procedure.
- Assist in promoting financial products to private persons, professionals or companies.
- Assist in organising damage assessment and write reports.
- Assist in fixing insurance contract conditions with client (premium/type of cover...). Collect evidence and present for agreement.

- Assist in starting up compensation procedures for insurants/victims based on assessment of damage/liabilities of parties involved.
- Assist in providing commercial and technical support to employees (handle complex files, disputes...).
- Assist in analysing customer's insurance needs and informing him/her about proposed products.
- Assist in following-up settlement of insurants or third-party files or provide files to disputes service.

Laundry and Dry Cleaning

This category focuses on the cleaning, pressing, and maintenance of garments and textiles. It includes roles that ensure clothes and fabrics are cleaned to high standards, pressed, and ready for use, contributing to the overall appearance and hygiene of individuals and businesses.

Positions in this category:

- Hand Launderer / Presser

Hand Launderer / Presser

Ref: LAU001 ISCO Major Group: 9

Key Competences

- Learn to iron household linen under supervision.
- Learn to shape or iron products under supervision.
- Observe and assist in informing customers about cleaning instructions for textile or leather articles and assist in processing payments.
- Assist in handing over cleaned pieces to customers after verifying cleaning and ironing quality.
- Learn to sort pieces and assist in determining appropriate cleaning methods based on guidelines (water, dry cleaning, stain removal).
- Observe and assist in cash register activities, including receiving payments and handling transactions.
- Assist in checking clothing parts for anomalies such as tears, spots, and missing buttons; assist in labelling pieces accordingly.
- Learn to iron costumes under supervision.
- Assist in packing cleaned pieces and arranging them on coat hangers.
- Learn to iron ceremony clothing under supervision.
- Learn to iron haute couture clothing and luxury ready-made clothing.
- Assist in collecting and delivering household linen or articles to customers.
- Learn to iron and dress pieces using starch or other specified methods.
- Observe and assist in loading household linen into machines and starting washing programs.
- Learn to remove stains with brushes and products before washing under supervision.
- Sell products and services (brush, carpet cleaner rent, etc)

Law

This category focuses on the practice and support of legal services, ensuring the application and interpretation of laws and regulations. It includes roles that assist in legal research, case preparation, and the provision of legal advice, contributing to the effective functioning of the legal system.

Positions in this category:

- Junior Lawyer
- Paralegal Assistant

Junior Lawyer

Ref: LAW001 ISCO Major Group: 3

Key Competences

- Observe and assist in making inventory of goods, assessing them, and preparing for public auction.
- Learn to inform and provide basic advice to clients about legal matters.
- Assist in informing and providing legal advice to clients.
- Observe and assist in drafting legal documents like summonses, private documents, and marriage certificates; assist in drafting regulations.
- Learn to check the authenticity of documents and titles to ownership or check correctness of inventory.
- Assist in collecting, transmitting, and managing documentation.
- Assist in authenticating and registering documents such as marriage settlements and wills under supervision.
- Assist in following up litigation files and administrative and commercial disputes concerning debt collections.
- Observe and assist in taking actions for clients or public/private organisations.
- Observe and assist in drafting legal documents such as contracts, certificates of authenticity, and enactments.
- Learn to inventory, classify, and store records, court orders, and exhibits under supervision.
- Assist in performing property inspections, descriptions, or assessments of material damage.
- Learn to assist in organizing auctions, providing expertise, transporting goods, and assisting expert valuers during sales.
- Observe and assist in discussing contractual actions and fees in conjunction with the client.
- Assist in taking on mandates for the supervision of clients' cases, such as collecting rent or negotiating.
- Observe and assist in discussions of compromise as part of judicial mediation in various matters.
- Learn to represent creditors as part of a judicial reorganisation.
- Assist in drafting and serving writs such as summons and enforcement of judgments.
- Observe and assist in taking action in the event of bankruptcy.
- Learn to manage arbitration procedures and announce decisions in this context.
- Assist in fulfilling legal procedure formalities towards competent authorities.

Paralegal Assistant

Ref: LAW002 ISCO Major Group: 3

Key Competences

- Assist in fulfilling legal procedure formalities towards competent authorities.
- Assist in informing and providing legal advice to clients.
- Assist in performing administrative/management tasks (planning/emails/correspondence/invoicing/application for permits...).
- Observe and assist in drafting legal documents like summonses, private documents, and marriage certificates; assist in drafting regulations.
- Learn to check the authenticity of documents and titles to ownership or check correctness of inventory.
- Assist in collecting, transmitting, and managing documentation.
- Assist in authenticating and registering documents such as marriage settlements and wills under supervision.
- Learn to inform and provide basic advice to clients about legal matters.
- Observe and assist in taking actions for clients or public/private organisations.
- Assist in performing property inspections, descriptions, or assessments of material damage.
- Learn to inventory, classify, and store records, court orders, and exhibits under supervision.
- Observe and assist in making inventory of goods, assessing them, and preparing for public auction.
- Assist in taking on mandates for the supervision of clients' cases, such as collecting rent or negotiating.
- Observe and assist in discussions of compromise as part of judicial mediation in various matters.
- Assist in drafting and serving writs such as summons and enforcement of judgments.
- Observe and assist in taking action in the event of bankruptcy.
- Learn to manage arbitration procedures and announce decisions in this context.
- Assist in following up litigation files and administrative and commercial disputes concerning debt collections.

Legal Services

This area focuses on the provision of specialized legal support services, including the preparation and authentication of legal documents. It includes roles that assist notaries and other legal professionals in ensuring the accuracy and legality of important documents and transactions.

Positions in this category:

- Notary Assistant

Notary Assistant

Ref: LEG001 ISCO Major Group: 3

Key Competences

- Observe and assist in discussions of compromise as part of judicial mediation in various matters.
- Assist in taking on mandates for the supervision of clients' cases, such as collecting rent or negotiating.
- Observe and assist in discussing contractual actions and fees in conjunction with the client.
- Observe and assist in making inventory of goods, assessing them, and preparing for public auction.
- Assist in fulfilling legal procedure formalities towards competent authorities.
- Assist in authenticating and registering documents such as marriage settlements and wills under supervision.
- Learn to check the authenticity of documents and titles to ownership or check correctness of inventory.
- Learn to inform and provide basic advice to clients about legal matters.
- Observe and assist in drafting legal documents such as contracts, certificates of authenticity, and enactments.

Library and Archives

This sector focuses on the organisation, preservation, and accessibility of information and cultural artifacts. It includes roles that manage collections, maintain records, and assist with the operation of libraries, museums, and galleries, ensuring that knowledge and heritage are preserved and available to the public.

Positions in this category:

- Assistant Curator
- Archival Technician
- Library Clerk
- Gallery/Museum/Library Technician

Assistant Curator

Ref: LIB001

ISCO Major Group: 3

Key Competences

- Gain experience working with intermedia archives and ongoing archives.
- Learn to search, select, and provide documentation and information.
- Support the identification and checking of document conditions while learning proper procedures for document protection.
- Assist in selecting suppliers and negotiating terms of contracts. Learn to check provided services or products.
- Learn to manage website content under guidance, assisting in updates and maintenance tasks as directed.
- Support in the coordination of expositions, meetings, and cultural events, gaining exposure to event management processes.
- Assist in determining and following up partnerships, as well as documentation and development policies.
- Learn management rules and solutions for document preservation, including access, distribution, and removal procedures.
- Assist in the repair and restoration of documents, gaining practical experience in preservation techniques.
- Support in registering and following up loans and borrowings, learning the necessary documentation processes.
- Assist in operating document management systems by learning to provision, exchange, and classify documents effectively.
- Gain experience working with old archives.
- Assist in drafting and distributing documents and documentation, gaining experience in communication and dissemination practices.
- Gain experience working with records, cassettes (audio, video).
- Gain experience working with old books, manuscripts, incunabula.
- Gain experience working with books, magazines, press.
- Gain experience working with microfiches, microfilms.
- Gain experience working with multimedia, CD-ROM, DVD, internet, digital database.
- Learn to update information on budget, operations, and department activities, assisting in data collection and analysis.
- Gain experience in classifying and updating documents, data, and document archives, following established protocols.
- Assist in reproducing and saving documents on microfilms and digital formats, learning reproduction techniques.
- Learn to acquire and collect documents and information, assisting in assembling documentation collections.
- Assist in welcoming the public and providing information on document carriers and documentation means as part of public service duties.

Archival Technician

Ref: LIB002

ISCO Major Group: 3

Key Competences

- Gain experience working with intermedia archives and ongoing archives.
- Learn to search, select, and provide documentation and information.
- Support the identification and checking of document conditions while learning proper procedures for document protection.
- Assist in selecting suppliers and negotiating terms of contracts. Learn to check provided services or products.
- Learn to manage website content under guidance, assisting in updates and maintenance tasks as directed.
- Support in the coordination of expositions, meetings, and cultural events, gaining exposure to event management processes.
- Assist in determining and following up partnerships, as well as documentation and development policies.
- Learn management rules and solutions for document preservation, including access, distribution, and removal procedures.
- Assist in the repair and restoration of documents, gaining practical experience in preservation techniques.
- Support in registering and following up loans and borrowings, learning the necessary documentation processes.
- Assist in operating document management systems by learning to provision, exchange, and classify documents effectively.
- Gain experience working with old archives.
- Assist in drafting and distributing documents and documentation, gaining experience in communication and dissemination practices.
- Gain experience working with records, cassettes (audio, video).
- Gain experience working with old books, manuscripts, incunabula.
- Gain experience working with books, magazines, press.
- Gain experience working with microfiches, microfilms.
- Gain experience working with multimedia, CD-ROM, DVD, internet, digital database.
- Learn to update information on budget, operations, and department activities, assisting in data collection and analysis.
- Gain experience in classifying and updating documents, data, and document archives, following established protocols.
- Assist in reproducing and saving documents on microfilms and digital formats, learning reproduction techniques.
- Learn to acquire and collect documents and information, assisting in assembling documentation collections.
- Assist in welcoming the public and providing information on document carriers and documentation means as part of public service duties.

Library Clerk

Ref: LIB003

ISCO Major Group: 4

Key Competences

- Assist in running a games library or cultural space/room, and in making games and toys available to the public, learning to manage inventory, organise events, and engage with visitors.
- Develop skills in functioning within a team or organisation, learning to collaborate effectively with colleagues and contribute to shared goals and projects.
- Assist in reproducing and saving documents on microfilms and digital formats, learning reproduction techniques.
- Gain experience working with multimedia, CD-ROM, DVD, internet, digital database.
- Gain experience working with microfiches, microfilms.
- Gain experience working with books, magazines, press.
- Gain experience working with old books, manuscripts, incunabula.
- Gain experience working with records, cassettes (audio, video).
- Gain experience working with intermedia archives and ongoing archives.
- Gain experience working with old archives.
- Gain experience working with books and manuscripts within the cultural domain, assisting in their cataloguing, preservation, and promotion.
- Assist in welcoming the public and providing information on document carriers and documentation means as part of public service duties.
- Support in registering and following up loans and borrowings, learning the necessary documentation processes.
- Learn to provide guidance and assistance to students/pupils within the library environment, helping them navigate resources and find relevant materials.
- Support the identification and checking of document conditions while learning proper procedures for document protection.

Gallery/Museum/Library Technician

Ref: LIB004

ISCO Major Group: 3

Key Competences

- Assist in monitoring and updating technical databases, including maintaining a documents library with references.
- Learn to prepare objects for sale by labelling, wrapping, and displaying them in the outlet.
- Support the identification and checking of document conditions while learning proper procedures for document protection.
- Assist in making inventory for heritage pieces/collections or registers, and check movements of pieces/objects, gaining exposure to heritage management practices.
- Gain experience in making inventory of purchase transactions in a register or book, including recording dates, descriptions of objects, and names of sellers, following established procedures.
- Assist in furnishing spaces for events to create visually appealing and functional environments.
- Assist in determining the authenticity and dating of works of art at the request of customer, judicial, or administrative authorities, such as Courts or Customs, while adhering to relevant protocols and guidelines.
- Assist in operating document management systems by learning to provision, exchange, and classify documents effectively.
- Assist in the repair and restoration of documents, gaining practical experience in preservation techniques.
- Assist in registering sales of objects and drafting documents such as invoices and certificates of authenticity, learning proper documentation procedures and customer interaction protocols.
- Assist in designing interiors for cultural sites, considering the historical and cultural significance of the location.
- Assist in presenting and marketing objects through various channels like shop windows, exhibitions, and websites.
- Gain experience in classifying and updating documents, data, and document archives, following established protocols.
- Assist in reproducing and saving documents on microfilms and digital formats, learning reproduction techniques.
- Assist in restoring works of art or antiques for resale.
- Assist in drafting and distributing documents and documentation, gaining experience in communication and dissemination practices.
- Learn to write legends of iconographies and exhibition catalogues (e.g., paintings, photos), gaining experience in researching and presenting art-related content.

Logistics

This category focuses on the management and coordination of the movement and storage of goods. It includes roles that ensure inventory is accurately tracked, shipments are processed efficiently, and supply chains operate smoothly.

Positions in this category:

- Stock Control Clerk
- Shipping Clerk

Stock Control Clerk

Ref: LOG001 ISCO Major Group: 4

Key Competences

- Observe how order receipts are checked and processing priorities are determined. Gradually participate in verifying shipment contents and assisting with order processing tasks.
- Assist in managing stocks and checking the receipt of goods.
- Learn to follow-up on international logistics operations, including tracking shipments, coordinating with international partners, and resolving logistical challenges.
- Participate in following-up payments, complaints, and returns.
- Observe supply chain management processes, including organizing and managing supplies, supervising consumption, and placing orders. Gradually participate in tasks like preparing inventory reports.
- Observe how logistics activities like receiving, dispatching, and delivery are coordinated and supervised. Gradually participate in simple tasks like tracking incoming shipments or preparing outgoing packages.
- Learn to determine the need for supplies and contribute to placing orders.
- Gain experience in supervising the maintenance of storage areas and equipment, ensuring compliance with safety regulations and efficient functioning of facilities.
- Be introduced to data monitoring tools and learn to record activity data. Assist with identifying any unusual patterns or deviations (anomalies) under supervision.
- Assist in scheduling the work of fork-lift truck drivers, order preparation staff, etc., according to the order of order processing.
- Participate in organizing and supervising the management of product, goods, or raw material stocks, including data entry and rotation procedures.
- Learn to organise the division of storage spaces on-site and assist in following up management.
- Learn procedures for informing customers (internal or external) about order placement, tracking, and delivery. Observe how experienced staff handle inquiries and provide relevant updates.

Shipping Clerk

Ref: LOG002 ISCO Major Group: 4

Key Competences

- Assist with setting up database of customers and prospects.
- Learn to draw up detailing of drivers over the network or intervention zone under supervision.
- Assist in keeping files on cargo storage, ensuring proper documentation and organisation of storage activities.
- Learn to keep files on customs declarations, maintaining accurate records of import and export activities.
- Gain experience in keeping files on maritime consignments, ensuring proper documentation and record-keeping practices.
- Assist in drawing up plans for the transport/post-transport of goods, including service providers, reservations, and combination of transport modes, following guidelines.
- Learn to complete formalities for transport services (transport documents) by air, sea, road, or rail.
- Gain experience in checking transport certificates and informing clients in case of incidents aboard vehicles, following established protocols.
- Learn to compile files for road freight transport and provide documents to customers and drivers, following established procedures.
- Learn to keep files on transit import goods, maintaining records of transit activities.
- Register complaints offering solutions to customers according to type of incident.
- Assist in providing technical assistance to drivers in case of breakdowns, accidents, or changes in itinerary or traveling time, gaining exposure to emergency response procedures.
- Learn to follow-up on the transport of goods, inform customers about proceedings, and suggest solutions in case of problems.
- Assist in monitoring and checking drivers' activities, including driving hours and the validity of certificates/permits.
- Learn to follow-up and check personnel's activities, including driving times and the validity of certificates, while adhering to regulations.
- Gain experience in controlling or monitoring the organisation of transportation, identifying problems, and making adjustments as necessary.
- Assist in organising the handling of orders for road freight transport according to customer orders, learning to prioritise and coordinate tasks effectively.
- Learn to organise and plan routes for drivers, ensuring efficient and timely delivery of goods or passengers.
- Assist in organizing and planning transportation routes for vehicles based on factors like traffic intensity and available resources.
- Learn to inform and advise customers about international freight transport requirements, including legal provisions, taxes, and guarantees, under supervision.
- Assist in drawing up and adjusting the daily schedule for drivers, gaining experience in optimising routes and allocating resources efficiently.
- Learn basic procedures for handling specific files, including routing them to appropriate departments for handling disputes or other specialised services.
- Assist in planning school transport services, ensuring the safe and efficient transportation of schoolchildren.
- Assist in keeping databases (drivers, fleet, customers) up to date, ensuring accuracy and completeness of information.
- Assist in managing the car park and following up on maintenance contracts, ensuring the availability and reliability of vehicles.
- Learn to follow-up on the performance of international transport operations, including tracking key performance indicators and identifying areas for improvement.

- Gain experience in performing administrative and budgetary formalities related to transport, including route planning and delivery note management.
- Assist in collecting transport documents and compiling files concerning activities such as transit and customs operations.
- Learn to code goods based on descriptions provided by customers.
- Assist in preparing, following up, and checking the invoicing of transit and customs operations, ensuring accuracy and compliance with financial regulations.
- Gain exposure to planning activities in airport zones, including coordination of ground transportation services and airport logistics.
- Learn to keep files on transit export goods, maintaining records of transit activities.
- Learn to plan international lines of transport, including route optimization and coordination of cross-border logistics.
- Gain experience in drawing up and checking international freight transport documents, including customs invoices and letters of credit.
- Assist in organizing and planning activities of the fleet, including allocation and maintenance tasks, while adhering to schedules and budgets.
- Gain experience in negotiating transport conditions with airline, shipping, inland shipping, or road transport companies.
- Learn to organise transport services for international road transport, including negotiating transport conditions and coordinating logistics.
- Assist in organizing transport services for nautical transportation, ensuring compliance with maritime regulations.
- Gain experience in organizing transport services for inland navigation, including route planning and fleet management.
- Learn to organise transport services for aviation, including planning routes and coordinating schedules for aircraft.
- Assist in planning inter-city transport services, ensuring connectivity and efficiency in transportation networks.

Machine Operators

This category focuses on the operation and maintenance of various types of machinery across different industries. It includes roles that ensure machines are running efficiently, safely, and effectively, contributing to the production and processing of goods.

Positions in this category:

- Machine Operator
- Machine Operator (Laundry)
- Machine Operator (Woodwork)
- Printing Press Operator

Machine Operator

Ref: MAC001 ISCO Major Group: 8

Key Competences

- Adjust tools, machines and equipment to production type.
- Check and assist in the maintenance of installations (cleaning, lubricating, etc).
- Check functioning of machines and safety equipment and report malfunctions.
- Test and check safety systems and assist in the adjustment of the settings of mechanical, electrical, electronic and hydraulic parts.
- Check parameters of machines and equipment (temperature, pressure, capacity, etc). Identify and adjust deviations
- Select production data and set parameters (quantity, dosage, mixture, etc).
- Input parameters, start up machine or line of machines, and monitor.
- Enter program data and set temperature, dimensions... manually. Follow-up operation of machines and equipment
- Register data for production follow-up (quantities, incidents..)
- Check safety provisions and start machines.
- Assist staff in determining required machines and equipment. Check suitability and performance of new equipment
- Set and adjust machine according to product features.
- Adjust machines via a selection of programmes or the application and control of the production parameters.
- Prepare samples and assist in setting up tests and trials according to protocol.
- Mount parts as required.
- Mount attachments. Adjust machine or select programme
- Start up machine or installation and follow up production process.
- Check operation of machines and equipment during production.
- Define settings of equipment/tools (speed, flow, rhythm...) based on technical plans/specifications/equipment capacity...
- Set and adjust pressure parameters on the basis of abnormalities.
- Operate: automatically controlled machine
- Clean and set up material and equipment
- Check condition and function of machine, position machines in accordance with processes
- Clean and maintain machines, equipment, peripherals
- Check products (resistance, dimensions, weight, etc); detect deviations
- Enter, reset or change automation program; transfer it to a PLC (programmable logic controller)
- Ensure conformity of operation on installations (default settings, safety, environment, etc)
- Assist with basic maintenance of machines and equipment
- Perform work: operate and maintain machines and installations
- Assist with performing precautionary or corrective basic maintenance of machines or equipment.
- Operate: complex machine
- Adjust machine settings, automated controls or measuring instruments.
- Operate: simple machine
- Assist with the maintenance of machines and tools

- Set installation or select right program
- Perform machine processing: adjust
- Fine-tune automated production equipment (setting parameters, resetting, etc)
- Take samples of materials or products and analyse
- Adjust setting of machines and equipment, taking product type into account (weight, humidity, resistance...)
- Execute specific actions on installations: supply machines with materials or raw materials
- Enter and check the setting parameters or programming of machines and material
- Operate: different machines in one shift

Machine Operator (Laundry)

Ref: MAC002 ISCO Major Group: 8

Key Competences

- Process linen: mark up (labels)
- Take linen to the different work places.
- Sort linen according to type, colour and make of textile. Set aside undesired objects
- Prepare washing and processing products and dose according to type of linen and soil factor (degree)
- Distribute linen items according to different working zones' needs
- Fill up washing, drying and folding machine with linen according to capacity
- Check appearance of processed linen. Isolate damaged items and remove
- Process linen: manual cleaning
- Start up washing, drying and folding cycle of machines. Empty machines at end of cycle
- Process linen: manual folding
- Process linen: manual ironing
- Process linen: pressing
- Prepare and package processed linen
- Receive and identify linen (articles by type, customer, etc) for distribution among working zones
- Maintain machines (clean filters and grills, etc). Disinfect trolleys (carts) and bins
- Lay out linen on hangers or racks and store

Machine Operator (Woodwork)

Ref: MAC003 ISCO Major Group: 8

Key Competences

- Execute production and processing actions with: conveyor belt, transport systems
- Work on and finish wooden work pieces: rough planing
- Analyse test results and adjust parameters
- Work wooden components with controlled machine (milling/lathe/panel saw, etc) Guide tool/component to be worked manually
- Check operation and safety of installations
- Perform production and processing actions with: conventional machines
- Perform production and processing actions with: CNC operated machines
- Work on and finish wooden work pieces: reshaping, bending
- Execute production and processing actions with: automated individual installations
- Work on and finish wooden work pieces: planing
- Assist with performing precautionary or corrective basic maintenance of machines or equipment.
- Pack products according to characteristic, order and manner of transport.
- Monitor safety measures of production equipment (tools, assembly line, etc).
- Follow-up flow of raw materials and products (pulp, wood veneer, etc) and the different stages of panel production (glueing, forming, pressing, sawing, etc).
- Assemble and position tools and conductors/guides for components. Select the control program
- Start up machine or installation and follow up production process.
- Detect defects to a machine and carry out adjustments.
- Determine production operations (working/assembling/finishing, etc) as per instructions/production order/technical files etc.
- Execute production and processing actions with: multi-axis tools
- Work on and finish wooden work pieces: drilling
- Determine/adjust machine or installation parameters (temperature, pressure, level of humidity, speed, mixing dosage, etc)
- Check and advise staff to replace tools and instruments in machines
- Perform finishing actions on wooden panels: make to measure (thickness, size, etc)
- Perform actions for production of wood-based panels: gluing
- Work on and finish wooden work pieces: varnishing
- Work on and finish wooden work pieces: turning
- Work on and finish wooden work pieces: sawing
- Work on and finish wooden work pieces: milling
- Work on and finish wooden work pieces: sanding
- Check production and remove non-conforming products
- Work on and finish wooden work pieces: moulding
- Work on and finish wooden work pieces: joining with pegs

- Work on and finish wooden work pieces: assembling
- Work on and finish wooden work pieces: lacquering
- Work on and finish wooden work pieces: veneer cutting
- Work on and finish wooden work pieces: finishing
- Work on and finish wooden work pieces: shaping
- Work on and finish wooden work pieces: removing wood dust
- Work on and finish wooden work pieces: smoothing

Printing Press Operator

Ref: MAC004 ISCO Major Group: 8

Key Competences

- Operate machines: rotational printers (1 cylinder)
- Place master printing form on the machine. Parameterisation (tuning, inking, cylinder pressure, etc). Feed the machine
- Present a master print to obtain an approved proof. Start up printing process and monitor
- Assist staff with making a master print. Make adjustments accordingly
- Select, dose and mix ink according to desired colour and carriers on which to be printed.
- Pack products according to characteristic, order and manner of transport.
- Check finished products (papers, books, posters, etc). Remove non-conforming items
- Operate machines: sheet-fed printers
- Operate machines: mono or dual colour printers
- Operate machines: three-colour printers
- Monitor operation and safety system of printing press.
- Operate machines: digitally operated machines
- Assist in the basic maintenance of printing press
- Operate machines: rotational printers (several cylinders)
- Processes or techniques: flexography
- Processes or techniques: digital printing
- Processes or techniques: serigraphy
- Processes or techniques: pad printing
- Processes or techniques: typography
- Prepare carriers for continuous feeding of machine
- Adjust supply mechanisms of carriers
- Operate machines: large format printer
- Operate machines: four or more colour printers

Maintenance

This sector focuses on the upkeep and repair of facilities and equipment. It includes roles that ensure environments are clean, functional, and safe, contributing to the overall maintenance and smooth operation of various settings.

Positions in this category:

- Pool Cleaner
- Pool Attendant
- Handyperson

Pool Cleaner

Ref: MAI001

ISCO Major Group: 9

Key Competences

- Assist in taking water samples and conducting tests to determine salt levels.
- Support in the installation, inspection, and repair of air filters.
- Support in installing, connecting, and programming electrical pool equipment such as pumps, filters, and lights.
- Learn and assist in working on swimming pools.
- Participate in cleaning and maintaining equipment such as filters and water levels. Learn about recycling processes, such as distillation of cleansing agents.
- Assist in executing basic maintenance of appliances and equipment.
- Assist in taking and testing water samples for the presence of pollution materials and bacilli.
- Assist in identifying and arranging waste and wastewater processing needs, including recycling, disposal, and removal.
- Assist with stock management, recording shortages, and placing orders.
- Gain experience in checking work of suppliers and service providers.
- Assist in filling out follow-up documents and informing relevant persons about any abnormalities observed during cleaning.
- Assist in preparing cleaning agents and equipment, and mark out slippery areas for safety.
- Learn to clean and maintain tools used for cleaning tasks.

Pool Attendant

Ref: MAI002 ISCO Major Group: 5

Key Competences

- Assist in maintaining cleanliness and upkeep of the swimming pool and adjoining facilities.
- Clean common areas and surrounding spaces.
- Assist in preparing and scheduling maintenance, cleaning, and waste collection requests. Verify completion of tasks.
- Assist in developing and refining procedures, quality standards, and techniques related to cleaning, hygiene, and safety.
- Perform manual cleaning tasks as part of maintenance duties.
- Assist in coordinating activities within the company's swimming pool and water sports centre.
- Verify cleanliness standards, waste disposal, and tidiness. Ensure compliance with health, hygiene, and safety protocols.

Handyperson

Ref: MAI003 ISCO Major Group: 5

Key Competences

- Learn to install and maintain outdoor furniture in parks and gardens, including swings, glides, and fences.
- Learn to repair or replace handles, glass, rails of doors and windows.
- Learn to detect faulty parts and assist in replacing them as part of repair and maintenance works.
- Assist in organizing, planning, and following up on precautionary or corrective maintenance works.
- Observe and assist in diagnosing installation malfunctions and repairing broken parts.
- Gain experience in performing simple residential maintenance jobs for clients, including basic handywork tasks.
- Assist in executing basic maintenance of appliances and equipment.
- Assist in executing maintenance tasks for public buildings.
- Assist in executing maintenance tasks for schools.
- Assist in executing maintenance tasks for business accommodations.
- Assist in executing maintenance tasks for houses.
- Assist in adjusting equipment or performing basic maintenance tasks for sports equipment.
- Learn to install and maintain cooling systems.
- Observe and assist in placing or replacing locks and locking materials.
- Gain experience in the domain of daily maintenance, cleaning.
- Assist in altering or repairing existing masonry structures.
- Support in taking care of plants, green areas, and outdoor spaces by assisting in maintenance tasks such as watering, pruning, and weeding.
- Gain skills in replacing or repairing faulty hardware components or parts.
- Learn to perform corrections or repairs as needed.
- Gain experience in maintaining ponds.
- Gain experience in maintaining non-structural wooden parts.

Manual Labour

This sector focuses on physical tasks and general labour that support various industries and services. It includes roles that involve hands-on work, often requiring strength and endurance, to ensure that essential tasks are completed efficiently and effectively.

Positions in this category:

- General Hand
- Unskilled Labourer
- Grave digger
- Odd-Jobbing Labourer

General Hand

Ref: MAN001 ISCO Major Group: 9

Key Competences

- Learn to dust and clean floors, carpets, furniture, and objects, and ventilate rooms for a clean and fresh environment.
- Learn feeding routines, walking procedures for appropriate animals, and basic cleaning techniques for litter boxes, aquariums, or other animal habitats.
- Support in taking care of plants, green areas, and outdoor spaces by assisting in maintenance tasks such as watering, pruning, and weeding.
- Support in manually or mechanically applying fixers, filler, plaster, water-resistant products, and paint.
- Learn to install and maintain outdoor furniture in parks and gardens, including swings, glides, and fences.
- Gain experience in performing simple residential maintenance jobs for clients, including basic handywork tasks.
- Assist in applying paint to floor (corridors, protected passages, sports fields...).
- Assist with washing dishes and tidying up the kitchen and sanitary facilities.
- Gain experience in cleaning floors and furniture to maintain cleanliness and hygiene standards.

Unskilled Labourer

Ref: MAN002 ISCO Major Group: 9

Key Competences

- Assist in making parcels for packaging.
- Learn to operate baling equipment as required.
- Assist in labelling products according to guidelines.
- Participate in packing products in bags as per instructions.
- Learn to package products in cardboard according to specifications.
- Assist in stacking and unstacking items as needed.
- Observe and assist in bottling processes.
- Clean and clear the working area, including equipment and accessories.
- Learn to package reels as part of the process.
- Learn to vacuum-pack items as instructed.
- Assist in applying strip metal as required.
- Observe and check product appearance for quality standards.
- Pack products according to characteristic, order and manner of transport.
- Assist in checking product packaging for watertightness, weight, and temperature.
- Check and maintain cleanliness of equipment and materials.
- Help in transporting products or waste to storage, shipping, or recycling areas.
- Prepare equipment and gear, secure the work area.
- Participate in packing and assembling outer packaging, including batch preparation.
- Learn to label and mark products appropriately, including checking best-before dates.
- Detect visible defects on products, localise and sort them
- Participate in packaging items for transport or shipment.
- Learn to work with plastic and rubber materials as instructed.
- Assist in working with paper and cardboard materials.
- Learn to cut or shear packaging to size as needed.
- Assist in putting decorations on packaging as instructed.
- Operate: simple machine
- Observe and assist in applying film to packaging.
- Provide workstation with material and products or check supply
- Participate in canning, boxing, or crating tasks.
- Assist in labelling packaged products or lots, ensuring references, dates, and information are legible.
- Work or finish pieces manually
- Protect and dispatch pieces
- Learn to sort and calibrate items according to specifications.
- Observe and assist in palletizing products for storage or shipment.
- Assist in assembling, folding, and lining packaging materials.

- Check quality, mark items and keep non-conforming ones separate
- Help unload and manually store materials in designated storage areas.

Grave digger

Ref: MAN003 ISCO Major Group: 9

Key Competences

- Assist in clearing, digging up, or preparing sites for construction or other purposes as required.
- Participate in digging graves, including opening and closing tombs, following established protocols.
- Learn procedures for exhuming a body under supervision.
- Assist in maintaining tombs and burial sites.
- Assist with performing precautionary or corrective basic maintenance of machines or equipment.

Odd-Jobbing Labourer

Ref: MAN004 ISCO Major Group: 9

Key Competences

- Learn to perform corrections or repairs as needed.
- Gain skills in replacing or repairing faulty hardware components or parts.
- Assist in altering or repairing existing masonry structures.
- Observe and assist in placing or replacing locks and locking materials.
- Assist in adjusting equipment or performing basic maintenance tasks for sports equipment.
- Observe and assist in diagnosing installation malfunctions and repairing broken parts.
- Learn to detect faulty parts and assist in replacing them as part of repair and maintenance works.
- Learn to repair or replace handles, glass, rails of doors and windows.
- Assist in replacing windows or repairing cracks and dents on vehicle bodies.

Manufacturing

This sector focuses on the production and assembly of goods, often involving skilled and semi-skilled labour. It includes roles that contribute to the creation, assembly, and finishing of products, ensuring they meet quality and safety standards.

Positions in this category:

- Trainee Aluminium Worker
- Assembler
- Assistant Blacksmith
- Furniture Sprayer

Trainee Aluminium Worker

Ref: MANU001 ISCO Major Group: 7

Key Competences

- Observe staff members performing separating and transforming operations: trimming, punching
- Assist with the formation of specific materials: aluminium and alloys
- Perform repairs or finishings (finishes) on: aluminium
- Observe staff members performing separating and transforming operations: sawing, grooving/cutting
- Observe staff members performing separating and transforming operations: rolling
- Observe staff members performing separating and transforming operations: bending
- Observe staff members performing separating and transforming operations: levelling
- Observe staff members performing separating and transforming operations: blowtorch- cutting
- Determine the work to be done based on repair order or indications from experts or customers.
- Observe staff members performing separating and transforming operations: deep-drawing
- Work on products in: aluminium
- Observe staff members performing separating and transforming operations: laser- or plasma-cutting
- Observe staff members performing separating and transforming operations: cutting
- Observe staff members performing separating and transforming operations: plying, cambering (arching)
- Check finished products and mark components
- Check parts and assembly; carry out finishing (grind-off, deburring, straightening, etc).
- Monitor safety measures of production equipment (tools, assembly line, etc).
- Monitor production process and working conditions of equipment.
- Mark, place and assemble parts, plates and tubes (spot-welding, rivets, hooks, glue...)
- Observe staff members performing separating and transforming operations: nibbling
- Glue, observe staff welding or mechanically fixing waterproof and insulating covering (aluminium, zinc, etc)
- Observe staff members performing machining (stock removal) operations: filing
- Observe staff members performing machining (stock removal) operations: tapping (draining)
- Observe staff members performing machining (stock removal) operations: grinding
- Observe staff members performing machining (stock removal) operations: polishing
- Observe staff members performing machining (stock removal) operations: drilling
- Observe staff members performing separating and transforming operations: aiming/pointing
- Work with materials, non-ferrous metals (aluminium, stainless steel, zinc, etc)
- Process specific materials: aluminium and light metals
- Work with materials: coated steel (zinc coated, galvanised, leaded, aluminium or plastic coated)
- Assist with making work pieces: aluminium
- Work with materials: aluminium and alloys
- Assist in the production of interior and exterior carpentry in aluminium
- Assist with programming automated or robotised installations
- Feed machines (supply) and place material or components

- Monitor automated process: process, grind
- Monitor automated process: dipping
- Monitor automated process: galvanise
- Monitor automated process: cutting
- Determine tasks to be performed for the production of metal components and prepare materials
- Cut out elements and bend/ply/observe staff blowtorch-cutting into the right shape and size

Assembler

Ref: MANU002 ISCO Major Group: 8

Key Competences

- Check fixture and wiring if necessary.
- Determine actions for installation, assembly or adjustments. Check supply and tools for the work station
- Check operation and safety of installations
- Move products to storage facility
- Check resistance of components and connections with the provided appliances/tools
- Assist in the checking of products at receipt/order preparation/dispatch stages
- Adapt mechanical part of appliances if required.
- Register follow-up and activity data. Pass on information to relative department
- Assist with assembling or disassembling parts, machine equipment, etc.
- Assist with performing precautionary or corrective basic maintenance of machines or equipment.
- Pack products according to characteristic, order and manner of transport.
- Check and assist in the maintenance of installations (cleaning, lubricating, etc).
- Perform final check of assembled goods and close
- Check installation/assembly and carry out necessary adjustments.
- Work or finish pieces manually
- Check and maintain cleanliness of equipment and materials.
- Sort out malfunctioning products and send to relative zones or departments.
- Adjust the operation of packaging machine/line and control equipment in case of deviations.
- Position parts in accordance with assembly sequence or supply (feed) machine.
- Register production and quality monitoring data (malfunctions, interventions, etc).
- Place and fix components to carrier.
- Clean and clear the working area, including equipment and accessories.
- Fix, assemble and attach pieces. Check whether the assembly was executed correctly (use, look)
- Fix parts and connect them in enclosure or on frame as required.
- Check and place parts to be assembled. Notify staff if any parts need to be fixed
- Determine place of components based on the provided guidelines.
- Check components and prepare them in the right assembly order.
- Fine-tune automated production equipment (setting parameters, resetting, etc)
- Monitor product during the several phases of the production process
- Detect visible defects on products, localise and sort them
- Identify malfunctions on machines and devices. Assist with simple interventions if necessary
- Detect malfunctions in the installation and inform staff so that the necessary corrective measures are taken
- Carry out line clearance
- Operate: different machines in one shift
- Operate: complex machine

- Operate: automatically controlled machine
- Operate: simple machine
- Supervise flow and continuation of production line or conveyor belt. De-block and remove elements if necessary
- Register activity data (number of pieces, etc)
- Protect and dispatch pieces
- Perform operational tasks: cleansing
- Check quality, mark items and keep non-conforming ones separate
- Assist staff in the application of electrical wiring (if necessary)
- Assemble parts of electrical or electronic product (components, wiring)
- Production type: small series
- Production type: medium-sized series
- Production type: extended series
- Production type: by item/piece (prototypes)
- Provide workstation with material and products or check supply
- Inject materials during installation or assembly (foam, insulation, resin, glue, etc)
- Follow-up on progress of assembly line and report to staff concerned
- Track anomalies and repair malfunctioning products
- Adjust components to carrier's characteristics
- Rework or finish surfaces

Assistant Blacksmith

Ref: MANU003 ISCO Major Group: 7

Key Competences

- Transform and process metal via specific process/procedure: smoothening, hammering
- Form: forging (with hydraulic or pneumatic drop hammer, forging hammer, etc)
- Assemble, disassemble and adjust forming and cutting tools
- Adjust or sharpen cutting tools, blades...
- Assist in the execution of metal production: Foundry (pressure die casting, etc)
- Assist in the execution of metal production: Steel foundry (continuous casting plant, converter, etc)
- Form/cut specific materials: ferrous metals
- Prepare or finish surface (scrape, granulate, sandblast, polish, etc)
- Assist with repairs of furnaces and installations (repair of refractors, casting ladles, etc)
- Assemble or disassemble, adjust moulds and tools on machinery
- If necessary polish, abrase/sand down or oil rub object and do the assembly (indenting).
- Prepare metal and shape components as required.
- Prepare tools/polishing products. Position part, adjust polishing parameters

Furniture Sprayer

Ref: MANU004 ISCO Major Group: 7

Key Competences

- Work on and finish wooden work pieces: varnishing
- Work on and finish wooden work pieces: smoothing
- Work on and finish wooden work pieces: sanding
- Work on and finish wooden work pieces: lacquering
- Work on and finish wooden work pieces: finishing
- Work on and finish wooden work pieces: removing wood dust
- Restore and preserve old furniture
- Prepare equipment and gear, secure the work area.

Marketing, Sales and Retail

This category focuses on the promotion, sale, and distribution of products and services. It includes roles that support marketing efforts, handle sales transactions, conduct market research, and provide customer service, ensuring that businesses effectively reach and serve their customers.

Positions in this category:

- Marketing Trainee
- Cashier
- Ticket Clerk
- Market Research Trainee
- Petrol Pump Attendant
- Assistant Sales Representative (Commercial)
- Assistant Sales Representative (Medical)
- Salesperson (Car)
- Telesales Trainee
- Salesperson (Shop/ Stall/ Market)
- Salesperson (Street Food/ Kiosk)

Marketing Trainee

Ref: MAR001 ISCO Major Group: 3

Key Competences

- Assist with the development of communication strategies for: Interactive communication
- Define objectives of publicity or sales campaign jointly with client
- Collect and analyse information on product or brand (situation, market, earlier publicity campaigns, etc)
- Come up with and assist in the development of promotional tools for products
- Detect and evaluate market developments, trends, customs, consumer behaviour, customers, emergence of new markets
- Assist with setting up database of customers and prospects.
- Assist with the creation and launch of promotional campaigns of products
- Assist with drawing up an outline of trends or project proposal based on analyses and studies
- Collect tests, polls and observational data about product, service, brand, customs or behaviour
- Assist with the coordination of market operations of websites
- Carry out market surveys. Communicate with commercial departments, general management, etc
- Determine concept and message of a media campaign
- Assist with the development of communication strategies for: Business communication
- Assist with the development of communication strategies for: Design
- Assist with drawing up specifications with description of target group and message for designers and marketing
- Provide technical assistance to commercial employees at launch of commercial action plans
- Keep up and update cultural information, official information and regulations.
- Assist with the development of the company's marketing strategy based on market research
- Contribute to product development strategy with research & development, production and commercial departments, etc
- Analyse product, service or brand. Determine positioning on the market
- Observe and monitor the marketing budget and the budget allocated to each company product
- Assist with illustrating creative concepts for the development of new products, services or brands
- Assist with creating a marketing plan, and monitor the development and execution of said plan.
- Assist with the development of communication strategies for: Public relations and press interaction
- Analyse behaviour, customs and social, professional and cultural environment of consumers or customers
- Assist with the development of communication strategies for: Sales promotion
- Assist with the development of communication strategies for: Direct marketing
- Assist with the development of communication strategies for: Events

Cashier

Ref: MAR002 ISCO Major Group: 5

Key Competences

- Collect customers' remarks and pass them on to the appropriate staff member.
- Receive goods. Keep tally
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- Inform customer about extra services (discount, delivery, free credit, fidelity card).
- Receive Payments.
- Welcome customers and register sold goods
- Assist with stock management, recording shortages, and placing orders.
- Remove/deactivate theft protection from articles
- Put products/articles on shelves

Ticket Clerk

Ref: MAR003 ISCO Major Group: 4

Key Competences

- Inform customer about extra services (discount, delivery, free credit, fidelity card).
- Book seats, issue tickets (performance, sports events, etc)
- Collect customers' remarks and pass them on to the appropriate staff member.
- Welcome customers and register sold goods
- Receive Payments.
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- Remove/deactivate theft protection from articles

Market Research Trainee

Ref: MAR004 ISCO Major Group: 3

Key Competences

- Do survey among target group and assist in the analysis of the impact of project on sales figures
- Assist with organising surveys based on: mystery shopping (customer research)
- Collect opinions, remarks or complaints and transfer them (can include surveys)
- Fill out forms, questionnaires and reports
- Assist with organising surveys based on: public media
- Assist with organising surveys based on: questionnaires on consumer behaviour
- Perform surveys
- Assist with organising surveys based on: product test
- Assist in organising surveys, prepare material and documents according to the assignment and instructions.
- Conduct online questionnaires and surveys with users of the site
- Gather information via surveys, reports, interviews and process info after checking, confrontation and analysis.
- Collect information on product or branch (test results, surveys, observations, etc).
- Assist with organising surveys based on: collected opinions
- Present objectives and context of the survey to interviewers and give instructions.

Petrol Pump Attendant

Ref: MAR005 ISCO Major Group: 5

Key Competences

- Put products/articles on shelves
- Receive goods. Keep tally
- Inform customer about extra services (discount, delivery, free credit, fidelity card).
- Remove/deactivate theft protection from articles
- Assist in the operation of the fuel pump/s
- Receive Payments.
- Sell products: car accessories
- Welcome customers and register sold goods
- Assist with the execution of basic maintenance and vehicle cleaning.
- Assist in the repair of wheels/rims and tyres
- Assist with stock management, recording shortages, and placing orders.
- Collect customers' remarks and pass them on to the appropriate staff member.
- Assist with the checking the terms of delivery of fuel
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.

Assistant Sales Representative (Commercial)

Ref: MAR006 ISCO Major Group: 3

Key Competences

- Assist with the service provided in the department of Retail
- Assist with the service provided to customers: retailers
- Assist with the service provided to customers: small and medium-sized companies
- Assist with the service provided to customers: key accounts
- Assist with the service provided to customers: companies
- Assist with the service provided to customers: works councils
- Assist with the service provided to customers: government and administration
- Inform employees and customers about launch of new products and assist with organising training sessions
- Observe staff members with the negotiation of terms of sales contracts with customers.
- Assist with carrying out commercial actions at events.
- Assist with the service provided to customers: groups of companies, large companies
- Assist with the service provided in the department of Wholesale
- Follow-up and analyse data of department's or organisation's activities. Propose strategy for progress
- Assist with establishing advertising plans and customer visit plans
- Assist with the service provided in the department of Distribution
- Assist with follow-ups of orders and customers
- Assist with the service provided in the department of Intermediate trade
- Assist with the creation of marketing plans, plan customer visits accordingly
- Observe staff when drawing up a commercial proposal and coming to an agreement with customers on terms of sales contracts/estimates
- Assist with the service provided to customers: wholesale
- Monitor sales results and analyse them. Suggest changes
- Contribute to commercial and marketing strategy of company
- Assist with presenting/demonstrating products and advise customers
- Assist with setting up merchandising activities with customers during promotional actions (highlighting products, billing, etc)
- Communicate needs for adaptation to company departments

Assistant Sales Representative (Medical)

Ref: MAR007 ISCO Major Group: 3

Key Competences

- Advise pharmacist or assistant on placement and display of products in pharmacy
- Assist with the design of communication tools (graphic, multimedia, paper, etc)
- Assist with establishing advertising plans and customer visit plans
- Present product characteristics (effects, contraindications...). Exchange information
- Follow-up orders. Suggest solutions to customers in case of problems
- Observe staff members with the negotiation of terms of sales contracts with customers.
- Assist with developing and setting up customer visits, prospects, and telemarketing activities.
- Assist with activities performed at: Paramedical assistants (nurses, podologists, dieticians, etc)
- Observe staff when drawing up a commercial proposal and coming to an agreement with customers on terms of sales contracts/estimates
- Assist with follow-ups of orders and customers
- Assist with activities performed at: Doctors
- Obtain information on product (clinical tests, approval to market, etc). Transmit information (presentation file, etc)
- Follow-up and update official information and regulations.
- Assist with activities performed at: Veterinarians
- List data about campaigns. Exchange information with team
- Assist with activities performed at: Dentists
- Assist with activities performed at: Pharmacies

Salesperson (Car)

Ref: MAR008 ISCO Major Group: 5

Key Competences

- Sales: industrial vehicles (lorries, coaches, etc)
- Sales: old-timers
- Sales: new cars
- Sales: new motorcycles
- Sales: second-hand motorcycles
- Assist with after-sales services (transport, delivery of vehicles, administrative steps, registration, etc)
- Present features of one or more models. Observe staff when advising and trying out customers' choice of equipment.
- Sales: second-hand cars
- Observe staff when advising customers on how to operate the vehicle upon delivery.
- Sales: farm machinery
- Define customer needs (vehicle use, budget, etc).
- Sales: recreational vehicles (caravans, campers, etc)
- Sales: commercial vehicles
- Assist with carrying out commercial actions at events.
- Observe staff presenting customers with commercial and financial offers, and when stipulating terms of sale with customers.
- Observe staff when estimating vehicles at take over or buying stage, and when making commercial offers to customers
- Assist with developing and setting up customer visits, prospects, and telemarketing activities.
- Assist with order follow ups and suggesting solutions to customers in case of problems.

Telesales Trainee

Ref: MAR009 ISCO Major Group: 4

Key Competences

- Develop canvassing for customers. Prepare customer visits
- Assist in the organisation of order dispatch. Inform customers on the availability of the products
- Follow-up customers (reward loyalty, update files, satisfaction surveys, etc)
- Follow-up customers or suppliers. Suggest solutions for problems accordingly
- Inform customers about product characteristics; advise customers on their choice.
- Check availability of product and service. Enter data of order, booking, etc
- Deal with customer complaints
- Contact customer/potential customers; Introducing products and services of firm
- Handle outgoing calls
- Handle incoming calls
- Book orders. Check terms and conditions (delivery, packing, etc). Inform customers or sellers about this
- Introduce oneself on the phone. Check identity and data of the person one is speaking to
- Answer phone calls and guide customers accordingly.
- Define customer needs. Present products and advise customers accordingly
- Carry out telephone selling
- Register complaints offering solutions to customers according to type of incident.
- Make nature of the call known.
- Collect and deal with complaints of users, clients, occupants, etc.
- Follow-up orders. Suggest solutions to customers in case of problems
- Assist with setting up database of customers and prospects.

Salesperson (Shop/ Stall/ Market)

Ref: MAR010 ISCO Major Group: 5

Key Competences

- Sell sports goods: fitness training, power training
- Sell animals: reptiles
- Sell materials and equipment (for navigation and manoeuvring, seafaring, rigging/ropes, electronics, etc)
- Sell animals: rodents and small mammals
- Sell tickets, souvenirs, gadgets, food and drinks
- Sell articles (watches, pendulums, alarm clocks) and accessories (batteries, watchbands, etc)
- Sell sports goods: bicycles, roller-skates
- Sell sports goods: golf
- Sell sports goods: horse riding
- Sell sports goods: fishing, hunting
- Sell animals: fish
- Sell sports goods: racket sports (tennis, badminton, etc)
- Sell animals: arachnids, insects
- Sell sports goods: hiking
- Sell sports goods: swimming, aquatics (diving, windsurfing, etc
- Sell sports goods: dancing
- Inform customer about extra services (discount, delivery, free credit, fidelity card).
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- List data for traceability of goods (delivery dates, temperature measurements, serial numbers, etc).
- Welcome customer. Determine his/her wishes and advise on products and services
- Prepare articles (label, theft protection, tag, etc) and display them in shop or stand.
- Assist with stock management, recording shortages, and placing orders.
- Sell animals: cats
- Assist in the management of the organisation's accounts and administration.
- Sell animals: birds
- Sell products: videos, DVDs
- Receive goods. Keep tally
- Assist with follow-ups of online purchases and orders
- Receive Payments.
- Sell animals: amphibians, turtles
- Sell animals: dogs
- Sell works of art, antiques or second-hand objects: letters, historical documents
- Sell works of art, antiques or second-hand objects: clothes, accessories
- Sell works of art, antiques or second-hand objects: glassware and ceramics
- Sell works of art, antiques or second-hand objects: stamps, date stamps

- Sell works of art, antiques or second-hand objects: textile, linen
- Sell works of art, antiques or second-hand objects: paintings, drawings, engravings
- Sell works of art, antiques or second-hand objects: sculptures
- Sell works of art, antiques or second-hand objects: coins, medals
- Sell products and services (brush, carpet cleaner rent, etc)
- Sell works of art, antiques or second-hand objects: books
- Sell tax free products (register sales)
- Sell works of art, antiques or second-hand objects: musical instruments
- Sell works of art, antiques or second-hand objects: CDs, records
- Sell works of art, antiques or second-hand objects: jewellery
- Sell works of art, antiques or second-hand objects: baubles
- Sell musical instruments: pianos, keyboards
- Sell musical instruments: percussion instruments
- Sell musical instruments: stringed instruments (violin, cello, double bass, etc)
- Sell products: car accessories
- Sell works of art, antiques or second-hand objects: furniture
- Sell sports goods: athletics
- Sell services (accommodation, trips...); collect payments
- Maintain and clean sales area and products in the department.
- Assist in maintaining shop, worktable and equipment
- Assist with organising the stock and display articles
- Assist with the organisation of departments, stocks and supply
- Assist with setting up market stall and packing/unpacking of merchandise
- Sell additional products/services to clients (tourist maps, stamps, etc).
- Sell products: (para)medical equipment
- Sell and rent musical instruments and accessories (strings, covers). Offer advice to customers
- Sell products: floor covering, wallpaper, paint
- Assist with carrying out after-sales service
- Assist in stock taking
- Take customer measurements or mark clothes for alterations
- Assist with the control of state and storage of perishable products. Remove unsalable goods from the shelves
- Assist with trying on clothes and accessories and give opinion on fit
- Sell tickets for: boat
- Sell tickets for: aeroplane
- Sell musical instruments: guitar, bass guitar
- Sell products: sound and vision
- Sell products: lottery, games
- Sell products: crafts, artistic accessories

- Sell products: toiletries
- Sell products: electrical household appliances
- Sell products: tools, chemical products, ironmongery
- Sell products: jewels, ornaments
- Sell products: cabinet work
- Sell products: building material, brickwork
- Sell products: lingerie
- Sell products: plumbing
- Sell products: CDs and records
- Sell products: shoes
- Sell musical instruments: wind instruments (flute, saxophone, etc)
- Sell products: books
- Sell products: perfume, cosmetics
- Sell products: linen
- Sell products: toys
- Sell products: video games
- Sell products: information technology
- Sell products: leather goods
- Sell products: glasses, optical equipment
- Sell products: furniture (lounge suites, bedroom, etc)
- Sell products: electrical appliances
- Sell products: stationery, newspapers and magazines
- Sell products: weapons and ammunition
- Sell products: heating, airconditioning, insulation
- Sell products: tableware and cutlery
- Sell products: chimneys, stoves
- Sell products: child care products
- Sell products: outdoor constructions (fence, cabins, etc)
- Sell products: kitchens, bathrooms
- Sell products: decorations (fittings, frames, etc)
- Sell products: telephony
- Sell products: tobacco and smokers' requisites
- Sell products: clothes
- Sell products: second-hand goods

Salesperson (Street Food/ Kiosk)

Ref: MAR011 ISCO Major Group: 5

Key Competences

- Assist in the filleting, hollowing out and scaling, and putting fish and crustaceans on ice.
- Assist in maintaining shop, worktable and equipment.
- Assist with organising the stock and display articles.
- Assist in preparation and packing of bread rolls and salads.
- Assist with setting up market stall and packing/unpacking of merchandise.
- Assist in preparation of food.
- Assist with packing fresh products for self- service departments or orders (small cakes, buffet, etc).
- Sell food: frozen products.
- Assist in stock taking.
- Sell food: beer and soft drinks.
- List data for traceability of goods (delivery dates, temperature measurements, serial numbers, etc).
- Sell food: wine and spirits.
- Sell food: sugared spices.
- Assist with stock management, recording shortages, and placing orders.
- Sell food: cheese and dairy products.
- Sell food: fruit and vegetables.
- Sell food: patisserie.
- Sell food: fish shop.
- Sell food: organic products.
- Sell food: diet products.
- Sell food: exotic products.
- Welcome customer. Determine his/her wishes and advise on products and services.
- Receive goods. Keep tally.
- Assist with the control of state and storage of perishable products. Remove unsalable goods from the shelves.
- Sell food: chocolate, confectionery.
- Sell food: sliced cold meats and charcuterie.
- Sell food: bakery.
- Sell food: butcher.
- Receive Payments.
- Assist in the management of the organisation's accounts and administration.
- Assist in cutting of fresh products (meat, cheese, etc) and putting on display, present dishes.
- Sell food: salted spices.
- Assist with follow-ups of online purchases and orders.
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- Sell food: catering and rotisserie products.

Mechanics and Repairers

This sector focuses on the maintenance and repair of bicycles, ensuring they function properly and safely.

Positions in this category:

- Assistant Bicycle Repairer

Assistant Bicycle Repairer

Ref: MEC001 ISCO Major Group: 7

Key Competences

- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Gain familiarity with working on electric bikes.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Learn to tidy and clean the workplace, and perform basic maintenance of tools and equipment, including installations.
- Learn to provide advice and information to customers about products and participate in sales activities.
- Observe and assist in determining the origins of defects in bikes and making necessary repairs.
- Assist in maintaining bikes, motorised vehicles, and machines according to maintenance schedules and guidelines.
- Assist in mounting accessories like kid seats.
- Assist in determining necessary interventions based on technical files and instructions from experts and customers.
- Assist in mounting accessories like bike carts with towing device (coupling).
- Assist in inspecting components of bikes and motorcycles and assembling them before delivery.
- Assist in performing minor bodywork or painting activities, such as dent repair, on bikes and motorcycles.
- Assist in mounting accessories like cyclocomputers.
- Learn to plan activities and operations according to customers' needs or orders.
- Assist in informing customers about the correct usage, maintenance, and safety practices related to bikes and motorcycles.
- Gain familiarity with working on go-karts.
- Assist in mounting accessories like windscreens.
- Assist in mounting accessories like transportation bags.
- Assist in mounting accessories like rear-view mirrors.
- Assist in mounting accessories like luggage rack (carrier).
- Assist in mounting accessories like mudguards.
- Assist in mounting accessories like decorations.
- Assist in mounting accessories like hubcaps.
- Learn to work on motorised bikes such as Solex.
- Learn to work on different types of bikes (e.g., city bikes, sports bikes, racing bikes, mountain bikes).
- Observe and accompany test drives on the road with bikes or motorcycles.

Media and Communications

This sector focuses on the creation, management, and dissemination of information and media content. It includes roles that operate audio equipment, capture photographs, manage public relations, and handle broadcasting and audio-visual technology, ensuring effective communication and media production.

Positions in this category:

- Audio Equipment Operator
- Photographer
- Assistant Public Relations Officer
- Broadcasting and Audio-visual Technician

Audio Equipment Operator

Ref: MED001 ISCO Major Group: 3

Key Competences

- Learn to archive audiovisual carriers and maintain organised records of media assets.
- Gain exposure to mixing different audio sources, including voices, sounds, ambient noise, and music.
- Assist in indexing and digitizing unedited footage for virtual montage of films, documentaries, and reports, following established procedures.
- Participate in training opportunities offered within the organisation to develop professional skills.
- Assist in assembling ambient sounds and sound effects for films, documentaries, or reports, such as traffic noise and bird sounds.
- Assist in the restoration of audio tapes of films, documentaries...
- Learn to create background noise, such as footsteps and slamming doors, for sound effects in films, documentaries, or reports.
- Gain experience in assembling and inserting special effects and simple effects for broadcast, documentaries, or reports.
- Assist in fixing the beginning and end of selected shots and editing them chronologically according to the film scenario or broadcast focus, following established guidelines.
- Observe and assist in switching between live and semi-live images as required.
- Gain exposure to creating sound environments and sound animations for internet sites, games, and advertising spots.
- Learn to view unedited footage and select images for montage according to the instructions and artistic concepts of filmmakers or journalists.
- Gain exposure to synchronizing recorded sounds with images for film montage.
- Shadow experienced team members to understand collaboration, then participate in simple team tasks under supervision.
- Gain experience in verifying sound recordings for ambient noise and interruptions, and assist in editing shootings and post-synchronization processes.

Photographer

Ref: MED002 ISCO Major Group: 3

Key Competences

- Assist in finishing and packaging photographic prints, including cutting and placing them in envelopes.
- Learn processes for shooting and processing digital pictures.
- Learn processes for shooting and processing black and white pictures.
- Learn processes for shooting and processing medium format pictures.
- Learn processes for shooting and processing big format pictures.
- Learn processes for shooting and processing colour pictures.
- Learn processes for shooting and processing analogue pictures.
- Assist in registering data for orders and sorting carriers depending on the type of processing needed (e.g., roll film, disposable camera, memory card).
- Assist in taking passport photos following established guidelines.
- Learn to identify potential clients through activities like mailings and presenting portfolios.
- Learn to make technical preparations and take pictures.
- Learn to check goods such as paper and consumables for references and quantities, and assist in storing them properly.
- Participate in executing online orders for photos as directed.
- Assist in identifying malfunctions in photographic equipment and accessories, and learn basic troubleshooting techniques.
- Learn to set up automated cameras for film development and photo prints, and assist in checking production processes.
- Learn processes for shooting and processing small format pictures.
- Gain exposure to finding photoshoot opportunities, developing topical projects, and choosing materials.
- Observe and assist in selecting pictures, presenting them to clients, and creating montages such as albums or CDs.
- Learn to provide advice and information to customers about products and participate in sales activities.
- Assist in checking settings for automated printers, making necessary adjustments, and verifying the quality and quantity of produced items.
- Assist with stock management, recording shortages, and placing orders.
- Assist in discussing and stipulating order terms with customers.
- Observe and assist in making price offers based on specific orders.
- Gain familiarity with processing digital photos using appropriate software.
- Assist in creating and updating portfolios of photographic material.
- Learn to create decoration or imitation products and compose sets for various publicity actions or themes.
- Learn to conduct shooting for specific theme: sports.
- Learn the analogue development process of films and pictures, including film processing techniques.
- Assist with basic maintenance of machines and equipment
- Learn to conduct shooting for specific theme: science.
- Learn to conduct shooting for specific theme: portraits.
- Observe and assist in taking photos as required.
- Learn to conduct shooting for specific theme: fashion.
- Learn to conduct shooting for specific theme: ceremony, event.

- Learn to conduct shooting for specific theme: news.
- Learn to conduct shooting for specific theme: air travel.
- Learn to conduct shooting for specific theme: animals.
- Assist in the basic maintenance of equipment and accessories, ensuring they are in working condition, cleaned, and components are changed when necessary.
- Learn to conduct shooting for specific theme: architecture.
- Learn to conduct shooting for specific theme: medical sector.
- Learn to conduct shooting for specific theme: movies.
- Learn to conduct shooting for specific theme: illustration.
- Learn to conduct shooting for specific theme: industry.

Assistant Public Relations Officer

Ref: MED003 ISCO Major Group: 3

Key Competences

- Learn to assist in setting up public relations initiatives, distributing information, and promoting activities.
- Observe and participate in defining fundraising strategies for benefits or associations and assisting in managing fundraising campaigns.
- Assist with the development of communication strategies for: Public relations and press interaction
- Collect and analyse information on product or brand (situation, market, earlier publicity campaigns, etc)
- Contribute to product development strategy with research & development, production and commercial departments, etc
- Support in gathering customer and internal department input to contribute to production planning.
- Gain insight into defining or assisting in defining the strategic policies of the organisation, including investments, equipment, and specialization.
- Assist with creating a marketing plan, and monitor the development and execution of said plan.
- Assist in coordinating departmental activities and analysing monitoring tools, providing suggestions for improvement.
- Learn to assess the quality of products or services involved in publicity/advertising messages.

Broadcasting and Audio-visual Technician

Ref: MED004 ISCO Major Group: 3

Key Competences

- Learn to view unedited footage and select images for montage according to the instructions and artistic concepts of filmmakers or journalists.
- Learn to determine the properties and specifications of recording or broadcast based on technical scenarios, such as camera positions and settings, under the guidance of experienced editors.
- Gain experience in verifying sound recordings for ambient noise and interruptions, and assist in editing shootings and post-synchronization processes.
- Learn to maintain material and identify defects, assisting with troubleshooting as required.
- Gain exposure to mixing different audio sources, including voices, sounds, ambient noise, and music.
- Assist in the basic maintenance of equipment and accessories, ensuring they are in working condition, cleaned, and components are changed when necessary.
- Assist in indexing and digitizing unedited footage for virtual montage of films, documentaries, and reports, following established procedures.
- Assist in monitoring promotion and publicity efforts across various media platforms and interactions with the public.
- Gain exposure to synchronizing recorded sounds with images for film montage.
- Learn the analogue development process of films and pictures, including film processing techniques.
- Learn to edit recordings or broadcasts using a mixing desk, virtual editing desk, or cutting table.
- Assist in identifying malfunctions in photographic equipment and accessories, and learn basic troubleshooting techniques.
- Gain exposure to creating sound environments and sound animations for internet sites, games, and advertising spots.
- Assist in the editing process of films, TV films, and documentaries.
- Observe and assist in switching between live and semi-live images as required.
- Assist in fixing the beginning and end of selected shots and editing them chronologically according to the film scenario or broadcast focus, following established guidelines.
- Gain understanding of organizing rights of use for media content.
- Gain experience in assembling and inserting special effects and simple effects for broadcast, documentaries, or reports.
- Learn to archive audiovisual carriers and maintain organised records of media assets.
- Learn to perform basic maintenance and repair of recording material, video equipment, and accessories, following established procedures.
- Learn to transmit video recordings via antenna and assist in checking picture quality. Observe editing/control room procedures, including adjustments to contrast, colours, etc.
- Assist in assembling ambient sounds and sound effects for films, documentaries, or reports, such as traffic noise and bird sounds.
- Learn to create background noise, such as footsteps and slamming doors, for sound effects in films, documentaries, or reports.
- Assist in watching takes, selecting shots, and checking the editing of films, broadcasts, or documentaries.

News and Journalism

This sector focuses on the gathering, reporting, and analysis of news and information. It includes roles that investigate and communicate stories to the public, ensuring that audiences are informed about current events and issues.

Positions in this category:

- Assistant Journalist

Assistant Journalist

Ref: NEW001 ISCO Major Group: 3

Key Competences

- Gain familiarity with handling global (world) information.
- Gain skills in researching and identifying information sources.
- Gather information via surveys, reports, interviews and process info after checking, confrontation and analysis.
- Observe and assist in selecting subjects, themes, or events, or taking up editorial tasks.
- Assist in moderating thematic debates or institutional events.
- Learn to do layout work, create titles (major/minor), and key headers/footers (legends).
- Learn to translate information, messages, and texts.
- Gain skills in handling information within the cultural domain (art, literature, music, films, theatre).
- Learn to handle information within the domains of economy, finances, and social life.
- Gain familiarity with handling information within the domain of environment.
- Learn to write, format, and transmit information for correction, printing, and publishing, including articles and news reports.
- Gain understanding of handling information within the domain of fashion and beauty.
- Gain skills in developing a partner network and gathering information on the sector/branch, regulations, technical information, and media reporting.
- Learn to handle information within the domain of politics.
- Observe and assist in making photographic or filmed reports of events.
- Gain familiarity with handling information within the domain of science.
- Learn to process information within the domain of society.
- Learn to process information within the domain of sports.
- Observe and assist in presenting and commenting on information on air (microphone or camera).
- Learn to process information within the domain of technology.
- Learn to process information within the domain of daily life.
- Assist in selecting visual material or documents to illustrate articles.
- Learn to handle information within the domain of media.

Painting and Decorating

This category focuses on the application of paint, varnish, and other finishes to surfaces, enhancing their appearance and protecting them from damage. It includes roles that ensure surfaces are properly prepared and finished to high standards, contributing to the aesthetic and functional quality of buildings and objects.

Positions in this category:

- Spray Painter/Varnisher

Spray Painter/Varnisher

Ref: PAI001

ISCO Major Group: 7

Key Competences

- Learn to perform repairs or finishes on zinc surfaces.
- Assist in cleaning vehicles before returning them to customers and maintaining cleanliness in the workplace.
- Gain experience in pre-treating surfaces before vehicle painting.
- Learn to disassemble, assemble, and adjust removable bodywork parts, accessories, upholstery, and fittings.
- Gain experience in registering follow-up data for interventions and transferring information to relevant services or departments.
- Assist in packaging and sorting recovered liquids.
- Perform repairs or finishings (finishes) on: aluminium
- Learn to perform repairs or finishes on wood surfaces.
- Determine the work to be done based on repair order or indications from experts or customers.
- Assist in performing repairs or finishes on synthetic materials.
- Learn to check the geometrics of chassis, monocoque, and undercarriage, and correct or replace deformed parts as necessary.
- Learn to plan activities and operations according to customers' needs or orders.
- Assist in estimating expenses and repair times, and preparing cost estimates for interventions.
- Gain experience in mounting bodywork decorations.
- Assist in repairing bodywork of old-timer vehicles.
- Assist in repairing bodywork of motor vehicles.
- Learn to repair bodywork of light vehicles.
- Gain experience in performing bodywork repair for passenger cars.
- Gain experience in mixing and adapting colour shades of paints/lacquers and applying them to vehicles.
- Gain experience in performing repairs or finishes on composite materials.

Personal Care

This sector focuses on services that enhance personal appearance and well-being. It includes roles that provide beauty treatments, hairdressing, and other personal grooming services, ensuring clients look and feel their best.

Positions in this category:

- Assistant Beautician
- Assistant Hairdresser

Assistant Beautician

Ref: PER001

ISCO Major Group: 5

Note: An industry recognised qualification is required for placement

Key Competences

- Welcome customer. Determine his/her wishes and advise on products and services
- Gain understanding of offering beauty care services to weak, ill, or underprivileged individuals.
- Learn to apply various products such as masks, serums, and creams, and perform facial or body treatments, manicures, or makeup applications.
- Learn techniques for administering aesthetic and cosmetic care, such as hair removal.
- Gain familiarity with administering aesthetic and cosmetic care, including makeup application.
- Observe and assist in applying false lashes, skin jewels, and temporary tattoos as part of aesthetic and cosmetic care.
- Learn techniques for administering facial care treatments.
- Gain familiarity with promoting and selling treatments, hair care products, and accessories to customers.
- Assist in suggesting and explaining beauty and makeup techniques to customers, including demonstration when appropriate.
- Assist in processing payments and maintaining customer files.
- Assist in restocking shelves, worktops, and shop windows, and participate in displaying products for sale.
- Observe and assist in determining appropriate treatments and suggesting products and care regimens for customers.
- Assist with stock management, recording shortages, and placing orders.
- Gain skills in cleaning and preparing the body, face, hands, and feet for treatment, including makeup removal and disinfection.
- Learn to evaluate treatments and their effectiveness.
- Learn to clean equipment and accessories and maintain tidiness in the booth and workbench area.

Assistant Hairdresser

Ref: PER002 **ISCO Major Group:** 5 **Note:** An industry recognised qualification is required for placement

Key Competences

- Observe and assist in showing hairstyles to customers from different angles and soliciting their opinions.
- Assist with stock management, recording shortages, and placing orders.
- Gain skills in hair cutting using various techniques, including thinning out hair.
- Learn to clean the salon, tidy up products and equipment, and replenish shelves and worktables.
- Experiment with different hairstyles and makeup looks on models or mannequins.
- Learn techniques to give hair shape or volume, such as curling or blow-drying, and how to comb, set, or add sheen with products like hair spray or gel.
- Practice makeup/ hairstyle continuity between takes or scenes, matching or creating distinct looks.
- Prepare hairpieces like wigs, whiskers, and moustaches for use.
- Assist in traditional hairdressing activities like cutting, dyeing, brushing, and perming.
- Learn to apply substitute hair or wigs as required.
- Observe and assist in styling hair into chignons or buns.
- Assist in maintaining artists' hairstyles according to scenery or scene requirements.
- Assist in defining the conditions, means, and logistics required for hairstyles or makeup applications, including placing orders for materials within budget constraints.
- Gain skills in caring for moustaches, beards, and sideburns.
- Learn techniques for styling Afro-Antillean hairstyles.
- Gain familiarity with applying perms.
- Learn techniques for braiding and creating special occasion hairstyles.
- Gain skills in grooming moustaches, beards, and whiskers.
- Assist in designing hairstyles or applying makeup for artists in performances or shootings, following provided guidelines regarding themes, scripts, and historical periods.
- Learn to welcome and assist customers upon arrival.
- Gain familiarity with promoting and selling treatments, hair care products, and accessories to customers.
- Learn to suggest treatments, hair products, and accessories to customers and provide advice.
- Gain skills in preparing and applying colouring and decolouring products.
- Help with crew planning for hairdressing and makeup needs.
- Learn to conduct a hair diagnosis, prepare for and perform hair washing procedures.
- Assist in processing payments and maintaining customer files.
- Assist in determining desired hairstyles, including cuts, colours, and treatments. Learn to advise customers on features and options like hair implants.
- Assist with creating technical sheets (visual guides) for hairstyles or makeup.

Pharmacy

This sector focuses on the sale and distribution of pharmaceutical products and health-related items. It includes roles that assist customers with their medication needs, provide information on health products, and ensure the proper handling and storage of pharmaceuticals.

Positions in this category:

- Pharmacy Sales Assistant

Pharmacy Sales Assistant

Ref: PHA001 ISCO Major Group: 5

Key Competences

- Learn to provide advice and information to customers about products and participate in sales activities.
- List data for traceability of goods (delivery dates, temperature measurements, serial numbers, etc).
- Assist with checking the cash register at the beginning of the working day and counting the contents of the cash register at closing time.
- Welcome customer. Determine his/her wishes and advise on products and services
- Receive Payments.
- Learn to stock products in accordance with their shelf life and regulatory guidelines. Assist in displaying products in the pharmacy.
- Assist with stock management, recording shortages, and placing orders.
- Assist in managing administrative tasks related to medicinal catering, including maintaining the order file and medicines register.
- Assist with follow-ups of online purchases and orders
- Assist in updating the order file and drugs register.
- Learn to provide information to healthcare personnel about pharmaceutical products, including recommendations for use, new products, and substitutes.
- Sell products: (para)medical equipment
- Observe and assist in dispensing drugs or medication to entitled persons (patients) or caregivers. Provide information on prescribed treatments.
- Assist with organising the stock and display articles
- Gain skills in monitoring product stock levels, identifying shortages, and placing orders as necessary.

Postal Services

This sector focuses on the handling, sorting, and delivery of mail and packages. It includes roles that ensure the efficient processing and distribution of postal items, contributing to the smooth operation of postal services.

Positions in this category:

- Postal Operator Clerk

Postal Operator Clerk

Ref: POS001 ISCO Major Group: 4

Key Competences

- Assist in distributing leaflets into mailboxes or at fixed distribution points to passers-by, following provided instructions.
- Assist in recording the number of distributed leaflets and noting any difficulties encountered during distribution.
- Learn to hand over recorded deliveries and parcels to addressees after verifying their identity and collecting payment if required.
- Assist in distributing leaflets along a predetermined route, such as placing them in displays or on cars.
- Assist in distributing leaflets in mailboxes
- Assist in distributing leaflets at designated fixed spots such as exits of shops and stations.
- Support in delivering assigned items or collecting payments for cash-on-delivery consignments.
- Learn to consult the distribution plan, locate routes, and identify distribution points.
- Learn to oversee distribution operations, including determining the coverage area, positioning distributors, and identifying target groups.
- Learn to collect mail from internal departments, companies, and mailboxes, as well as sending out mail.
- Aid in returning undistributed mail to the appropriate service.
- Assist in collecting catalogues, correspondence, printed matter, and newspapers, sorting them according to address

Purchasing

This sector focuses on the acquisition of goods and services necessary for business operations. It includes roles that manage procurement processes, oversee supply chains, and ensure that products are sourced efficiently and cost-effectively.

Positions in this category:

- Assistant Procurement Officer
- Assistant Supply Officer
- Merchandiser

Assistant Procurement Officer

Ref: PUR001 ISCO Major Group: 3

Key Competences

- Provide assistance in the domain of electrical appliances.
- Provide assistance in the domain of fresh products.
- Assist in evaluating suppliers and products (audits, customer satisfaction surveys, sampling...) and contribute to improvement proposals.
- Provide assistance in the domain of seasonal products.
- Provide assistance in the domain of cultural products.
- Provide assistance in the domain of drugstore products, hygiene, perfumes.
- Assist in analysing replies (bids) of call for proposals (tenders) and learn how to assess suppliers' potential to adjust to demand.
- Explore tasks related to the domain of informatics & telecommunication.
- Provide assistance in the domain of sports infrastructure.
- Help collect follow-up data on purchases and contribute to the annual report.
- Provide assistance in the domain of personal products.
- Provide assistance in the domain of mass consumption products.
- Assist in updating market data (market tendencies, new products, suppliers credentials...).
- Provide assistance in the domain of DIY products.
- Help monitor the execution of purchasing contracts until payment (quantity, quality, delivery terms).
- Assist in handling litigation files (find solutions, take in complaints...).
- Provide assistance in the domain of garden and animal related products.
- Observe and learn from negotiations on prices and delivery terms with suppliers.
- Assist in drawing up tenders or specifications for suppliers or service providers.
- Provide assistance in the domain of toys.
- Provide assistance in the domain of audiovisual products (including photography).
- Learn about the purchasing strategy of the company and provide input where possible.
- Support in identifying supply needs of the company and help in sourcing or analysing suppliers and products on the market.
- Provide assistance in the domain of books and stationery.

Assistant Supply Officer

Ref: PUR002 ISCO Major Group: 3

Key Competences

- Assist in evaluating suppliers and products (audits, customer satisfaction surveys, sampling...) and contribute to improvement proposals.
- Provide assistance in the domain of cultural products.
- Support in identifying supply needs of the company and help in sourcing or analysing suppliers and products on the market.
- Provide assistance in the domain of drugstore products, hygiene, perfumes.
- Assist in updating market data (market tendencies, new products, suppliers credentials...).
- Help monitor the execution of purchasing contracts until payment (quantity, quality, delivery terms).
- Provide assistance in the domain of sports infrastructure.
- Provide assistance in the domain of personal products.
- Provide assistance in the domain of mass consumption products.
- Explore tasks related to the domain of informatics & telecommunication.
- Assist in analysing replies (bids) of call for proposals (tenders) and learn how to assess suppliers' potential to adjust to demand.
- Provide assistance in the domain of DIY products.
- Help collect follow-up data on purchases and contribute to the annual report.
- Provide assistance in the domain of garden and animal related products.
- Provide assistance in the domain of electrical appliances.
- Provide assistance in the domain of toys.
- Provide assistance in the domain of books and stationery.
- Provide assistance in the domain of seasonal products.
- Provide assistance in the domain of fresh products.
- Provide assistance in the domain of audiovisual products (including photography).

Merchandiser

Ref: PUR003 ISCO Major Group: 5

Key Competences

- Learn to balance merchandising results and make adjustments in collaboration with the marketing lead.
- Provide assistance in the domain of toys.
- Gain experience in the food department, understanding the specifics of food merchandising and sales.
- Provide assistance in the domain of books and stationery.
- Assist in evaluating suppliers and products (audits, customer satisfaction surveys, sampling...) and contribute to improvement proposals.
- Participate in the development and monitoring of product presentation and packaging, such as displays and sales point publicity.
- Provide assistance in the domain of DIY products.
- Contribute to the development or adaptation of sales props (tools) for wholesalers' benefit, such as shop window catalogues, collection presentation guides, etc.
- Participate in the development or management of animation activities in the shop.
- Provide assistance in the domain of electrical appliances.
- Provide assistance in the domain of garden and animal related products.
- Contribute to the establishment of the overall merchandising policy of the company, including recommendations and performance indicators.
- Provide assistance in the domain of audiovisual products (including photography).
- Provide assistance in the domain of fresh products.
- Provide assistance in the domain of drugstore products, hygiene, perfumes.
- Provide assistance in the domain of seasonal products.
- Assist in the textiles department, learning about product placement, customer engagement, and sales strategies.
- Explore tasks related to the domain of informatics & telecommunication.
- Assist in updating market data (market tendencies, new products, suppliers credentials...).
- Provide assistance in the domain of sports infrastructure.
- Provide assistance in the domain of cultural products.
- Assist in establishing a shelving plan, including array/range displays, and communicate it to sales personnel. Help monitor the application of the plan.
- Provide assistance in the domain of personal products.
- Learn about product placement selection and observe negotiations with the head of the department.
- Learn about the department of interior items and house appliances, understanding the specifics of merchandising and sales in this area.
- Provide assistance in the domain of mass consumption products.
- Assist in analysing consumer habits, stock rotation, and sales. Contribute to the creation of a commercial action plan (displayed products, place, duration...).
- Assist sales people with merchandising techniques.

Security & Safety

This sector focuses on the protection of people, property, and environments. It includes roles that ensure safety and security through vigilant monitoring, emergency response, and preventive measures, contributing to the overall well-being and safety of communities.

Positions in this category:

- Security Guard

Security Guard

Ref: SEC001

ISCO Major Group: 5

Note: A valid Private Officer License is required for placement

Key Competences

- Learn about protecting individuals, including escorting them as necessary.
- Learn to complete intervention and activity documents, such as reports, notes, safety reports, and statements.
- Gain skills in detecting irregularities and incidents, and assisting in informing the police and clients as necessary.
- Assist in checking accesses, places, and safety and prevention systems and equipment, including fences and the presence of objects or persons.
- Learn techniques for guarding places and goods, including conducting rounds to prevent and detect risks. Assist in issuing access licenses (e.g., badges) and collecting control documents.
- Assist in issuing access licenses (e.g., badges) and collecting control documents.
- Observe and assist in leading a dog during protection or search actions.
- Learn to conduct CCTV surveillance of places, vehicles, or technical alarms, such as lifts or temperature sensors.
- Gain understanding of receiving, delivering, and inspecting valuables as required.
- Gain familiarity with the domain of protecting goods, including valuables, equipment, and premises.
- Learn to verify the reason and justification for activating an alarm and either clear any doubts or send intervention teams as necessary.
- Gain understanding of fire safety procedures in public places.
- Learn to provide aid and assistance to persons or receive emergency services as needed.
- Assist in taking measures for the retention of goods or places in the event of burglary or damage.
- Observe and assist in verifying the application of safety regulations by staff members.
- Learn techniques for checking incoming and outgoing persons and goods.
- Gain familiarity with airport security procedures, including access control of individuals, luggage, and cargo.
- Learn to control persons or objects using control equipment such as metal detectors.
- Gain understanding of carrying out the protection of individuals as required.
- Gain insight into the domain of protecting special convoys, including protection, escort, and support tasks.
- Assist in training and alerting staff in prevention and safety techniques and procedures.

Social Care

This sector focuses on providing support and assistance to individuals in need, including those with disabilities and the elderly. It includes roles that ensure the well-being, dignity, and quality of life of vulnerable populations through compassionate care and support services.

Positions in this category:

- Careworker for Persons with a disability
- Careworker for the Elderly

Careworker for Persons with a disability

Ref: SOC001 ISCO Major Group: 5

Key Competences

- Assist in recording follow-up data on children and exchanging information with the team, family, administrative services, and caring personnel.
- Gain familiarity with working with individuals with impaired motor skills.
- Learn to work with individuals with mental disabilities under supervision.
- Gain skills in assisting with bodily care and providing comfort to patients, such as washing their face and hands and brushing their hair.
- Learn techniques for maintaining living spaces and textiles for individuals with caring needs.
- Assist in providing waitering services to people with particular needs, including taking plates, making arrangements, serving food, and attending to their needs.
- Gain experience in changing sheets and making up beds to maintain a clean and welcoming environment.
- Assist in organizing activities according to the demands of individuals needing care, including meals and leisure activities.
- Observe and assist in accompanying patients or individuals in need of care on walks or during displacements.
- Assist in informing patients about leisure opportunities and guiding them through these activities.
- Assist in cleaning, disinfecting, and tidying rooms and sanitary facilities.
- Gain familiarity with helping patients during everyday activities and observing any changes in their condition.
- Learn to assist people with their daily activities under supervision.
- Assist with tasks such as shopping, meal preparation, and administrative formalities for individuals requiring care.
- Gain skills in assisting and supporting patients, including arranging their bed or sofa position and ensuring safety measures and caring arrangements are in place.
- Learn to check the health condition of patients and observe mood swings or behaviour changes. Assist in informing concerned parties such as family members or doctors.
- Learn to organise and conduct recreational activities such as games and reading, aiming to stimulate participation.
- Gain understanding of providing guidance on the use of oral medication prescribed by a doctor.
- Assist individuals with caring needs by providing advice on daily life activities such as meals, domestic tasks, hygiene, and safety.
- Gain skills in receiving and distributing meals or dishes around the table.
- Learn to register data including observations and incidents as required.
- Learn to escort patients to the appropriate service or department and assist in maintaining materials.
- Assist in maintaining and cleaning communal areas as necessary.

Careworker for the Elderly

Ref: SOC002 ISCO Major Group: 5

Key Competences

- Gain skills in assisting and supporting patients, including arranging their bed or sofa position and ensuring safety measures and caring arrangements are in place.
- Gain understanding of providing guidance on the use of oral medication prescribed by a doctor.
- Assist with tasks such as shopping, meal preparation, and administrative formalities for individuals requiring care.
- Learn to organise and conduct recreational activities such as games and reading, aiming to stimulate participation.
- Gain skills in assisting with bodily care and providing comfort to patients, such as washing their face and hands and brushing their hair.
- Learn to register data including observations and incidents as required.
- Gain familiarity with helping patients during everyday activities and observing any changes in their condition.
- Learn to check the health condition of patients and observe mood swings or behaviour changes. Assist in informing concerned parties such as family members or doctors.
- Assist in cleaning, disinfecting, and tidying rooms and sanitary facilities.
- Assist individuals with caring needs by providing advice on daily life activities such as meals, domestic tasks, hygiene, and safety.
- Assist in maintaining and cleaning communal areas as necessary.
- Assist with washing dishes and tidying up the kitchen and sanitary facilities.
- Learn to assist people with their daily activities under supervision.
- Assist in organizing activities according to the demands of individuals needing care, including meals and leisure activities.
- Gain experience in removing stains from fitted carpets to restore their cleanliness.
- Learn feeding routines, walking procedures for appropriate animals, and basic cleaning techniques for litter boxes, aquariums, or other animal habitats.
- Support in taking care of plants, green areas, and outdoor spaces by assisting in maintenance tasks such as watering, pruning, and weeding.
- Learn to clean windows to ensure clarity and visibility.
- Gain experience in cleaning and polishing tin and silverware to maintain their shine and appearance.
- Observe and assist in accompanying patients or individuals in need of care on walks or during displacements.
- Assist with cleaning and storing clothes and other textiles, including washing, sewing, and ironing as needed.
- Gain skills in receiving and distributing meals or dishes around the table.
- Learn techniques for maintaining living spaces and textiles for individuals with caring needs.
- Learn to escort patients to the appropriate service or department and assist in maintaining materials.
- Assist in providing waitering services to people with particular needs, including taking plates, making arrangements, serving food, and attending to their needs.
- Assist in supervising a budget or providing budgetary advice to individuals with caring needs or their families.
- Gain experience in changing sheets and making up beds to maintain a clean and welcoming environment.
- Assist in preparing meals by cleaning and preparing food products according to established procedures and guidelines.
- Assist in informing patients about leisure opportunities and guiding them through these activities.

Travel and Tourism

This sector focuses on providing services and support for travellers and tourists. Responsibilities include assisting with travel planning, booking, and customer service, ensuring that clients have enjoyable and well-organised travel experiences.

Positions in this category:

- Travel Consultant Assistant

Travel Consultant Assistant

Ref: TRA001 ISCO Major Group: 4

Key Competences

- Observe how order receipts are checked and processing priorities are determined. Gradually participate in verifying shipment contents and assisting with order processing tasks.
- Participate in following-up payments, complaints, and returns.
- Assist with maintaining customer files and accounts receivable under supervision. Learn procedures for updating information and following up on outstanding balances.
- Observe how staff greet and guide customers, suppliers, and visitors. Learn how to take messages and schedule appointments.
- Assist in the writing of travel guides, adventures, and discovery tours under supervision.
- Gain skills in selecting travel proposals that meet client requirements, including destinations, places of interest, formalities, and rates, and presenting them to customers.
- Gain experience with document formatting and layout. Practice entering data, forwarding documents to relevant departments, and filing them according to established procedures.
- Learn to receive and check travel documents, ensuring accuracy of information such as dates of departure, and hand them to customers.

Warehouse

This sector focuses on the storage, organisation, and management of goods within a warehouse setting. It includes roles that ensure efficient operations through tasks such as packing, stacking, and maintaining inventory.

Positions in this category:

- Packer
- Stacker
- Storekeeper

Packer

Ref: WAR001 ISCO Major Group: 9

Key Competences

- Assist in stacking and unstacking items as needed.
- Fix, assemble and attach pieces. Check whether the assembly was executed correctly (use, look)
- Clean and clear the working area, including equipment and accessories.
- Help in transporting products or waste to storage, shipping, or recycling areas.
- Pack products according to characteristic, order and manner of transport.
- Assist with performing precautionary or corrective basic maintenance of machines or equipment.
- Assist in the checking of products at receipt/order preparation/dispatch stages
- Participate in packing and assembling outer packaging, including batch preparation.
- Participate in packing products in bags as per instructions.
- Observe and assist in applying film to packaging.
- Participate in canning, boxing, or crating tasks.
- Learn to vacuum-pack items as instructed.
- Assist in assembling, folding, and lining packaging materials.
- Observe and assist in palletizing products for storage or shipment.
- Assist in sorting products according to their commercial purpose, such as categorizing them into first class or second class.
- Gain familiarity with sorting products according to those that need calibration.
- Learn to label and mark products appropriately, including checking best-before dates.
- Provide workstation with material and products or check supply
- Supervise flow and continuation of production line or conveyor belt. De-block and remove elements if necessary
- Detect visible defects on products, localise and sort them
- Assist in applying strip metal as required.
- Learn to sort products based on their intended use, such as fresh, deep freeze, or working.
- Register activity data (number of pieces, etc)

Stacker

Ref: WAR002 ISCO Major Group: 9

Key Competences

- Learn to mark checked products or articles and place them on shelves, trestles, or designated areas.
- Put products/articles on shelves
- Gain skills in checking supplies, placing orders, and stocking products according to shelf life and preservation conditions.
- Assist in welcoming customers and providing information about prices and the shelf life of products such as cakes and pies.
- Assist in restocking shelves, worktops, and shop windows, and participate in displaying products for sale.

Storekeeper

Ref: WAR003 ISCO Major Group: 4

Key Competences

- Learn to register follow-up data of orders and assist in drawing up a list of damaged products and faulty equipment.
- Assist in scheduling the work of fork-lift truck drivers, order preparation staff, etc., according to the order of order processing.
- Learn to organise the division of storage spaces on-site and assist in following up management.
- Receive goods. Keep tally
- Clean and clear the working area, including equipment and accessories.
- Assist in picking orders according to order preparation instructions and assembling parcels or consignments accordingly.
- Learn procedures for informing customers (internal or external) about order placement, tracking, and delivery. Observe how experienced staff handle inquiries and provide relevant updates.
- Participate in organizing and supervising the management of product, goods, or raw material stocks, including data entry and rotation procedures.
- Pack products according to characteristic, order and manner of transport.
- Shadow experienced team members to understand collaboration, then participate in simple team tasks under supervision.
- Assist in placing goods in the depot.
- Learn to follow-up on international logistics operations, including tracking shipments, coordinating with international partners, and resolving logistical challenges.
- Gain experience in supervising the maintenance of storage areas and equipment, ensuring compliance with safety regulations and efficient functioning of facilities.
- Learn to determine the need for supplies and contribute to placing orders.
- Participate in following-up payments, complaints, and returns.
- Observe how order receipts are checked and processing priorities are determined. Gradually participate in verifying shipment contents and assisting with order processing tasks.
- Gain skills in bringing goods to the dispatch area, storage area, or production area.
- Observe supply chain management processes, including organizing and managing supplies, supervising consumption, and placing orders. Gradually participate in tasks like preparing inventory reports.
- Observe how logistics activities like receiving, dispatching, and delivery are coordinated and supervised. Gradually participate in simple tasks like tracking incoming shipments or preparing outgoing packages.
- Assist in managing stocks and checking the receipt of goods.

INDEX

- Accountant (Junior), 6
- Accounting Assistant, 7
- Accounts Clerk, 8
- Administrative Officer, 12
- Administrative Secretary, 13
- Air Conditioning and Refrigeration technician, 130
- Air Traffic Safety Electronics Technician, 46
- Aircraft Engineering Technician, 45
- Aluminium Worker (Trainee), 203
- Animal Care Worker, 31
- Animal Welfare Assistant, 29
- Architectural / Engineering Technician, 58
- Archival Technician, 178
- Art Restorer Assistant, 33
- Assembler, 205
- Audio Equipment Operator, 226
- Audio-visual editor (Assistant), 109
- Baker assistant, 113
- Bartender, 135
- Beautician (Assistant), 236
- Bicycle Repairer (Assistant), 224
- Blacksmith (Assistant), 207
- Broadcasting and Audio-visual Technician, 230
- Building Electrician, 70
- Butcher assistant, 115
- Cameraperson (Assistant), 107
- Car wash attendant, 36
- Careworker for Persons with a disability, 249
- Careworker for the Elderly, 250
- Carpenter, 71
- Cashier, 211
- Cheese counter assistant, 117
- Child Care Assistant, 101
- Cleaning Supervisor Assistant, 50
- Commis Chef, 118
- Computer Assistant, 149
- Computer Engineering Assistant - Hardware, 150
- Computer Engineering Assistant - Operations, 151
- Computer Network Technician, 152
- Computer Networks & Systems Technician, 163
- Computer Technician, 162
- Cook, 120
- Curator (Assistant), 177
- Customer Care Clerk, 84
- Data entry Clerk, 14
- Database Administrator (Assistant), 153
- Delivery assistant, 89
- Dental Assistant, 128
- Dishwasher, 124
- Domestic Helper, 97
- Draughtsperson, 105
- Economist (Assistant), 99
- External Auditor (Assistant), 10
- Farm delivery helper, 27
- Farm Hand, 23
- Farmer (Assistant), 25
- Fast food crew member, 122
- Fishing labourer, 111
- Florist, 93
- Furniture Sprayer, 208
- Gallery/Museum/Library Technician, 180
- Gardener (Assistant), 126
- General Attendant, 83
- General Hand, 197
- General Office Clerk, 15
- Graphic Design Technician, 142
- Grave digger, 200
- Gypsum worker, 59
- Hairdresser (Assistant), 237
- Hand Launderer / Presser, 170
- Handyperson, 195
- Hotel Receptionist, 136
- Hotel Room Attendant, 49
- Hotel Supervisor Assistant, 137
- HR Clerk, 139
- ICT Sales Technician, 155
- ICT Security Technician, 154
- Insurance Clerk, 166
- Insurance Representative, 167
- Interior and Commercial Designer (Assistant), 94
- Internal Auditor (Assistant), 9
- Interpreter (Assistant), 56
- Jewellery worker, 79
- Journalist (Assistant), 232
- Lawyer (Junior), 172
- Library Clerk, 179
- Lift Installer, 61
- Machine Operator, 186
- Machine Operator (Laundry), 188
- Machine Operator (Woodwork), 189
- Make-up Artist Assistant, 34
- Marble setter/worker, 60
- Marina Attendant, 82
- Market Research Trainee, 213
- Marketing Trainee, 210
- Mechanic (Motor Vehicle) (Assistant), 37
- Merchandiser, 245
- Multimedia Design Technician, 144
- Notary Assistant, 175
- Odd-Jobbing Labourer, 201
- Office Cleaner, 48
- Office Supervisor, 17
- Packer, 254
- Panel beater assistant, 39
- Paralegal Assistant, 173
- Paramedic Aide, 103
- Pastry-cook assistant, 114
- Payroll Officer, 140
- Personal Assistant, 18
- Pet Groomer Helper, 30

Petrol Pump Attendant, 214
Pharmacy Sales Assistant, 239
Photographer, 227
Pipe Fitter, 62
Pizza Chef, 123
Plasterer, 64
Plumber, 65
Pool Attendant, 194
Pool Cleaner, 193
Postal Operator Clerk, 241
Potter Assistant, 75
Printing Press Operator, 191
Procurement Officer (Assistant), 243
Product and Garment Designer (Assistant), 91
Production Clerk, 19
Proof-reading Clerk, 54
Public Relations Officer (Assistant), 229
Receptionist Assistant, 20
Research Analyst (Assistant), 86
Research Assistant in Agriculture, 24
Restaurant Supervisor Assistant, 132
Restorer (Building and Stone), 66
Restorer (Wood), 77
Rigger and Cable Splicer, 68
Sales Representative (Commercial) (Assistant), 215
Sales Representative (Medical) (Assistant), 216
Salesperson (Car), 217
Salesperson (Shop/ Stall/ Market), 219
Salesperson (Street Food/ Kiosk), 222
Scaffolder, 69
Security Guard, 247
Shipping Clerk, 183
Software Developer (Assistant), 156
Spray Painter/Varnisher, 234
Sprayer assistant, 41
Stacker, 255
Statistical Clerk, 87
Stock Control Clerk, 182
Storekeeper, 256
Supply Officer (Assistant), 244
Sweeper, 52
System Administrator (Assistant), 158
Systems Analyst (Assistant), 159
Technician assistant, 42
Telecommunications Technician, 164
Telesales Trainee, 218
Ticket Clerk, 212
Tile Layer, 73
Translator (Assistant), 55
Travel Consultant Assistant, 252
Unskilled Labourer, 198
Upholsterer, 78
Waiter, 133
Web / Multimedia Development Technician, 148
Web Design Technician, 146
Web Technician / Administrator, 161
Weighing & Freight Clerk, 21