Qualifications in social sciences, business and administration

**Vocational Qualifications**
- Vocational Qualification in Business and Administration (3 study programmes / competence areas)

**Further Qualifications**
- Further Qualification in Records and Archives Management
- Further Qualification in Property Agency Services
- Further Qualification in Marketing Communications
- Further Qualification in Sales
- Further Qualification in Financing and Insurance
- Further Qualification in Secretarial Services
- Further Qualification in Bookkeeping and Accounting
- Further Qualification in Customs Affairs
- Further Qualification in Information and Library Services
- Further Qualification in Foreign Trade
- Further Qualification in Messaging and Logistics Services
- Further Qualification for Porters
- Further Qualification for Entrepreneurs

**Specialist Qualifications**
- Specialist Qualification in Management
- Specialist Qualification for Shop Managers
- Specialist Qualification for Shop Managers
- Specialist Qualification in Bookkeeping, Financing and Accounting
- Specialist Qualification in Foreign Trade
- Specialist Qualification in Messaging and Logistics Services
- Specialist Qualification in SM Enterprise’ Management
- Specialist Qualification for Business Councellors

Qualifications in social sciences, business, and administration (vocational qualification, further qualifications, and specialist qualifications) give the students competence needed for employment in various tasks of industrial life associated with customer service, trade, office work or administration. Those engaged in the business sector require general competence in business administration, good cooperation and interaction skills, language skills, and information technology. Business professionals are reliable and quality conscious, show initiative, and are customer service and cooperation oriented, flexible and good organisers, and they have a positive and responsible attitude to their work and customers. Mastering financial thinking is a typical requirement of the business sector. This international field requires good language skills and knowledge of other cultures. The work is customer-oriented, versatile, and variable, and it is often possible to move from one task to another in the field. The field offers good opportunities for progressing to supervisory and international tasks and enterprising activities.

Jobs in the field are offered by retailers and wholesalers, enterprises producing, selling, or brokering services, public administration organisations, offices, banks, insurance companies, libraries, and information service enterprises.

The employment outlook in the field is flexible and good. Competence obtained and demonstrated for qualifications in this field can be widely utilised in all sectors of business life. In general, there is a demand for skilled labour in the sector. In some vocational fields of these qualifications, a generation change is taking place, which helps to secure employment for those having demonstrated their vocational skills.
VOCATIONAL QUALIFICATIONS

Vocational qualifications impart wide-ranging vocational competence needed in working life, specialist skills in the field, and capacity for further studies. The scope of a vocational qualification is 120 credits, mostly consisting of vocational qualification modules made up from on-the-job work and activity packages. In addition to compulsory vocational modules of the qualification, there is a large selection of optional ones, for example those that are part of other vocational qualifications. It is also possible to individually expand the qualification. Upper secondary vocational education and training also contain modules complementing vocational skills and optional modules. A vocational qualification can be taken in 2-4 years, depending on the student’s basic education and work experience.

A vocational qualification can be taken through vocational upper secondary education and training or as a competence-based qualification.

At their discretion, students or candidates can take one or several modules of the vocational qualification at a time, whenever this is appropriate for their placement in working life. In that case, a plan covering the entire vocational qualification is prepared.

FURTHER AND SPECIALIST QUALIFICATIONS

For further qualifications, the students or candidates demonstrate their mastery of vocational skills required of an employee in the field, and in specialist qualifications, mastery of the most demanding tasks in the field.

The further and specialist qualifications consist of on-the-job work and activity packages. Compulsory and/or optional modules of the qualification are determined in the qualification requirements. The scope of further and specialist qualifications or their parts is not determined in credits.

Further and specialist qualifications are taken as competence-based qualifications.
The Vocational Qualification in Business and Administration includes study programmes / competence areas in Customer Services and Marketing, Office Services and Information Management, and Information and Library Services.

Those who have completed the study programme or competence area in Customer Services and Marketing work in various practical customer service, sales, and marketing communication tasks. They create, maintain, and develop long-term customer relationships. They sell solutions that meet customer needs profitably and serve various customers. They also have the capacity to progress to supervisory tasks.

**Jobs:** Customer service and sales tasks: sales assistant, decorator, sales negotiator, financing and insurance sector service advisor, product group or department manager, product representative, marketing assistant, and sales secretary.

Those who have completed the study programme or competence area of Office Services and Information Management serve the internal and external customers of the office in a variety of office tasks. They manage a certain area of financial services using office and financial administration tools and applications.

**Jobs:** Financial administration and office services tasks: accountant, sales and purchases ledger clerk, invoicing clerk, payroll clerk, assistant payroll clerk, office assistant, secretary, user support person, finance and insurance sector clerk.
Those who have completed the *study programme or competence area of Information and Library Services* work in customer service, information service, and collection management tasks, and in online environments. They act as members of a work community and in various networks. They instruct and guide both individual customers and groups in using a library and its collections, information management, and e-services. They disseminate information about events and services of their organisation.

**Jobs:** Information and library services tasks: library clerk, library secretary, information service clerk, information service secretary, and information service assistant.

### FURTHER QUALIFICATIONS

#### Further Qualification in Records and Archives Management
Holders of a Further Qualification in Records and Archives Management organise and develop document management and archiving. In archive information services tasks, they manage documents during their lifespan. They prepare archiving or information management plans based on lifespan thinking and instructions received, and take care of permanent archival tasks. They provide instructions for records and archives management and promote the use of documents as information sources. They are also able to assess and develop their customer service skills.

**Jobs:** Public offices and institutions, municipal organisations, congregations, foundations, other organisations and enterprises.

#### Further Qualification in Property Management
The Further Qualification in Property Management is intended for persons in property sector tasks, including, property managers, property secretaries, rent accountants, and real estate accountants. They are competent in property management tasks of a residential property in a typical housing company or a rented residential building in direct ownership, or master the tasks associated with the technical lifespan administration, service, and maintenance of residential properties.

**Jobs:** Property management agencies, property maintenance enterprises, public organisations managing real estate or rental properties.

#### Further Qualification in Estate Agency Services
Holders of a Further Qualification in Estate Agency Services are engaged in customer service and expert tasks associated with the assessment, sales, and rental of properties and flats in real estate and housing companies. They are able to create and maintain customer relations associated with carrying out tasks in the field, and they are familiar with the negotiation, tendering, sales, and rental process of properties and flats from the marketing of a property to customer negotiations, processing
of tenders and concluding an agreement. **Jobs:** Real estate agencies, enterprises mediating rental flats or their departments.

**Further Qualification in Marketing Communications**
Holders of a Further Qualification in Marketing Communications work in versatile project-based tasks in marketing communication assignments in various enterprises and organisations (for example, as marketing communications project assistants) or are involved in planning and implementing the visual marketing of products or services.

**Jobs:** Enterprises and organisations engaged in marketing communications, their sales and marketing units, advertising agencies, media agencies, own enterprise.

**Further Qualification in Sales**
Holders of a Further Qualification in Sales work in a wide range of sales or service tasks of different enterprises and organisations. They are able to work flexibly in a wide range of different sales tasks and maintain and develop their vocational skills. They professionally sell products and services to individual consumers or customer companies, and they may be engaged in telesales tasks. Depending on
their area of competence, they are also able to sell household appliances or furniture, or work as independent sales representatives.

**Jobs:** Retail outlets and wholesalers, tele-sales enterprises, call centres, own enterprise.

### Further Qualification in Financing and Insurance
Holders of a Further Qualification in Financing and Insurance work in a wide range of customer service, expert or support services tasks in various finance and insurance sector enterprises and organisations and their support organisations. Their customers may be external or internal ones. External customers may be both individual customers and companies.

**Jobs:** Finance sector enterprises, banks, and insurance sector organisations

### Further Qualification in Secretarial Services
Holders of a Further Qualification in Secretarial Studies work in secretarial or assistant tasks in enterprises or organisations of various sizes. They work flexibly in a wide range of tasks associated with office services.

**Jobs:** Private enterprises and public administration organisations.

### Further Qualification in Bookkeeping and Accounting
Holders of this qualification work in financial or payroll administration tasks as accountants, in independent or assistant tasks of internal accounting or payroll clerks, or in assistant payroll administration tasks.

**Jobs:** Financial administration units of private enterprises and public administration organisations, accountancy offices.

### Further Qualification in Customs Affairs
Holders of a Further Qualification in Customs Affairs work in Customs, importation or exportation tasks in enterprises, or in organisations supervising and guiding the implementation of foreign trade regulations. They are competent in tasks associated with customs activities and observe provisions and regulations in the customs sector.

**Jobs:** The Customs, transport sector enterprises, importation or exportation enterprises, forwarding agents.

### Further Qualification in Information and Library Services
Holders of a Further Qualification in Information and Library Services work in the information or library service sector in general information and library services tasks, similar tasks in educational institutions, or in information and library services of scientific or specialist fields, guiding customers or carrying out information search assignments.

**Jobs:** Information service organisations,
public libraries, libraries of educational institutions, libraries and information services of universities or research institutes.

**Further Qualification in Foreign Trade**
Holders of a Further Qualification in Foreign Trade work in practical foreign trade tasks either as foreign trade assistants who carry out importation or exportation tasks in enterprises, or as forwarders who carry out international trade tasks associated with, e.g., forwarding, transportation management, and customs clearance.

**Jobs:** Enterprises engaged in foreign trade, transport sector companies, forwarding agencies.

**Further Qualification in Messaging and Logistics Services**
The messaging and logistics services sector mainly consists of a strategically managed chain associated with purchases, production, and distribution of goods from customer to customer. Holders of a Further Qualification in Messaging and Logistics Services work in this service chain in the process related to the transport, handling, distribution, and warehousing functions of products, and in customer services.

**Jobs:** Enterprises and organisations producing logistics services, such as transportation sector enterprises, organisations handling and transporting mail, distribution enterprises.

**Further Qualification for Porters**
Holders of a Further Qualification for Porters work in the customer, office and conference services of enterprises, institutions or agencies, and manage the use, services, and safety of facilities. They either work in an employment relationship with the organisation in question, or as an employee of a human resources company.

**Jobs:** Reception, conference and office services of enterprises, institutions or agencies.

**Further Qualification for Entrepreneurs**
Holders of a Further Qualification for Entrepreneurs are able to set up their own enterprises based on a business idea and business plan developed by them.

**Jobs:** Own enterprise of the qualification holder.
Specialist Qualification in Management
Holders of a Specialist Qualification in Management have sound practical competence and experience in management. They manage and develop their department and its staff in a private or public sector organisation. They also manage and develop the activities of their own unit.

**Jobs:** Middle management tasks in a private enterprise or in public sector organisations.

Specialist Qualification for Shop Managers
Holders of a Specialist Qualification for Shop Managers work in retailing as the supervisor of their own unit or department. Shop Managers are responsible for the operation and financial profitability of their own unit and take part in business planning with their superiors. They work in interaction with their own staff.

**Jobs:** Retailing outlets.

Specialist Qualification in Marketing Communications
Holders of a Specialist Qualification in Marketing Communications work as responsible project leaders or planning officers in the planning of marketing communications. Their job title may be Project Manager or Communications Manager, Planning Officer, Media Officer, Marketing Manager, Art Director, or Marketing Officer.

**Jobs:** Management and expert tasks of marketing in various enterprises and organisations, or marketing planning tasks in enterprises engaged in marketing, media agencies, or marketing communications agencies.

Specialist Qualification in Bookkeeping, Financing and Accounting
Holders of a Specialist Qualification in Business Administration, Financing and Accounting, develop the financial administration of their own organisation or its part based on the organisation’s overall strategy and the
financial administration strategy derived from it. In their tasks, they are responsible for the whole or a significant part of financial administration, and they often also are responsible for supervising staff. 

**Jobs:** Supervisory, expert or project tasks in the financial and human resources administration of a private enterprise or a public sector organisation.

**Specialist Qualification in Foreign Trade**
Holders of a Specialist Qualification in Foreign Trade work in demanding and responsible expert tasks associated with international trade. They may either be engaged in international marketing or international purchases. They are responsible for the exportation or purchasing tasks of an entire enterprise, product, product group, or market area, and often also act as supervisors in their area of responsibility.

**Jobs:** Export or import companies and organisations.

**Specialist Qualification in Messaging and Logistics Services**
Holders of a Specialist Qualification in Messaging and Logistics Services work in supervisory, managerial, or expert tasks in the messaging and logistics services sector. They are responsible for the production, service production, and account management of their own unit. They also develop the order and delivery process of their organisation in order to support the realisation of the strategy for their area of responsibility.

**Jobs:** Enterprises and organisations in the messaging and logistics services sector.

**Specialist Qualification in SM Enterprise’ Management**
Holders of a Specialist Qualification in Business Management manage and develop a small or medium enterprise in the capacity of its owner. They are responsible for the operation of the enterprise, and they influence the development of the entire enterprise with their decisions. They have proven themselves capable of developing both their enterprise as a whole and a certain function of the enterprise based on the corporate strategy. Holders of the qualification consciously develop themselves in their task as a Business Manager.

**Jobs:** Own enterprise of the qualification holder.

**Specialist Qualification for Business Councillors**
Holders of a Specialist Qualification for Business Councillors work as part-time or full-time business councillors. They are often members of a team offering business services for a certain area or sector. They may act as supervisors of persons engaged in business counselling.

**Jobs:** Public, private, or third-sector enterprises and organisations providing business counselling.
OPPORTUNITIES FOR FURTHER STUDY

Vocational qualifications and further and specialist qualifications give the student a general eligibility for further studies at universities of applied sciences and universities. A natural path for further studies for holders of a professional qualification is a business administration degree at a university of applied sciences or a bachelor’s degree in business administration. At universities, students may for example take a bachelor’s or master’s degree in business studies or economics. Pedagogical studies for a vocational teacher give eligibility for further education in the tasks of a vocational teacher.
Qualifications in Natural Sciences

Vocational Qualifications
• Vocational Qualification in Information and Communications Technology
  (2 study programmes / competence areas)

Further Qualifications
• Further Qualification in Information and Communications Technology

Specialist Qualifications
• Specialist Qualification in Information and Communications Technology

Qualifications in Natural Sciences (vocational qualification, further qualification, and specialist qualification in Information and Communications Technology) impart wide-ranging competence in information and communication technology and qualify students for employment in various tasks in the sector. Holders of a qualification in Information and Communications Technology work in a wide range of service, expert, or support service tasks in various enterprises and organisations in the information and communication technology sector and the organisations supporting these. They may also act as entrepreneurs in their own area of expertise. In information and communication technology, it is necessary to continuously follow the trends of a changing field and to develop in your job accordingly. Working in tasks in this field requires an understanding of the principles of enterprising and business activities and an application of the opportunities offered by the information and communication technology to the requirements of enterprising activities and the customers. The work is often organised around projects, which is why cooperation and interaction skills are essential for working in these professions. The English language is widely used in the sector, both in written and oral communication. The work is customer-oriented and variable, and it offers plenty of opportunities to move from one task to another in the field. The sector also provides good opportunities for enterprising.
**VOCATIONAL QUALIFICATION**

**Vocational Qualification in Information and Communications Technology**

Holders of a Vocational Qualification in Information and Communications Technology have an extensive capacity to work in various tasks of the sector in different fields. In addition, they have more specialised competence through the study programme or competence area they have selected and other optional modules. Those who have taken the qualification have the competence needed to work in diverse and changing working environments. They have vocational skills required in working life enabling them to work for an employer or as independent entrepreneurs in the field.

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The Vocational Qualification for Information and Communications Technology comprises a study programme / competence area in user support and in information systems development.

Those who have completed the *study programme or competence area in user support* install, test, and document workstation hardware, software, and the necessary data communication links suitable for the customer’s tasks. They guide the customer in commissioning systems while ensuring that the hardware and software work appropriately. They produce services for an information network and a server, and determine services to be used on the customer’s workstations appropriately in each situation. They work in customer service tasks to solve problems occurring in the use of hardware and services together with experts and service providers.

**Jobs:** Enterprises and organisations, customer service tasks or call centres in the information and communications technology field. The job title may, for example, be a computer support person.

Those who have completed the *study programme or competence area in Information Systems Development* work in software projects, in which they use suitable description methods to model the functioning and concepts of an organisation. They work in various stages of system development using suitable methods and making use of design patterns. They draw up specification documents based on requirements. They design databases and user interfaces based on the specifications, taking usability into account. They productise software engineered by them, making use of existing implementation solutions. They prepare a testing and commissioning plan. They master the English terminology of the field. They implement software user interface logic and database links. As programmers, they produce upgradeable, efficient, and reusable solutions.
**Jobs:** Information and communication technology units or service centres, own enterprise.

**FURTHER QUALIFICATION**

**Further Qualification in Information and Communications Technology**

Holders of a Further Qualification in Information and Communications Technology work in information and communication technology tasks to implement the information management strategy or corresponding operating instructions of their organisation. They provide instructions for records and archives management and promote the use of documents as information sources. They are also able to assess and develop their customer service skills.

**Jobs:** Public offices and institutions, municipal organisations, congregations, foundations, other organisations and enterprises.

**SPECIALIST QUALIFICATION**

**Specialist Qualification in Information and Communications Technology**

Holders of a Specialist Qualification in Information and Communications Technology work in information and communication technology tasks to implement the information management strategy or corresponding operating instructions of their organisation. They have solid practical skills and experience in management. They direct and devel-
op the activities of their own unit and direct its staff.

**Jobs:** Middle management or specialist's tasks in a private enterprise or in public sector organisations

**OPPORTUNITIES FOR FURTHER STUDY**

Vocational qualifications and further and specialist qualifications give the student a general eligibility for further studies at universities of applied sciences and universities. A natural path for further studies for holders of a professional qualification is a business administration degree at a university of applied sciences, or a bachelor's degree in business administration. At universities, students may, for example, take a Bachelor’s or Master’s degree in Business Studies, Economics or Arts. Pedagogical studies for a vocational teacher give eligibility for further education in the tasks of a vocational teacher.

**For more information, visit:**

www.oph.fi
www.koulutusnetti.fi
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