Vocational training in Germany (Ausbildung)

Retail clerk (Kaufmann/-frau im Einzelhandel)

Kaufmann im Einzelhandel / Kauffrau im Einzelhandel

You sell, advise, manage stock and help with buying for a shop: a 36-month training, paid from the first year, in almost every type of retail business.

LEVEL	DURATION	GERMAN	PAY DURING TRAINING
Baccalaureate required	**3 years** 36 months	**B2** required level	**€1,087 to €1,328** gross / month, during the training

We are by your side from day one until you arrive in Germany.

GERMANY
+49 (0) 7033 694 18 80

CAMEROON
+237 622 20 81 64

www.campus-allemagne.org

Douala office : Rond-point Maetur Bonamoussadi – Nice Cream building (4th floor), opposite the COGENI hardware store, Douala, Cameroon

View the full sheet online

THE OCCUPATION IN 30 SECONDS

What a retail clerk does

They sell consumer goods (clothing, food, household items) to end customers, advise, handle complaints and help with buying and presenting goods.

Sell and advise

Hold sales conversations, take payments and handle complaints calmly.

Supply

Plan purchases, place orders, and check quality and storage.

Present

Price and fill the shelves, lay out the shop floor and support promotions.

This occupation is for you if…

- ✓ you enjoy dealing with customers and advising them
- ✓ you are careful with calculations and tills
- ✓ you like organising a department and displaying products
- ✓ you accept shift work and Saturdays

Less suitable if…

- – you dislike standing for long periods
- – you cannot cope with constant contact with the public
- – you want the same hours every day

A TYPICAL DAY IN THE WORKSHOP

08:30 **Setting up the department** : Check the layout, fill the shelves and verify the price labels.

10:00 **Sales conversation** : Find out a customer's needs, show suitable items and help them decide.

12:00 **Receiving a delivery** : Check quantities and quality, then put the items into stock.

13:30 **Taking payments** : Ring up purchases, give change and prepare the cash-up.

15:00 **Handling a complaint** : Listen to an unhappy customer and find a simple solution with them.

16:30 **Price calculation** : Work out a selling price and prepare the labels for a promotion.

Advice and selling · Till and cash handling · Stock control · Price calculation · Product presentation · Complaint handling · Online retail · People skills · Accuracy · Patience · Organisation · Teamwork

THE TRAINING

How the Ausbildung works

In Germany you learn by working: this is the “dual system”. You are an employee of a company and a student at a vocational school (Berufsschule) at the same time.

3 to 4 days a week at the company | **1–2 days school**

Year 1

Learning the shop

- Range and presentation
- Receiving, stock, labelling
- First sales conversations

Year 2

Selling and tills

- Selling, till and prices
- Stock control
- Part 1 of the final exam

Year 3

Specialisation

- 3 options chosen in the contract
- Retail business processes
- Part 2 of the final exam

Exams and qualification

The final exam is in two parts. Part 1 takes place at the end of the second year: three written papers (selling and advertising, 90 minutes; goods management and calculation, 60 minutes; economics and social studies, 60 minutes). Part 2, at the end of training, has a written paper of 120 minutes and a discussion of up to 20 minutes on the chosen option. Qualification: IHK certificate (Chamber of Commerce and Industry).

YOU ARE PAID DURING THE TRAINING

What you need to apply

- ✓ Baccalaureate level is required.
- ✓ The required level is B2. Good technical vocabulary for the trade is a real plus.
- ✓ The job means standing for long periods, handling goods and coping with constant artificial lighting. Work is in shifts, including Saturdays, and sometimes outdoors or in cold stores.

Documents to prepare

- ✓ CV and cover letter in German
- ✓ Translated baccalaureate diplomas and transcripts
- ✓ German B2 level certificate

AFTER THE TRAINING

Where it can lead

STRAIGHT AWAY

Qualified retail clerk

Jobs in fashion stores, supermarkets, department stores, DIY chains or mail order.

WITH EXPERIENCE

Department manager

Lead a team, run a department or take part in purchasing.

LONGER TERM

Handelsfachwirt or degree

Take the Handelsfachwirt (retail business specialist), study business administration or open a shop.

YOUR PATHWAY WITH CAMPUS GERMANY

We are by your side from day one until you arrive in Germany

1

CHECK MY ELIGIBILITY

Take the test online or at the office

The eligibility test is done online on our website, or by visiting our Douala office directly.

2

TALK TO AN ADVISOR

Talk to our team

Germany: **+49 (0) 7033 694 18 80**
Cameroon: **+237 622 20 81 64**

3

PREPARE YOUR GERMAN

DZK, our language centre

Deutschzentrum KAGEDEV (DZK) is our own language centre in Douala. Outside Douala: partner language centres, call us to find the nearest one.

4

GET THE CONTRACT

AZUFA is always us

AZUFA is our platform: it connects you with German companies that recruit apprentices and follows your application through to the training contract.

Douala office

Rond-point Maetur Bonamoussadi – Nice Cream building (4th floor), opposite the COGENI hardware store, Douala, Cameroon

From German A1 to the first day of training in Germany

Each step is run by one of our structures. You keep the same contact from start to finish.

1 — **Check my eligibility**
The test is done online on our website or at our Douala office.
RUN BY CAMPUS GERMANY

2 — **Talk to an advisor**
Review your profile, your wishes and the chosen occupation.
RUN BY CAMPUS GERMANY

3 — **Learn German, from A1 to B2**
Courses adapted to your starting level, up to the required B2 level. In Douala at our own language centre; elsewhere, with our partner centres.
RUN BY DZK

4 — **Prepare the application file**
CV and cover letter in German, translated baccalaureate diplomas and transcripts, B2 level certificate.
RUN BY CAMPUS GERMANY

5 — **Find the company and sign the training contract**
We connect you with German companies that recruit apprentices, and follow your application through to the contract.
RUN BY AZUFA

6 — **Prepare the visa and paperwork**
Support to gather the documents and complete the administrative steps.
RUN BY CAMPUS GERMANY

7 — **Prepare your departure and settling in**
Travel, housing and first steps in Germany: we prepare you before you leave.
RUN BY KAGEDEV E.V.

8 — **First day of training in Germany**
You arrive prepared and supported, with a team that has known you since day one.
RUN BY AZUFA

Contact us

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