



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Confederation

Apprenticeship 2030 Commission

Tuesday, September 24, 2024

Swiss-Style Apprenticeships

Tracy Dove, Ph.D.



Office of Science & Technology
Embassy of Switzerland in the U.S

Vocational Education and Training

A tradition in Switzerland

Why do companies decide to train



Tradition

Saving recruiting and insertion costs

Net benefits – investment in qualified workforce

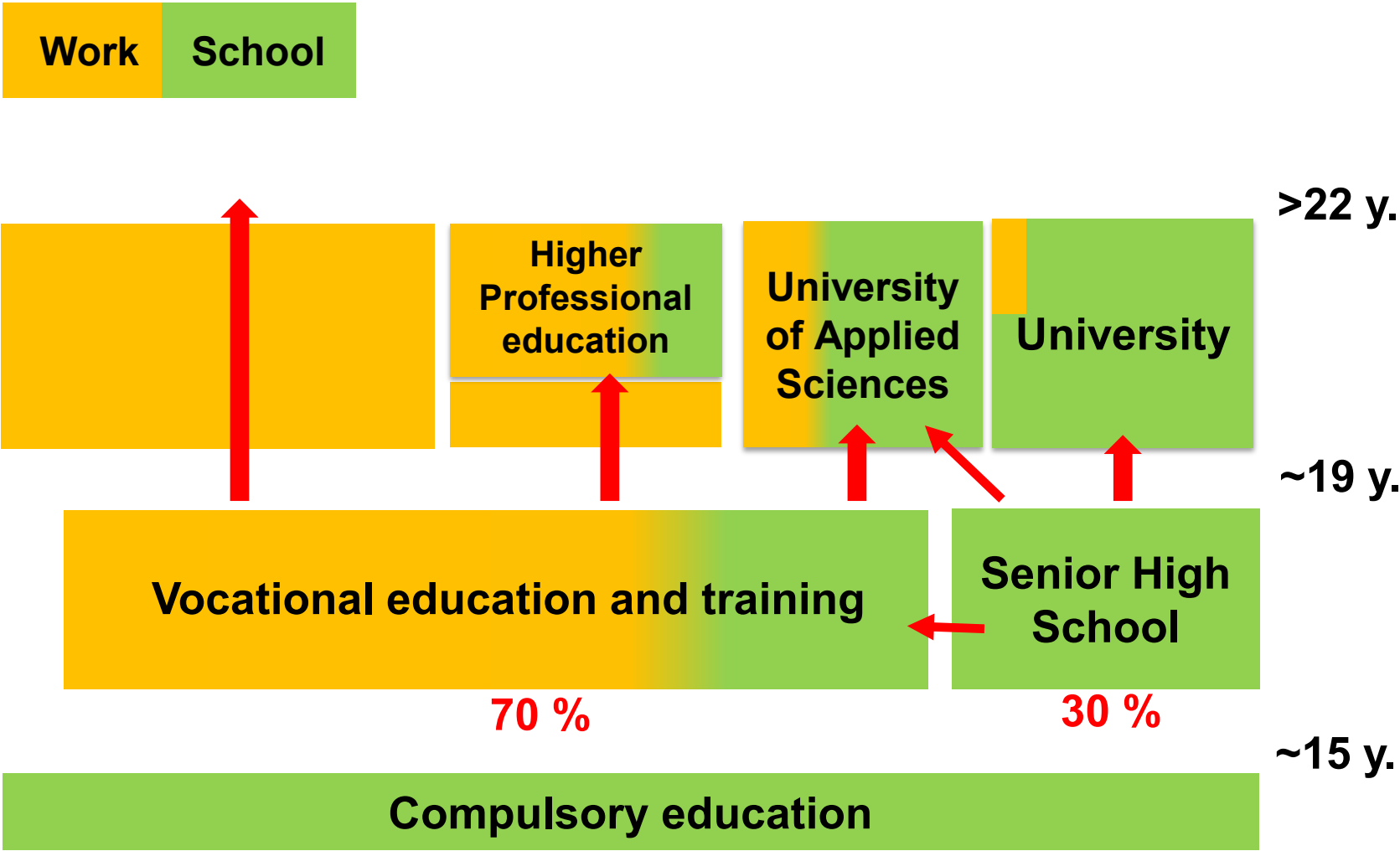
Staying at the forefront of innovation

Social responsibility

«*Wax on, wax off*»
Karate Kid, 1984



Dual education system



Dual Education System

2-year Federal Certificate
3-year or 4-year Federal Diploma



Practice

3-4 days per week of training
within the company



Theory

1-2 days per week of classroom
instruction at a Vocational School

The 10 most frequently chosen occupations (out of 241)

Occupations	Total
Commercial employee	14 250
Retail clerk	5 077
Health care worker	4 147
Social care worker	3 170
Electrician	2 159
IT technician	1 976
Cook	1 750
Draughtsman	1 630
Logistician	1 618
Mechanical engineer	1 568

One mission – three partners

Private sector

(professional organisations / companies / social partners)

Training content and apprenticeships

Cantons

(cantonal offices / vocational schools / career guidance)

Implementation and supervision

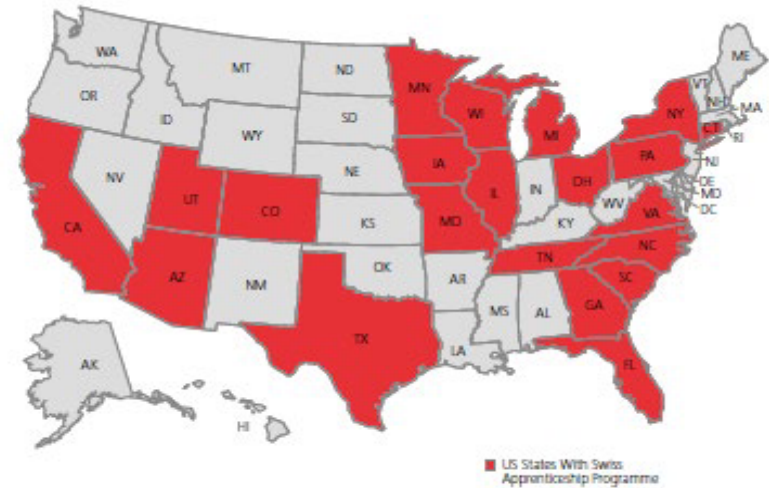
Confederation

(SERI / SFIVET)

Strategic management and development

Swiss-US cooperation

MoU on Vocational Education and Training renewed in 2021



Example of Zurich Insurance North America

Typical week

- 3 days of on-the-job training and work
- 2 days of college coursework

Colleges providing curriculum

- Harper College (Palatine, Illinois)
- Borough of Manhattan Community College (New York City)
- Northeast Iowa Community College (Calmar, Iowa)
- Harold Washington College (Chicago)



Degrees earned

(determined by where apprentice is based at Zurich)

- Associate in Applied Science in Business Administration, with a concentration in General Insurance
- Associate in Applied Science in Business Management with a specialization in Risk Management and Insurance
- Associate in Applied Science in Agriculture Business
- Associate in Applied Science in Marketing and Management

Description

Holders of the Federal VET Diploma in Commerce are able to carry out administrative tasks within the private or public sector. Their duties vary depending on the scope of activity of their employer and their job description. They may deal with commercial correspondence (distribution, drafting and sending), accounting (bookkeeping entries and verification of payments), orders (receipt and invoicing), greeting clients and the management of a secretariat.

Their main activities include:

Correspondence and orders

- collecting, sorting and distributing the mail to the various employees; dealing with the various mail to be sent;
- controlling, classifying and filing various documents: letters, files, orders and reports; sometimes, scanning them to electronically transfer or manage them;
- drafting files, reports, minutes and correspondence from notes taken, recordings or elements dictated, sometimes in a foreign language;
- answering mail (requests for information, job applications, calls for tenders, order confirmations, etc.);

Accounting

- entering the invoices after having controlled them, entering the amounts in an account and keeping the books up to date;
- preparing the documents related to the receipt of an order (invoice including the calculation of the VAT and postage fees, delivery slip, customs form, etc.);
- regularly verifying the accounts (amounts paid and collected) using accounting documents and management software;
- sending payment reminders and where applicable, starting debt recovery proceedings for unpaid invoices;

Secretariat

- managing the schedule of work meetings and meeting places;
- updating the various databases (clients, orders, suppliers, etc.);
- greeting clients or the general public, answering the telephone and managing the fax and electronic messaging service
- training apprentices, trainees and supervising office assistants.

Work environment

The activities of holders of the Federal VET Diploma in Commerce vary depending on the size of the company: they may work alone in a small company and manage all the administrative side or be part of a department in a large infrastructure and deal with more

Vocational education and training (VET)

There are two types of VET programmes leading to issuance of the Federal VET Diploma in Commerce: dual-track VET programmes, which combine apprenticeship training at a host company with classroom instruction at a commercial school; entirely school-based VET programmes, where it is the commercial school that handles both theory and practical training. Two levels of training are available, depending on the aptitudes of learners: Profile B (basic programme) or Profile E (expanded programme).

Location

Dual-track VET programme:

- apprenticeship training (3 to 4 days per week) at a host company;
- classroom instruction (1 to 2 days per week) at a commercial school;
- branch courses (8 to 16 days over a period of 3 years) at a branch training centre.

Entirely school-based VET programme:

- both theory and practical training are handled by commercial school.

Duration

- 3 years.

Admission requirements

- completed compulsory education;
- certain host companies or commercial schools may request applicants to take an entrance test.

Diploma obtained

- Federal VET Diploma in Commerce.

Depending on the conditions in each specific canton, learners enrolled in the profile E level of the VET programme may also prepare for the Federal Vocational Baccalaureate examination, either during the VET programme or after completion.

Programme (classroom instruction)

Theoretical subjects (over 3-year period)	Profile B	Profile E
French	360	240
1 st foreign language (German or English)	320	240
2 nd foreign language	-	240
Information, communication, administration	360	200

- including the calculation of the VAT and postage fees, delivery slip, customs form, etc.);
- regularly verifying the accounts (amounts paid and collected) using **accounting documents and management software**;
- sending payment reminders and where applicable, starting debt recovery proceedings for unpaid invoices;

Secretariat

- **managing the schedule** of work meetings and meeting places;
- updating the various **databases** (clients, orders, suppliers, etc.);
- **greeting clients** or the general public, answering the telephone and managing the fax and electronic messaging service
- training apprentices, trainees and supervising office assistants.

Work environment

The activities of holders of the Federal VET Diploma in Commerce vary depending on the size of the company: they may work alone in a small company and **manage all the administrative side** or be part of a department in a large infrastructure and deal with more **challenging tasks**. The work is sedentary and they work regular working hours. They mainly work in front of a **computer screen** and form part of a hierarchical structure.

Diploma obtained

- **Federal VET Diploma in Commerce**.

Depending on the conditions in each specific canton, learners enrolled in the profile E level of the VET programme may also prepare for the Federal Vocational Baccalaureate examination, either during the VET programme or after completion.

Programme (classroom instruction)

Theoretical subjects (over 3-year period)	Profile B	Profile E
French	360	240
1 st foreign language (German or English)	320	240
2 nd foreign language	-	240
Information, communication, administration	360	200
Business and society	400	520
Depth & expansion of knowledge and independent work	120	120
Interdisciplinary skills	40	40
Physical education	200	200
Total	1,800	1,800

For further information, please visit www.orientation.ch/ecoles.

Qualities required

Holders of the Federal VET Diploma in Commerce are required to have the following qualities:

- An ability to work in a team
- Availability
- An interest in administrative tasks
- An interest in foreign languages
- An interest in information technology
- Organisational skills
- A logical and methodical mind
- A good memory

Assistant, Operations, Bethesda MD

from Indeed.com for Maryland, entry-level Administrative Assistant

Responsibilities

Operational & Administrative Support

- Provide short-term coverage for the team's Operations Associates, as needed.
- Under the guidance of the direct supervisor, assist with ad hoc tasks as requested by other USG Operations team members.
- Support the drafting and formatting of department documentation, forms, and internal memorandums.
- Maintain accurate and up to date electronic recordkeeping.
- Support department site updates.

Assistant, Operations, Bethesda MD

Qualifications & Skills

Minimum Requirements for Grade P1:

- A college degree and some general or administrative experience. Equivalent combination of education and experience will be considered.

Thank you for your attention!



**TRAIN AS A MECHANICAL ENGINEER,
BECOME A DENTAL TECHNICIAN.**
PROFESSIONALS GO FAR.



www.seri.admin.ch