



1. Information about the participants

Contact details of the home organisation

Name of organisation	Tartu Vocational Education Centre
Address	Kopli 1, Tartu, Estonia, 50115
Telephone/fax	
E-mail	info@khk.ee
Website	khk.ee
Contact person	Aime Jaagus
Telephone/fax	
E-mail	a.j@khk.ee

Contact details of the host organisation

Name of organisation	Radisson Blu Latvija Conference & Spa Hotel
Address	
Telephone/fax	+
E-mail	
Website	
Contact person	
Tutor/mentor	
Telephone/fax	
E-mail	

Contact details of the learner

Name	Student B
Address	Meri 6, Tartu 50115
Telephone/fax	+372 123456
E-mail	b@khk.ee
Date of birth	16/01/1990
Please tick	<input type="checkbox"/> Male <input checked="" type="checkbox"/> Female

Contact details of parents or legal guardian of the learner, if applicable

Name	
Address	
Telephone	
E-mail	

If an intermediary organisation is involved, please provide contact details

Name of organisation	
Address	
Telephone/fax	
E-mail	
Website	
Contact person	
Telephone/fax	
E-mail	

2. Duration of the learning period abroad

Start date of the training abroad	01.02.2018
End date of the training abroad	28.02.2018
Length of time abroad	4 weeks

3. The qualification being taken by the learner - including information on the learner's progress (knowledge, skills and competence already acquired)

<p>Title of the qualification being taken by the learner (please also provide the title in the language of the partnership, if appropriate)</p>	<p>Tourism Organizer</p>
<p>EQF level (if appropriate)</p>	<p>5</p>
<p>NQF level (if appropriate)</p>	<p>5 in Estonia</p>
<p>Information on the learner's progress in relation to the learning pathway (Information to indicate acquired knowledge, skills, competence could be included in an annex)</p>	<p>The student has completed the following modules: Basics of tourism industry Basics of tourism marketing, including customer service English for specific purposes: tourism English Tourism services and products: basics of design and development</p>
<p>Enclosures in annex - please tick as appropriate</p>	<p><input type="checkbox"/> Europass Certificate Supplement <input checked="" type="checkbox"/> Europass CV <input checked="" type="checkbox"/> Europass Mobility <input type="checkbox"/> Europass Language Passport <input type="checkbox"/> European Skills Passport <input type="checkbox"/> (Unit[s] of) learning outcomes already acquired by the learner <input checked="" type="checkbox"/> Other: Description of Tourism Organizer's profile and Learning Units</p>

4. Description of the learning outcomes to be achieved during mobility

Title of unit(s)/groups of learning outcomes/parts of units to be acquired	Tourism Organizer
Number of ECVET points to be acquired while abroad	
Learning outcomes to be achieved	<ol style="list-style-type: none"> 1. Follow the work procedures and best practices of the host company 2. Introduce the tourism products and services provided by the company 3. Perform work tasks following the standards of the host company. 4. Provide international customer service with the host team 5. Initiate and manage her learning portfolio
Description of the learning activities (e.g. information on location(s) of learning, tasks to be completed and/or courses to be attended)	Practical work; study; observation
Enclosures in annex - please tick as appropriate	<input checked="" type="checkbox"/> Description of unit(s)/groups of learning outcomes which are the focus of the mobility <input type="checkbox"/> Description of the learning activities <input type="checkbox"/> Individual's development plan when abroad <input type="checkbox"/> Other: Description of Tourism Organizer's profile

5. Assessment and documentation

Person(s) responsible for assessing the learner's performance	Name: J. Skudra
	Organisation, role: Radisson Blu Latvija Conference & Spa Hotel, Human Resources Administrator
Assessment of learning outcomes	Date of assessment: , 28/ 02/ 2018
	Method: Learning portfolio
How and when will the assessment be recorded?	At the end of the traineeship
Please include	<input type="checkbox"/> Detailed information about the assessment procedure (e.g. methods, criteria, assessment grid) <input type="checkbox"/> Template for documenting the acquired learning outcomes (such as the learner's transcript of record or Europass Mobility) <input type="checkbox"/> Individual's development plan when abroad <input checked="" type="checkbox"/> Other: Learning portfolio

6. Validation and recognition

Person (s) responsible for validating the learning outcomes achieved abroad	Name: Andrei Atškasov
	Organisation, role: Tartu Vocational Education Centre, Coordinator of International Affairs
How will the validation process be carried out?	By learning portfolio
Recording of validated achievements	Date:
	Method:
Person(s) responsible for recognising the learning outcomes achieved abroad	Name: Reeli Engelbrecht
	Organisation, role: Tartu Vocational Education Centre, Head of Tourism Department
How will the recognition be conducted?	The mark in the school e-diary

7. Signatures

Home organisation/country	Host organisation/country	Learner
Name, role	Name, role	Name
Place, date	Place, date	Place, date

If applicable: Intermediary organisation	If applicable: Parent or legal guardian
Name, role	Name, role
Place, date	Place, date

8. Additional information

9. Annexes

Description of unit(s) group of learning outcomes which are the focus of the mobility.

1. Learn and follow the work procedures and best practices of the host company
2. Introduce the tourism products and services provided by the host company
3. Perform work tasks following the standards of the host company.
4. Provide international customer service in co-operation with the host team
5. Initiate and manage her learning portfolio

Description of the Unit: Tourism Organizer

The student plans her work in the hotel following the requirements and standards in tourism, applies the vocational skills and knowledges of organizing the work in the varied fields or tourism, and as a member of an international team, fulfils working tasks based on requirements and laws in the field of tourism.

Knowledge:

She knows:

- Work procedures
- Tourism products and services
- Standards and best practices in tourism
- Principles of customer service
- Principles of building the learning portfolio

Skills:

She is able to:

- Follow the requirements and standards of work procedures
- Use the skills to work in varied fields of tourism
- Perform polite and reliable customer service
- Co-operate with members of team to fulfil the tasks

Competence:

She is able to:

- Combine her skills, knowledges and particular best practices to perform high quality customer service
- Know the organization to co-operate with team members to follow the standards and requirements
- Analyze her new experiences in her new work environment

Mobility:

She will learn about context -specific in Latvia:

- Providing high quality customer service
- Team work in an international hotel
- Foreign language competence

- Cultural competence
- Ability to work in multicultural working environment and community