

## **ASSESSMENT LIST**

**Student:**

**Qualification:** Tourism Organizer

**EQF level:** 5

**Mobility period:**

**Hosting organisation:**

**Sending organisation:** Tartu Vocational Education Centre

**ECVET points:**



**Learning outcomes: Student is able to:**

### **1. Learning unit name: Career management**

He/she is able to:

- \* write his/her application documents and give an internship presentation in the host company
- \* plan and manage his/her international work placement meeting the requirements of Tartu VEC and the host company
- \* perform work tasks arranged with the supervisor following ergonomics and the standards of the host company
- \* initiate and manage his/her learning portfolio

### **2. Learning unit name: Basics of Tourism Management**

He/she is able to:

- \* understand and describe the work procedures and best practices of the host company
- \* understand and describe the profiles of the clientele of the host company
- \* analyse the tourism products and services provided by the host company
- \* provide international customer service co-operating with the team

Description of the Unit: <b>Career Management</b>			
The student understands and plans his/her international career options using the skills of writing the application documents, giving an introductory presentation; he/she performs the tasks arranged with the supervisor and monitors his/her development in his/her learning portfolio.			
Knowledge	Skills	Competence	Mobility
<p>He/she knows:</p> <ul style="list-style-type: none"> <li>*application documents and presentation format</li> <li>*requirements of work placements</li> <li>*ergonomics and business standards</li> <li>*learning portfolio management</li> </ul>	<p>He/she is able to:</p> <ul style="list-style-type: none"> <li>*write proper application documents, give a presentation</li> <li>*apply the requirements in work environment</li> <li>*apply ergonomic principles and business standards in work environment</li> <li>*manage learning portfolio in work environment</li> </ul>	<p>He/she is able to:</p> <ul style="list-style-type: none"> <li>*providing required application documents, giving a introductory presentation</li> <li>*applying requirements in particular work environment</li> <li>*applying principles of ergonomics and business standards in particular work environment</li> <li>*managing learning portfolio throughout internship period</li> </ul>	<p>He/she will learn about context - specific in Latvia:</p> <ul style="list-style-type: none"> <li>*writing application documents and giving a presentation for an international team</li> <li>*applying sets of requirements in an international work environment</li> <li>*applying ergonomics and business standards in an international work environment</li> <li>*managing learning portfolio in a variety of situations in and international work environment</li> <li>* foreign language competence</li> <li>* cultural competence</li> <li>* ability to work in a multicultural work environment and community</li> </ul>
Additional information:			
Developed by: ...			

Description of the Unit: <b>Basics of Tourism Management</b>			
The student understands and describes the work procedures, best practices and clientele profiles of the host tourism company. He/she also analyses the tourism products and services, provides good customer service and is aware of customer relations management principles in an international company of a neighbour country.			
Knowledge	Skills	Competence	Mobility
<p>He/she knows:</p> <ul style="list-style-type: none"> <li>*work procedures and best practices</li> <li>*clientele profiles</li> <li>*tourism products and services</li> <li>*customer service and customer relations management</li> </ul>	<p>He/she is able to:</p> <ul style="list-style-type: none"> <li>*understands and describe work procedures and best practices</li> <li>*understand and describe clientele profiles</li> <li>*analyse tourism products and services</li> <li>*provide customer service and manage customer relations</li> </ul>	<p>He/she is able to:</p> <ul style="list-style-type: none"> <li>*understanding and describing work procedures and best practices in a particular company</li> <li>*understanding and describing clientele profiles in a particular company</li> <li>*analysing tourism products and services in a particular company</li> <li>*providing customer service and managing customer relations in a particular company</li> </ul>	<p>He/she will learn about context - specific in Latvia:</p> <ul style="list-style-type: none"> <li>*understanding and describing work procedures and best practices in a neighbour country</li> <li>*understanding and describing clientele profiles in a neighbour country</li> <li>*analysing tourism products and services in a neighbour country</li> <li>*providing international customer service and customer relations management in a neighbour country</li> <li>*foreign language competence</li> <li>* cultural competence</li> <li>* ability to work in a multicultural work environment and community</li> </ul>
Additional information:			
Developed by: ...			

Learning outcomes for mobility	Self assessment (Evaluation scale is from 0 to 3, where 0 = failed task, 1= satisfactory achievement; 2= good achievement, 3= praiseworthy achievement)	Self assessment comments	EQF level	Assesment exercice description, result	Assessor's names	Date of assessment
Learning unit name: <b>Career management</b>						
1. write his/her application documents and give an internship presentation in the host company						
2. plan and manage his/her international work placement meeting the requirements of Tartu VEC and host company						

3. perform work tasks arranged with supervisor following ergonomics and the standards of the host company						
4. initiate and manage his/her learning portfolio						

Learning unit name: <b>Basics of Tourism Management</b>						
1. understand and describe the work procedures and best practices of the host company						
2. understand and describe the profiles of the clientele of the host company						
3. analyse the tourism products and services provided by the host company						
4. provide international customer service co-operating with the team						

	Self assessment comments	EQF level criteria	Job instructor/supervisor comments
Responsibility			
Autonomy			
Public			
Timeline			
Tasks			
Procedures			
Knowledges and skills			
Ambiguity			
Change			
Range			

## Annex 1. EQF levels descriptions

EQF Level		1	2	3	4	5	6	7	8
responsibility	<b>Responsibility</b>	carries out tasks under supervision	responsible for the tasks	responsible for its own actions + preparing, carrying out and closing	responsible for the full cycle of doing tasks, including reflection	responsible for the full cycle of doing tasks, including reflection on the tasks done by others	responsible for a team or a project	responsible for one or more teams, projects or a company	responsible for the strategy, vision and coordination of programmes
	<b>Autonomy</b>	carries out tasks under supervision after clear explanation	carries out tasks under supervision after clear explanation	carries out tasks autonomously after directed explanation * fully responsible for carrying tasks and shows initiative	carries out tasks autonomously in deliberation	has a mandate to carry out tasks autonomously and shows initiative	independent in the way they think and act * carries out tasks autonomously, entrepreneurial	independent in the way they think and act	fully responsible for carrying tasks and shows initiative
range	<b>Public</b>	I, you and he	students in classroom	colleagues and customers	contacts in the working environment	colleagues and customers	divers people from layman to specialists	all employees and regional contacts of the company	employees, national contacts of the company, critical customers, government and NGO's
	<b>Timeline</b>	Hours	Days	Weeks	Months	Months	1 to 5 years	5 to 10 years	next generation, 10 to 30 years, historical awareness and being able to deal with the short term and longer term constraint



<b>complexity</b>	<b>Tasks</b>	simple sub tasks	simple tasks	several tasks in the same time	schedules - combination of tasks	combines and coordinates tasks	is able to analyze the work that has to be done in several tasks	has an overview of the consequences of his own work and the work of others	has an overview and understands the complexity and diversity of tasks
	<b>Procedures</b>	routine production	basic, explorative, productive	is able to adjust standard procedures	orientation, exploring, productive	to able to adjust standard procedures	develop new procedures	methodically and systematic analyzing	To innovate is a basic strategy
	<b>Knowledge and understanding</b>	knows functional facts	knows facts and is able to understand simple explanations	knows facts and methods and is able to explain	knowledge of facts and methods; applying knowledge in concrete situations	knows facts and methods and is able to explain Knows facts and methods and is able to apply knowledge in practical situations	knows facts, methods and principles, is able to form arguments to analyze and to deliberate and is able to transfer special knowledge	combine facts, methods and principles and is able to integrate different disciplines to formulate arguments, to analyze and to deliberate,...	develops new theories, concepts and models
<b>transfer</b>	<b>Ambiguity</b>	transfer in steady context	transfer in situations with limited changing factors	transfer in situations with several changing factors	transfer related context	transfer in continuously changing context	transfer in a dynamic context	transfer in complex and hard to predict factors	integrates different contexts, making use of temporary,.... and social-cultural aspects
	<b>Change</b>	changes under supervision	changes after instruction	is able to adjust oneself	is able to adjust the task in changing situations	is able to manage changes and to complete changes	is able to direct changes, to initiate changes, to come with new ideas for changes from practice	is proactive, comes first with new ideas, is able to design changes	is able to develop new concepts and takes the lead in realising changes
	<b>Range</b>	is able to transfer within the tasks	is able to transfer within the area of tasks	is able to transfer within the profession	is able to transfer within the sector	is able to transfer in related sectors	is able to transfer between the sector	able to integrate different disciplines	develops from another discipline

**Signatures:**

**The signature of the job instructor / supervisor at the company:**

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**The signature of the teacher from sending institute:**

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**The signature of the teacher/ in training supervisors from host organisation:**

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**The signature of the student:**

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