



LIFELONG LEARNING PROGRAMME  
 SECTORIAL PROGRAMME LEONARDO DA VINCI

**ECVET CERTIFICATION SYSTEM**  
**EVALUATION GRID**

PROJECT VIS. URE  
 VISION OF THE FUTURE

Evaluation Factors	Short Descriptors	Evaluation Degrees – Learning UNIT 1 – Tourist Services		
		1	2	3
<i>Manage the whole work phase by buying and coordinating the activities of the department.</i>	1. Ability to organize work sequences. 2. Ability to relate with co workers and others. 3. Ability to identify and suggest solution to operative problems.	<p>In a sufficiently autonomous way according to operative guidelines:</p> <p>The trainee can recognize the required kind of service and organize thw work consequently.</p> <p>The trainee cooperates in the management of Human and financial resources according to the event by checking stocks and supply chain.</p>	<p>Autonomously by adapting a good choices/circumstance ratio.</p> <p>The trainee can recognize the required service and organizes him/herself according to given operative guidelines based on his/her proper role to punt it into practice by coordinating the dept. activity.</p> <p>The trainee cooperates in the management of Human and financial resources according to the event by checking stocks and supply chain in a good space/time ratio.</p>	<p>Fully autonomously taking into account changes and coordinating working teams.</p> <p>The trainee recognizes the required service and organises him/herself in such a manner to achieve the quality expectations in respect of his/her role by coordinating the dept. activity.</p> <p>He/She handle autonomously the human and financial resources according to the event by monitoring stocks and supply chain in the best goos/space ratio.</p>
<i>Identify safety, health and environmental risks in the workplace by</i>	1. Ability to operate according to safety and health priotection priciples and rules. 2. Ability to work	<p>In a sufficiently autonomous way according to operative guidelines:</p> <p>He/She identify risks in the working context and uses adequate behaviours</p>	<p>Autonomously by adapting a good choices/circumstance ratio.</p> <p>He/She identifies risks within the work environment by using proper</p>	<p>Fully autonomously taking into account changes and coordinating working teams.</p> <p>He/she identifies promptly</p>



<p><b><i>promoting correct and conscious prevention behaviours</i></b></p>	<p>according to the HACCP rules.</p> <p>3. ability to identify anomalies in the supplied goods.</p>	<p>by using correctly the prevention devices and tools.</p> <p>He/she respects the HACCP rule along the food supply and delivery chain.</p>	<p>prevention behaviours with the context of a variety of possible problems linked to safety and health protection. sicurezza.</p> <p>He/she respects the HACCP rule along the food supply and delivery chain.</p>	<p>several risks within the working context by adapting proper behaviours and guaranteeing the correct use of devices and equipments related to safety and health protection.</p> <p>He/she respects the HACCP rule along the food supply and delivery chain. To prevent health and safety risks.</p>
<p><b><i>Define buying needs by identifying proper suppliers and by handling the order process.</i></b></p>	<p>Ability to cooperate to the supply process.</p> <p>Ability to verify integrity and orders conformity of goods in terms of quality and quantity.</p>	<p>In a sufficiently autonomous way according to operative guidelines.</p>	<p>Autonomously by adapting a good choices/circumstance ratio.</p>	<p>Fully autonomously taking into account changes and coordinating working teams.</p>
<p><b><i>Formulate proposals for products and services by interpreting the customer needs and fostering fidelity</i></b></p>	<p>Ability to set up a menu by respecting health protection criterion and seasonability of raw materials.</p> <p>Ability to offer a service in accordance to the customers' needs and requests since the very first sight until ex post assistance.</p>	<p>In a sufficiently autonomous way according to operative guidelines.</p>	<p>Autonomously by adapting a good choices/circumstance ratio</p>	<p>Fully autonomously taking into account changes and coordinating working teams.</p>

**Please tick as appropriate by putting an X mark on the selected cells**  
**Note: 1 = BASIC; 2 = INTERMEDIATE; 3 = ADVANCED**



Evaluation Factors	Short Descriptors	Evaluation Degrees – Learning UNIT 2 – Tourist Services		
		1	2	3
<p><b><i>Organising events by taking care of logistics, budget and organization techniques.</i></b></p>	<p>Use of tools for customers needs/requests understanding.</p> <p>Use of proper criterion for selecting services and locations.</p> <p>Use of techniques for pricing policies by analysing costs and available budget.</p> <p>Use of proper criterion for tasks distribution and execution sequences.</p> <p>Use of mailing lists technologies.</p> <p>Ability to verify organization functionality, locations and equipments.</p>	<p>In a sufficiently autonomous way according to operative guidelines.</p> <p>He/She identifies event nature together with logistics and technical requirements.</p> <p>He/She identifies his/her tasks as well as working modalities according to given role.</p> <p>He/she knows and understands sufficiently products and equipments by respecting quality and modality commonly used in the field.</p> <p>He/She get the correct running of the wok progress and reports possible problems.</p> <p>He/She interacts with customers when required.</p>	<p>Autonomously by adapting a good choices/circumstance ratio.</p> <p>He/She manages human resources according to the event and given role.</p> <p>He/She Cooperates in budget definition and costs analysis according to target group and event nature.</p> <p>He/She manages human resources and equipments to set up working areas according to event nature by stocking and transporting materials.</p> <p>He/She knows and understand products and equipment used by choosing properly according to quality standards and working methodologies.</p> <p>He/she interacts with customers when requires and contributes in problem solving.</p> <p>He/She gets possible problems constantly.</p>	<p>Fully autonomously taking into account changes and coordinating working teams.</p> <p>He/She manages Human resources according to the event nature and the best ratio ergonomics/time.</p> <p>He/sher autonomously start products and service research by respecting quality, customers target and budget availability.</p> <p>He/she use autonomously and in a reflective way the required operational methods using proper working tools and equipments.</p> <p>He/she perfectly identifies the working sequences and motivates the choices in a critical way.</p> <p>He/she approaches issues in a problem solving way.</p>
<p><b><i>Taking care of promotional and accueiling set up,</i></b></p>	<p>Use of proper location set up and rooms for accueil and information.</p>	<p>In a sufficiently autonomous way according to operative guidelines.</p> <p>He/She identifies the better spots</p>	<p>Autonomously by adapting a good choices/circumstance ratio.</p> <p>He/she identifies the best spots among</p>	<p>Fully autonomously taking into account changes and coordinating working teams.</p>



<p><b><i>information and promotion.</i></b></p>	<p>Verify functionality and efficacy of location and informative showcases.</p> <p>Verify that information and promotional materials is constantly up to date.</p> <p>Formulate proposals for standards implementation of set up and rooms.</p>	<p>within those which are made available to organise a quality promotion and information service.</p> <p>He/she uses customer care and customer satisfaction techniques when accueing.</p> <p>He/she periodically check the efficacy of the promotional material and updates it.</p> <p>He/she verify constantly that the quality of the service provided is in line with standards.</p>	<p>those which are made available by supplying creative and alternative solutions.</p> <p>He/She uses customer care and customer satisfaction technique all the time when dealing with customers.</p> <p>He/she constantly verify the efficacy of promotional and information materials keeping them frequently up to date.</p> <p>He/She accepts positively the customers suggestions.</p>	<p>He/she design spots and set up to best organise the promotion and information service by supplying creative and alternative solutions even when dealing with difficult locations.</p> <p>He/She always use customer care and customer satisfaction approach whenever dealing directly with customers paying particular attention to proposal received to improve the service.</p> <p>He/she verifies frequently that promotion and information material is up to date by supplying a service constantly updated.</p> <p>He/she Supplies proposal to constantly improve the service in a problem solving attitude.</p>
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