



LIFELONG LEARNING PROGRAMME
 SECTORIAL PROGRAMME LEONARDO DA VINCI

ECVET CERTIFICATION SYSTEM
LEARNING UNITS DESCRIPTION

PROJECT VIS. URE
 VISION OF THE FUTURE

UNIT 1

Generic Title of the Unit: **Supply definition, work organization**
 Qualification title: **Tourist services operator – post qualification**
 EQF Level: **4**
 ECVET Points:

Learning outcomes description

Skills	Learning outcomes
<p>Manage the whole work phase according to orders and by coordinating the activities of the department.</p>	<p>Being able to assign tasks, working methodologies, sequences and timing for each activity. Being able to identify anomalies and point out potential anomalies of the products/services. Identify potential executive problems. Being able to formulate suggestions to implement the service standard. Being able to identify and point out the training needs of the staff.</p> <p>Recognize the customers requests and identify the correspondent service consequently. Organise human resources, spaces and time to create the supply according to budgetary resources.</p> <p>Identify updating needs of human resources available.</p>
<p>Identify safety, health and environmental risks in the workplace by promoting correct and conscious prevention behaviours.</p>	<p>Being able to understand the specific meaning of the workplace where special rules have to be applied to guarantee safety</p> <p>Being aware of the national and international rules relevant to safety by also respecting quality standards. Use the regulations to guarantee quality in respect of safety, environment protection, traceability of both tourist services.</p> <p>Being able to trace the products in terms of transparency and</p>





	<p>safety.</p> <p>Use procedures and protocols for cleanliness</p> <p>Monitor and verify activities to implement quality standards.</p>
<p>Take care of the services: accueil, information and promotion.</p>	<p>Use “Visual merchandising techniques” and marketing strategies suitable to both the set up available space and end users.</p> <p>Use evaluation surveys relevant to analyse customer satisfaction in order to activate a constant service improvement process.</p> <p>Organize check list and deadlines relevant to promotional and advertising tools.</p>

<p>Evaluation methods, Validation and recognition</p>	<p>:</p> <p>The trainee will be subject to an evaluation sheet filled by the host company tutor who is assigned with the task of evaluating all the aspects of the learning units. The evaluation grid is relevant to EQF level 4 and relevant to the different areas of the learning unit whose results are expected to be achieved by the trainee. The skills acquired and the relevant learning outcomes will be evaluated on a scale of 3 (1 = basic; 2 = intermediate; 3 = advanced). The results of the evaluation done by the host company tutor will be validated by the sending Institution and will form part of the trainee portfolio through the recognition of the relevant credits. The achievement of the foreseen Learning Outcomes stated in the present Unit will be validated with n. ECVET points.</p>
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<p>Evaluator profile</p>	<p>:</p> <p>The evaluator is the host company tutor. The companies and the tutors are selected within those whose professionals have a large experience in the field study object of the evaluation and commonly host international trainee with the task of teaching and evaluating the acquired skills.</p>
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<p>Evaluation Conditions and timing</p>	<p>:</p> <p>The evaluation will take place along the last week of the internship within the environment of the host company. An Accompanying person is in charge of handing out the documents and the evaluation survey to the host company tutor</p>
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<p>Information</p>	<p>:</p> <p>The trainee will be informed about the results of his/her evaluation by the end of the recognition process of the achieved learning outcomes in the Country of origin.</p>
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<p>Documentation</p>	<p>:</p> <p>The sending institution in the Country of origin and the Host partners have signed a Mutual Trust agreement called Memorandum of Understanding, which recognises each other as competent authority to provide evaluation of Units of Learning Outcomes and states the quality standards for the evaluation including the selection of the proper host Company and the relevant tutor.</p> <p>The certification process involves the recognition by the Sending Institutions of the evaluation done in the host Country and is made up of three different documents: the Learning Agreement, the Personal Transcript and the Learning Units.</p>
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PROJECT VIS.URE
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UNIT 2

Generic Title of the Unit: **Promoting/organising**
 Qualification title: **Tourist services operator – post qualification**
 EQF Level: **4**
 ECVET Points:

Learning outcomes description

Skills	Learning Outcomes
Identify working needs by selecting proper suppliers and handling the supply process.	Select the materials, goods and services according to available resources and saving criterion. Use evaluation techniques for the selection of proper suppliers according to quality standards for the service provided. Use offers evaluation methodologies. Use proper methodologies for evaluation of stocks and working needs according to volumes and envisaged business.
Formulate products/service proposals by interpreting the customers needs and promoting fidelity.	Select products and services according to targeted customers/needs Use service evaluation methodologies. Evacuate and deal with customers' claims. Use metodologie sto check product/service qualità standards.
Organize events taking care of all the aspects includine ligistics and finance.	Use proper methodologies to collect customers needs and profiles. Use proper criterion to select technical services for location set up. Use proper techniques for price definition by analysing costs and budget.





	<p>Use proper criterion for tasks assigning.</p> <p>Verify effectiveness and efficacy of organization, location and equipments.</p>
<p>Evaluation methods, Validation and recognition</p>	<p>The trainee will be subject to an evaluation sheet filled by the host company tutor who is assigned with the task of evaluating all the aspects of the learning units. The evaluation grid is relevant to EQF level 4 and relevant to the different areas of the learning unit whose results are expected to be achieved by the trainee. The skills acquired and the relevant learning outcomes will be evaluated on a scale of 3 (1 = basic; 2 = intermediate; 3 = advanced). The results of the evaluation done by the host company tutor will be validated by the sending Institution and will form part of the trainee portfolio through the recognition of the relevant credits. The achievement of the foreseen Learning Outcomes stated in the present Unit will be validated with n. ECVET points.</p>
<p>Evaluator profile</p>	<p>The evaluator is the host company tutor. The companies and the tutors are selected within those whose professionals have a large experience in the field study object of the evaluation and commonly host international trainee with the task of teaching and evaluating the acquired skills.</p>
<p>Evaluation Conditions and timing</p>	<p>The evaluation will take place along the last week of the internship within the environment of the host company. An Accompanying person is in charge of handing out the documents and the evaluation survey to the host company tutor</p>
<p>Information</p>	<p>The trainee will be informed about the results of his/her evaluation by the end of the recognition process of the achieved learning outcomes in the Country of origin.</p>
<p>Documentation</p>	<p>The sending institution in the Country of origin and the Host partners have signed a Mutual Trust agreement called Memorandum of Understanding, which recognises each other as competent authority to provide evaluation of Units of Learning Outcomes and states the quality standards for the evaluation including the selection of the proper host Company and the relevant tutor. The certification process involves the recognition by the Sending Institutions of the evaluation done in the host Country and is made up of three different documents: the Learning Agreement, the Personal Transcript and the Learning Units.</p>