

## Holder of the document

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1 Surname(s) Andresen	2 Given name(s) Wiebke	3 Address (street, number, postcode, town/city, state/country) Musterallee 166 12345 Musterhafen
5 Date of birth dd.mm.yyyy 01.01.1997		

## Issuing Organisation

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8 Name of the issuing organisation Arbeit und Leben Hamburg	9 Europass Mobility Number DE-03-2012-123-36-11	10 Issuing date dd.mm.yyyy 31.01.2017
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## Sending Partner

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11 Name, Type and Address  
Staatliche Handelsschule Altona  
Ohlenkamp 15a  
20097 Hamburg

12 Stamp and/or signature

13 Surname(s) and first name(s) of reference person/mentor  
Scholz, Christel-Ulrike

15 Telephone  
040/123456

16 E-mail  
polk@bibb.de

## Host Partner

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17 Name, type (faculty, specialisation as appropriate) and address

Placements Praktikum (UK) Ltd  
8c Wishaw Close  
Shirley, Solihull, West Midlands  
B90 1BX, United Kingdom (UK)

18 Stamp and/or signature

19 Surname(s) and given name(s) of reference person / mentor (ECTS subject co-ordinator, as appropriate)

Linda Hill

22 E-mail

hill@ecvet.uk

## Description of the Europass Mobility experience

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23 Purpose of the Mobility initiative

Carrying out an in-company internship

Target degree

Certificate of participation in an internship as part of the training programm as

24 Initiative during which the Europass Mobility is completed, if applicable

Programm for lifelong Learning - Leonardo da Vinci

26 Community or mobility programm involved, if any

E) Programm für lebenslanges Lernen - Leonardo da Vinci

Real time of stay abroad

27 From dd.mm.yyyy

01.11.2012

28 To dd.mm.yyyy

21.11.2012

## Skills and competences acquired

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### 29a Activities or tasks performed

Working as a management assistant for retail services in the children's department at IKEA Wednesbury, UK; tasks included

- Arranging the display of goods
- Stocking up the shelves and display racks
- Pricing the goods according to legal regulations
- Advising customers on products
- Booking customer orders and advising customers at the information point
- Paying attention to talks with customers at the delivery and pick-up service

### 30a Professional skills and competencies acquired

She is able to

- handle country specific product lists
- independently and responsibly carry out work routines and responsibilities at the information point like looking up products in the merchandise information system, explaining if and where to find the products
- describe the different regulations in England concerning the delivery and pick-up service
- independently and responsibly carry out work routines and responsibilities at the delivery desk like booking in the orders, handing over the customer's documents and explaining the further steps of the delivery
- address actively customers in English
- describe and apply the different stages of sales talk in English
- use the knowledge of different types of shoppers, degrees of personal space and rules of non-verbal communication
- advise customers on products sold in the children's department like function, quality, handling, maintenance

### 31a Language skills acquired (if not already covered under "professional skills and competencies")

She is able to

- communicate with customers and co-workers using common phrases and business language
- understand the local dialect (the Black Country dialect) and effortlessly interact with customers and co-workers
- write notes for colleagues and business documents using basic English business terms and idioms
- apply common phrases used in sales talks
- apply subject specific terms in English

### 32a ICT skills acquired (if not already covered under "professional skills and competencies")

She is able to

- use company computer programmes and specific abbreviations in English

### 33a Organisational skills and competencies acquired (if not already covered under "professional skills and competencies")

She is able to

- find the way in unknown surroundings in a foreign country using public transport, maps and asking pedestrians
- organize trips, book hotel rooms and train tickets, plan sightseeing tours

34a Social skills and competencies acquired (if not already covered under "professional skills and competencies")

She is able to

- organize daily life in a foreign environment (using public transport, asking English people for assistance, shopping for food etc.)
- understand and respect habits and way of life in England as well as recognize and respect differences compared to the German culture
- recognize small-talk situations and make small talk as part of polite behaviour
- communicate using elements of non-verbal communication in the host-country
- gain an insight and integrate into everyday family life

36a Date dd.mm.yyyy

37a Signature of the reference person/mentor

38a Signature of the holder