



## **Mobility Units for technicians in business, administration and services**

**These units were drafted by a working group within the LDV network project EREIVET with 10 participants from 8 countries. They describe the following activities:**

- Working in multicultural context
- Using information system
- Marketing
- Selling
- Purchasing
- Logistics
- Financing - methods of payment
- Office administration
- HES Health - Environment - Safety

**The following micro units can be used within cross-border learning mobilities of IVT to ensure the compliance with ECVET principles. According to the duration of the work placement one or more micro units can be chosen. A grid for a possible assessment is attached.**


**For the EREIVET network:**

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**Duration:**    **4 weeks**     **8 weeks**     **other:**

Name of the Unit:		<b>Working in multicultural context</b>	
Reference to the qualification:		<b>Business, administration and services</b>	
			EQF-level: 4
<b>Knowledge</b>	<b>Skills</b>	<b>Competence</b>	
He/she knows: <ul style="list-style-type: none"> <li>- intercultural communication models</li> <li>- the main characteristics of his/her own and local cultural norms, customs, rituals and social security system</li> <li>- the structure and organization of the host company</li> <li>- the office procedures: office hours, health and safety, security arrangements, sickness - reporting and entitlement, time recording</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- communicate in a foreign language in a professional context</li> <li>- distinguish the context of the relationship with contacts using social-cultural elements</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- be sensitive and open-minded to cultural differences in business contexts</li> </ul>	
<b>Social competences - Personal competences</b> He/she is able to <ul style="list-style-type: none"> <li>• work in multicultural teams (interpersonal communication and group communication)</li> <li>• be independent and responsible</li> <li>• tolerate differences ( religion, gender, physical disabilities, sex, etc. )</li> <li>• self evaluate his work</li> </ul>			
Developed by: EREIVET working group			




Name of the Unit:		<b>Using information system</b>		
Reference to the qualification:		<b>Business, administration and services</b>		
			EQF-level: 4	
<b>Knowledge</b>		<b>Skills</b>		<b>Competence</b>
He/she knows  - techniques in picking up available information in all forms - techniques of updating a database of contacts or other information - techniques for presentation (mindmapping, ppt, xls, letter) - methods of profiling a company		He/she is able to  - use a computer in a foreign language - update databases under instructions - use the internet to conduct effective and efficient information search using public library websites and Internet search engines such as Google - prepare /adapt presentations of search results - use decision making tool for choosing suppliers - use software for salary accounting		He/she is able to  - organise and plan research activities
<b>Social competences / Personal competences</b>				
He/she is able to ...  - respect the ethic for confidential information - respect the graphic charter of the company				
Developed by: EREIVET working group				




Name of the Unit:	<b>Marketing</b>		
Reference to the qualification:	<b>Business, administration and services</b>		
		EQF-level: 4	
<b>Knowledge</b>	<b>Skills</b>	<b>Competence</b>	
He/she knows: <ul style="list-style-type: none"> <li>- marketing basics</li> <li>- basic methods of market research</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- collect information under instruction</li> <li>- select information</li> <li>- report the information as required</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- recognize the correct or needed information according to specific criteria</li> </ul>	
<b>Social competences / Personal competences</b> He/she is able to <ul style="list-style-type: none"> <li>- work in a team</li> <li>- meet deadlines</li> <li>- fix priorities</li> <li>- save results</li> </ul>			
Developed by: EREIVET working group			




Name of the Unit:	<b>Selling</b>		
Reference to the qualification:	<b>Business, administration and services</b>		
		EQF-level: 4	
<b>Knowledge</b>	<b>Skills</b>	<b>Competence</b>	
He/she knows <ul style="list-style-type: none"> <li>- techniques of face-to-face and telephone interviews and sales discussions</li> <li>- techniques of written communication and commercial correspondence</li> <li>- basic negotiation techniques</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- negotiate in a foreign language with customers</li> <li>- contact customers (email, letters, telephone calls ...)</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- use language skills in customer service activities</li> </ul>	
<b>Social competences / Personal competences</b> He/she is able to <ul style="list-style-type: none"> <li>- work in a team</li> <li>- listen actively to and empathize with customers</li> <li>- be assertive</li> </ul>			
Developed by: EREIVET working group <a href="http://www.ereivet.net">www.ereivet.net</a>			




Name of the Unit:	<b>Purchasing</b>		
Reference to the qualification:	<b>Business, administration and services</b>		
		EQF-level: 4	
<b>Knowledge</b>	<b>Skills</b>	<b>Competence</b>	
He/she knows <ul style="list-style-type: none"> <li>- general conditions of purchase</li> <li>- how to prepare an order</li> <li>- customs laws</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- ask for offer</li> <li>- update a suppliers database</li> <li>- identify and select potential suppliers under instruction</li> <li>- follow up orders</li> </ul>	He/she is able to ... <ul style="list-style-type: none"> <li>- compare offers</li> <li>- prepare an order</li> <li>- pay attention to quality standards and norms</li> </ul>	
<b>Social competences / Personal competences</b> He/she is able to ... <ul style="list-style-type: none"> <li>- follow instructions</li> <li>- be assertive</li> <li>- fix priorities</li> </ul>			
Developed by: EREIVET Workinggroup			




Name of the Unit:	<b>Logistics</b>		
Reference to the qualification:	<b>Business, administration and services</b>		
		EQF-level: 4	
<b>Knowledge</b>	<b>Skills</b>	<b>Competence</b>	
He/she knows  - main incoterms - basic transport documents - means of transportation	He/she is able to  - keep track of document files - recognize the different risks and costs related to incoterms - recognize the advantages and disadvantages of means of transportation - check the level of stocks	He/she is able to  - issue the transport documents with guidance - organize and verify storage processes	
He/she is able to ...  - work in a precise, methodical and active way			
Developed by: EREIVET Workinggroup			




Name of the Unit:	<b>Financing - methods of payment</b>		
Reference to the qualification:	<b>Business, administration and services</b>		
		EQF-level: 4	
<b>Knowledge</b>	<b>Skills</b>	<b>Competence</b>	
He/she knows  - main methods of payment - the different currency - banking services to business	He/she is able to  - recognize the advantages and disadvantages of methods of payment - recognize the advantages and disadvantages of banking services to business	He/she is able to  - elect the right method of payment with guidance - select the right banking service with guidance	
<b>Social competences / Personal competences</b> He/she is able to  - work in a precise, methodical and active way - secure the company's interests by being loyal			
Developed by: EREIVET working group			





Name of the Unit:	<b>Office administration</b>		
Reference to the qualification:	<b>Business, administration and services</b>		
		EQF-level: 4	
<b>Knowledge</b>	<b>Skills</b>	<b>Competence</b>	
He/she knows  - basic techniques of written and oral communication - basics about book keeping and invoicing	He/she is able to  - plan and organize administrative tasks - coordinate or participate in a project, meetings, travels etc. - prepare invoices under instruction	He/she is able to  - prepare for salary payments - prepare projects, meetings, travels, etc	
<b>Social competences / Personal competences</b> He/she is able to  - insure intermediary mediation roles - work in a team			
Developed by: EREIVET working group			



Name of the Unit:	<b>HES Health - Environment - Safety</b>		
Reference to the qualification:	<b>Business, administration and services</b>		
		EQF-level: 4	
<b>Knowledge</b>	<b>Skills</b>	<b>Competence</b>	
He/she knows: <ul style="list-style-type: none"> <li>- the rules of hygiene and security in the firm</li> </ul>	He/she is able to ... <ul style="list-style-type: none"> <li>- strictly observe the rules of hygiene and security</li> <li>- detect malfunction, incident</li> <li>- alert the responsible</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- comply with the rules of health and safety</li> <li>- follow the security procedures</li> </ul>	
<b>Social competences / Personal competences</b> He/she is able to <ul style="list-style-type: none"> <li>- explain the main rules related to hygiene and safety in the different firm areas</li> <li>- set out the conditions for the use of gear handling and specific hardware</li> <li>- indicate the principles of product traceability</li> <li>- state related workplace ergonomics rules</li> <li>- describe the specific work outfits and specific protective equipment</li> </ul>			
Developed by: EREIVET working group			



## WORKPLACEMENT - ASSESSMENT GRID

**Duration:**            **4 weeks**             **8 weeks**             **other:** [Klicken Sie hier, um Text einzugeben.](#)

NUMBER OF ACTIVITY ASSESSED  
 (With reference to the learning outcomes attached to this grid)

A1    A2    A3    A4    A5    A6    A7    A8    A9

**STUDENT'S NAME**                      [Klicken Sie hier, um Text einzugeben.](#)  
**SENDING SCHOOL:**                      [Klicken Sie hier, um Text einzugeben.](#)  
**PLACEMENT COMPANY:**              [Klicken Sie hier, um Text einzugeben.](#)  
**COUNTRY:**                                [Klicken Sie hier, um Text einzugeben.](#)  
**TUTOR'S NAME:**                         [Klicken Sie hier, um Text einzugeben.](#)  
**PERIOD OF EVALUATION:**    from: [click for date](#)                      to: [click for date](#)

3: outstanding            2: satisfactory            1: needs improvement            0:                      **3    2    1    0**  
 unsatisfactory

1. Attitude & Enthusiasm	general cheerfulness and courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Communication skills	oral, listening and written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Initiative	ability to see things that need to be done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Quality of work	completeness of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Quantity of work	meeting employer's standards & expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Workplace relationships	general cheerfulness and courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



7. Dependability	meets obligations, trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Grooming/Attire	appropriate to the workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Attendance/Punctuality	days absent (no. of days)	days late(no. of days)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Overall performance			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Additional comments relating to the training plan:

Klicken Sie hier, um Text einzugeben.

Klicken Sie hier, um Text einzugeben.

Klicken Sie hier, um Text einzugeben.

This report has been discussed with the student                      YES                       NO

Tutor's Signature:

Student's Signature:

Date: \_\_\_\_\_

Stamp of the company: