

## **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	
Knowledge	Skills	Competence	
<p>He/she knows</p> <ul style="list-style-type: none"> <li>- techniques in picking up available information in all forms</li> <li>- techniques of updating a database of contacts or other information</li> <li>- techniques for presentation (mindmapping, ppt, xls, letter)</li> <li>- methods of profiling a company</li> </ul>	<p>He/she is able to</p> <ul style="list-style-type: none"> <li>- use a computer in a foreign language</li> <li>- update databases under instructions</li> <li>- use the internet to conduct effective and efficient information search using public library websites and Internet search engines such as <i>Google</i></li> <li>- prepare /adapt presentations of search results</li> <li>- use decision making tool for choosing suppliers</li> <li>- use software for salary accounting</li> </ul>	<p>He/she is able to</p> <ul style="list-style-type: none"> <li>- organise and plan research activities</li> </ul>	
<p><b>Social competences / Personal competences</b>                  He/she is able to ...</p> <ul style="list-style-type: none"> <li>- respect the ethic for confidential information</li> <li>- respect the graphic charter of the company</li> </ul>			
<p>Developed by: EREIVET working group</p>			


Name of the Unit:	<b>Marketing</b>		 <p>ecvet European Credit system for Vocational Education &amp; Training</p>
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>			

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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>		 <p><b>ecvet</b> European Credit system for Vocational Education &amp; Training</p>
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>- main incoterms</li> <li>- basic transport documents</li> <li>- means of transportation</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- keep track of document files</li> <li>- recognize the different risks and costs related to incoterms</li> <li>- recognize the advantages and disadvantages of means of transportation</li> <li>- check the level of stocks</li> </ul>	He/she is able to <ul style="list-style-type: none"> <li>- issue the transport documents with guidance</li> <li>- organize and verify storage processes</li> </ul>	
He/she is able to ... <ul style="list-style-type: none"> <li>- work in a precise, methodical and active way</li> </ul>			
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			

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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>		 <p>ecvet European Credit system for Vocational Education &amp; Training</p>
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:  - the rules of hygiene and security in the firm	He/she is able to ...  - strictly observe the rules of hygiene and security - detect malfunction, incident - alert the responsible	He/she is able to  - comply with the rules of health and safety - follow the security procedures	
<p><b>Social competences / Personal competences</b>                  He/she is able to</p> <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: unsatisfactory**                    **3    2    1    0**

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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)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	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: