**Learning agreement template for Hotel Industry Technician**

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**Erasmus+ Learning Agreement**

# Purpose of the Learning Agreement

This Learning Agreement defines the conditions and expected outcomes of a Learning Mobility organised within the framework of the Erasmus+ programme. Parties in this agreement shall abide by the programme’s rules and quality standards.

# Information about the Learning Mobility

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| Field | Vocational education and training |
| Activity type: | Short-term learning mobility of VET learners |
| Mode: | Physical |
| Start date: | DD.MM.YYYY |
| End date: | DD.MM.YYYY |

# Parties to the Learning Agreement

The Learning Agreement is concluded between the participant in the Learning Mobility, the sending organisation and the hosting organisation.

## Participant in the Learning Mobility

|  |  |
| --- | --- |
| Full name: |  |

## Sending organisation

|  |  |
| --- | --- |
| Organisation name: | [Full legal name of the sending organisation] |
| Address: | [Full address, including city, postcode and country] |

## Hosting organisation

|  |  |
| --- | --- |
| Organisation name: | [Full legal name of the hosting organisation] |
| Address: | [Full address, including city, postcode and country] |

## Supporting organisation

|  |  |
| --- | --- |
| Organisation name: | [Full legal name of the supporting organisation] |
| Address: | [Full address, including city, postcode and country] |

# Learning Context

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| At the sending organisation, the participant is currently enrolled in: | |
| Title of the qualification / profession: | Hotel Industry Technician |
| School year / grade: | 20XX/20XX |
| Level in the European Qualifications Framework: | EQF level 4 |

# Learning Outcomes

The parties have agreed that the following Learning Outcomes should be achieved during the Learning Mobility:

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| **Outcome 1: Adheres to the principles of occupational health and safety, fire protection, environmental protection and ergonomics** | |
| Relevant subject, skill or competence: | Vocational Health and Safety |
| Description: | Participant:   * Uses terminology related to occupational health and safety, fire protection and environmental protection. * Organises the workplace in accordance with the provisions of occupational health and safety, ergonomics, fire regulations and environmental protection regulations. * Organises work with the provision of the required level of health and life protection against hazards in the work environment. * Describes the principles of fire protection. * Identifies information signs relating to fire protection. * Uses collective individual protection measures while performing professional tasks. * Uses the manual of technical devices during the performance of professional tasks. |

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| **Outcome 2: Applies sanitary and epidemiological regulations** | |
| Relevant subject, skill or competence: | Basics of hotel management |
| Description: | Participant:   * Applies the principles of good hygiene and production practice. * Complies with the principles of the HACCP (Hazard Analysis and Critical Control Points) and GHP (Good Hygienic Practice). * Indicates the consequences of non-compliance with sanitary and epidemiological regulations. * Explains the concept of hygienic and sanitary nodes. |

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| **Outcome 3: Makes reservations for hotel services** | |
| Relevant subject, skill or competence: | Reservation of hotel services |
| Description: | Participant:   * Distinguishes types of reservations. * Indicates methods of booking hotel services. * Selects hotel offers to meet the needs and expectations of guests. * Makes reservations for hotel services using reservation systems. * Uses instruments to promote hotel services. * Uses documentation related to the reservation of hotel services. |

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| **Outcome 4: Conducts check-in and check-out procedures for guests of the hotel facility** | |
| Relevant subject, skill or competence: | Guest service at the reception |
| Description: | Participant:   * Specifies the activities of the check-in and check-out procedures. * Prepares documentation used in the check-in and check-out procedures. * Uses the reservation system in check-in and check-out procedures. * Welcomes individual guests and organised groups to the hotel. * Prepares information for individual departments of the hotel on services provided to guests. * Applies procedures for checking out a guest from the facility. * Settles the costs of guests' stay at the facility. * Uses computer programmes that generate fiscal documents (receipt, invoice). |

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| **Outcome 5: Provides services related to guests' stay** | |
| Relevant subject, skill or competence: | Hotel guest service |
| Description: | Participant:   * Applies etiquette and polite forms. * Selects hotel service offers to meet the needs of guests. * Sells additional services in the hotel facility. * Accepts orders for additional services. * Completes documentation related to the provision of services during the guests' stay. |

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| **Outcome 6: Prepares breakfast for hotel guests** | |
| Relevant subject, skill or competence: | Preparing and serving breakfast |
| Description: | Participant:   * Selects the form of serving breakfast to the capabilities of the facility providing hotel services. * Follows the rules for storing products and semi-finished products for breakfast preparation. * Prepares breakfast for the facility's guests. * Prepares the dining room for hotel breakfasts. * Distinguishes the types of hotel breakfasts. * Distinguishes types and elements of tableware. |

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| **Outcome 7: Provides room service services in hotel facilities** | |
| Relevant subject, skill or competence: | Room service |
| Description: | Participant:   * Plans the scope of activities performed in order to complete the room service order. * Applies the rules of serving breakfast in the room. * Chooses the method of serving in the room depending on the type of dish. * Serves breakfast in the room. |

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| **Outcome 8: Maintains cleanliness and order in the hotel facility** | |
| Relevant subject, skill or competence: | Housekeeping |
| Description: | Participant:   * Complies with the cleaning work schedule. * Selects and uses devices and equipment as well as appropriate cleaning products for the type of cleaning work performed. * Controls the cleanliness of the residential unit. * Prepares residential units and general use rooms for guests of the hotel facility. * Performs cleaning work in a hotel facility. * Prepares documentation related to the work of the floor service. * Cooperates with other floor service employees. |

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| **Outcome 9: Provides services related to guest service and catering services** | |
| Relevant subject, skill or competence: | Waiter services |
| Description: | Participant:   * Prepares the consumer room to receive guests. * Performs activities related to receiving guests. * Performs activities related to accepting the order. * Uses techniques for moving waiter's trays, plates, stock pots, platters, glass, cutlery, cups. * Uses techniques for collecting dirty tableware, glass, cutlery. * Prepares alcoholic and non-alcoholic drinks. * Selects tableware and accessories for serving drinks. * Forwards orders for execution. * Manages the settlement of catering services. |

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| **Outcome 10: Uses English in everyday and professional life** | |
| Relevant subject, skill or competence: | Vocational English |
| Description: | Participant uses a basic range of language resources in English to carry out vocational tasks in the following areas:   * Job-related activities. * Tools, machinery, equipment, and materials necessary for performing vocational tasks. * Processes and procedures related to task completion. * Applying a formal or informal speaking style appropriately to the situation. |

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| **Outcome 11: Developing and improving personal and social competences** | |
| Relevant subject, skill or competence: | Social competences |
| Description: | Participant:   * Makes new contacts with people. * Adapts to different communication styles. * Negotiates, resolves conflicts and reaches agreement in various situations. * Works effectively in a group, sharing responsibilities. * Plans and organises his/her working time in order to achieve the set goals and tasks. * Performs professional tasks under time pressure or stressful conditions. |

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| **Outcome 12: Cultivates cultural understanding** | |
| Relevant subject, skill or competence: | Cultural understanding |
| Description: | Participant:   * Applies the principles of personal culture. * Recognises cultural differences. * Works in a culturally diverse environment. * Respects cultural norms of the host country. * Considers cultural factors in decision making. * Participates in cultural activities and events. * Promotes cultural sensitivity. |

# Learning Programme and Tasks

To achieve the agreed Learning Outcomes, the participant will complete the following activities and tasks during their mobility activity.

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| **Activity / task 1: Acquainting with the workplace and the scope of duties, health and safety regulations and fire protection** | |
| Description: | * Presentation of the organisation, discussion of organisational matters, presentation of regulations and principles of health and safety and fire protection. * Determining the equipment of the workplace. * Planning the work for the next week under the guidance of the internship mentor in the organisation, assigning to a specific job position. * Organisation of the workplace. |

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| **Activity / task 2: Books hotel services** | |
| Description: | * Prepares an offer of services in accordance with the needs and expectations of guests. * Reserves rooms and services in the reservation system. * Prepares and completes documentation related to the reservation of hotel services. |

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| **Activity / task 3: Serves arriving guests** | |
| Description: | * Applies procedures related to welcoming guests to the facility. * Uses the registration system in the check-in procedure. * Confirms booking details. * Enters guest data into the reservation system. * Encourages guests to use additional services. * Completes documentation, such as: registration card, registration book, residence card. * Prepares a report on guest arrivals on a specific day. |

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| **Activity / task 4: Serves departing guests** | |
| Description: | * Applies procedures related to checking-out guests from the facility. * Determines whether the guest used any paid services not included in the reservation. * Presents the costs of stay and determines the form of payment. * Accepts various forms of payments for the provision of hotel services. * Uses computer programmes that generate fiscal documents (receipt, invoice). * Organises transfer at the guest's request. * Archives documentation related to the reception and check-out of hotel guests. |

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| **Activity / task 5: Provides services related to guests' stay** | |
| Description: | * Applies etiquette and polite forms. * Provides information to guests in line with their expectations. * Informs guests about the services provided at the facility. * Responds to unusual requests from guests and forwards the matter to the appropriate departments of the hotel facility. * Carries out guests' requests regarding booking tickets for cultural, sports and entertainment events. * Fulfils guests' requests regarding the rental of means of transport. |

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| **Activity / task 6: Sells additional services in a hotel facility** | |
| Description: | * Informs guests about additional services provided at the facility. * Uses personalised selling during a conversation with the guest. * Applies the principles of cross-selling. * Selects additional services to meet the needs and expectations of guests. * Encourages guests to use the hotel's services and the services of external companies. * Calculates the price of an additional service. * Collects receivables on guest accounts. * Completes documentation related to the provision of services during the guests' stay. |

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| **Activity / task 7: Prepares breakfast for hotel guests** | |
| Description: | * Selects the form of serving breakfast to the capabilities of the facility providing the hotel services. * Follows the rules for storing products and semi-finished products for breakfast preparation. * Selects and uses equipment and auxiliary devices for preparing and serving breakfast dishes and drinks. * Prepares breakfast for guests of the hotel facility using recipes for preparing dishes and drinks. * Prepares breakfasts for guests with special needs. |

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| **Activity / task 8: Prepares dining and consumer rooms for receiving guests** | |
| Description: | * Performs cleaning work related to the preparation of the dining room. * Arranges tables taking into account communication passages. * Selects table linen and tableware. * Covers the tables with linen and tableware. * decorates tables and places intended for guests. * takes care of maintaining cleanliness and order. |

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| **Activity / task 9: Prepares room service upon guests' request** | |
| Description: | * Applies the rules of serving breakfast in the room. * Selects the serving method according to the type of order. * Delivers meals and drinks to guests' rooms. |

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| **Activity / task 10: Performs cleaning work in a hotel facility** | |
| Description: | * Inspects the cleanliness and equipment of residential units and public areas. * Selects devices and equipment as well as appropriate cleaning products for the type of cleaning work performed. * Performs cleaning work in residential units. * Supplements the equipment of residential units. * Performs cleaning work in public areas. |

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| **Activity / task 11: Performs the tasks of a waiter at positions in various rooms of the hotel’s commercial and service offering** | |
| Description: | * Helps guests choose a table and take their seats. * Presents the current offer and provides detailed information about the offer. * Advises on the selection of dishes and drinks. * Accepts orders from guests. * Forwards orders for execution. * Prepares alcoholic and non-alcoholic drinks. * Selects dishes and accessories for distributing and serving drinks. * Manages the settlement of catering services. |

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| **Activity / task 12: Communication in English** | |
| Description: | * Participates in a conversation in typical situations related to the performance of professional tasks. * Can understand simple oral utterances clearly articulated in Standard English. * Produces short, simple, coherent and logical oral and written statements independently in English. * Reads and completes documentation using English and professional vocabulary. * Uses tools to improve one's own language skills and raise awareness. * Works in an international team. |

# Monitoring, Mentoring and Support During the Activity

## Responsible persons at the hosting organisation

The following person(s) at the hosting organisation are tasked with introducing the participant to their activities and tasks at the hosting organisation, providing practical support, monitoring their learning progress, supporting them to achieve the expected Learning Outcomes, and helping them to integrate into the daily routines and the social context at the hosting organisation.

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| --- | --- |
| Full name: |  |
| Job title: | Mentor |
| Email: |  |
| Phone number(s): |  |
| Responsibilities: | **Introducing the participant to work**: The mentor helps familiarise the participant with the organisation's mission, values, and overall work culture. They provide an overview of the work environment, policies, and procedures.  **Presenting colleagues and their responsibilities:** The mentor introduces the participant to various colleagues and team members, explaining their roles, responsibilities, and areas of expertise.  **Direct supervision of the internship programme:** The mentor is responsible for overseeing the proper implementation of the internship programme. They ensure that the programme's objectives align with the participant's learning goals and that the intern receives a well-rounded experience.  **Assigning tasks:** The mentor assigns specific tasks and projects to the intern, taking into account their skills, interests, and learning objectives. They provide clear instructions, set expectations, and provide necessary resources to facilitate the successful completion of assigned tasks. **Supervising task performance:** The mentor closely monitors and guides the intern's progress throughout their assigned tasks. They offer feedback, suggestions, and constructive criticism to help the participant improve their skills and understanding of the work. The mentor also ensures that the intern adheres to quality standards, deadlines, and any relevant protocols or procedures.  **Monitoring and evaluation:** The mentor regularly assesses the intern's performance, progress, and overall growth during the internship period. They provide ongoing feedback, both positive and constructive, to help the participant enhance their skills and professional development.  **Providing mentorship and support:** The mentor serves as a reliable source of guidance, advice, and support for the intern. They create a supportive and nurturing environment where the participant feels comfortable seeking assistance or discussing any challenges they encounter.  **Facilitating learning opportunities:** The mentor identifies and creates opportunities for the intern to gain new skills, knowledge, and experiences. |

## Responsible persons at the sending organisation

The following person(s) at the sending organisation are tasked with following the participants’ progress and providing content or practical support from the side of the sending organisation.

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| --- | --- |
| Full name: | [Full name] |
| Job title: | [Job title] |
| Responsibilities: | Primary contact person for the participant at the sending institution. |

## Accompanying persons

The following person(s) will accompany the participant during their mobility period:

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| Full name: | [Full name] |
| Job title: | Supervisor during the mobility |
| Responsibilities: | **Monitoring the correctness of the internship:** The supervisor is responsible for ensuring that the internships are conducted according to Learning Agreements.  **Support for participants and care during mobility:** The supervisor provides ongoing support and care for the participants during periods of mobility. The supervisor ensures that the participants feel supported and comfortable during their mobility experience.  **Substantive contact with employers:** The supervisor maintains regular and substantive contact with the employers or organisations where the participants are conducting their internships.  **Monitoring and supporting participants in internship records:** The supervisor guides and assists participants in keeping accurate and up-to-date records of their internship experiences. This may involve helping them maintain a training log to document their tasks, achievements, and reflections.  **Contact person during mobility:** The supervisor serves as a primary point of contact for the participants during their mobility experiences. They are available to address any questions, concerns, or challenges that may arise during this period.  **Providing mentorship and guidance:** The supervisor provides mentorship and guidance to the participants. They offer support in navigating the professional environment, resolving conflicts, and addressing any personal or professional challenges that may arise.  **Facilitating learning opportunities:** The supervisor identifies and facilitates learning opportunities for the participants within the internship programme.  **Evaluation and feedback:** The supervisor evaluates the participants' performance throughout the internship and provides feedback to support their continuous improvement. |

## Mentoring and monitoring arrangements

As a minimum, the monitoring and mentoring arrangements will include the following activities:

- Documentation control (training log)

- Visits and talks with employers

- Evaluation meetings of teachers of vocational subjects (tutors) with participants. They will enable participants to share their impressions, problems and conclusions from a given working week.

-Interviews summarising each working week. Discussing current problems, supporting in finding solutions, formulating conclusions and planning work and goals for the next week based on the experience gained in order to achieve better Learning Outcomes.

- Individual conversations with participants about the attitude, difficulties encountered, commitment, independence, and adaptation to a new work environment. If necessary, ongoing response and assistance in finding solutions.

- Summary meeting at the end of mobility.

- Online monitoring and evaluation questionnaires completed periodically by participants.

- Provision of support throughout the mobility and travel by teachers delegated from the school.

- At each internship, a mentor will be appointed - the supervisor of the internship programme implementation programme. He/she will supervise and support the participant during the mobility.

# Evaluation of Learning Outcomes

After the mobility activity, the participant’s Learning Outcomes will be assessed in the following way:

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| **Evaluation format: Digital evaluation and justification in the form of the employer's opinion (and a mark) in the training log.** |
| The employer will determine the main assessment of Learning Outcomes on a numerical scale from 1 to 6, as well as the he/she will give a written evaluation This evaluation has to be included in the training log of a participant. The evaluation must include a signature of the authorised person and stamp (if the company uses a stamp). |

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| **Evaluation criteria:** |
| Accuracy of the performance of assigned tasks, quality of work, diligence, attention to detail, commitment to work, behaviour during the internship, attitude to work, work ethics, degree of interest of the participant in the tasks performed, matter-of-factness and aesthetics of keeping a training log. The discipline during the internship will also be assessed (proper attitude and personal culture, correct appearance, proper dress, behaviour at work and outside work during the entire mobility). Transfer of the training log into school within one week from the end of mobility. |

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| **Evaluation procedures:** |
| The assessment of Learning Outcomes will be determined by the employer during the mobility and recorded in the participant's training log prepared by the sending institution. The proposed assessment, together with the justification and the opinion about the participant, must be recorded in the training log and confirmed by the company.  Upon his/her return, the participant submits the training log to the Deputy Director (within a week from the date of return), in order to verify and establish the final grade. |

# Recognition of Learning Outcomes

The Learning Outcomes attained by the participant will be recognised in the following way:

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| **Recognition conditions:** |
| The participant, in consultation with the vocational teachers accompanying the mobility and the mentor at the workplace, records the tasks performed on an ongoing basis in the training log. During the work performed as part of the internship, the employer systematically monitors the Learning Outcomes of the participant. On the last day of the internship, the participant presents the training log for an evaluation and opinion of his/her work. The proposed assessment, together with the justification and the opinion about the participant, must be recorded in the training log and confirmed by the company. After the participants return, the participant submits the training log to the Deputy Director at the school for verification and final approval. A positive assessment of the vocational internship is the basis for promoting the participant to a higher grade. |

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| **Recognition procedures:** |
| The participant fills in the training log and the employer supervises the participant's progress.  The Learning Outcomes are recognised by the employer by entering the assessment proposal in the form of a number along with the justification in the training log.  After completing the internship, the participant presents the training log to the Deputy Director at the school, for verification and recognition of Learning Outcomes.  Accompanying persons are responsible for collecting and verifying acquired competences by each of the participants. After receiving a positive evaluation from the employer and approval of the mobility, the Europass Mobility documents are prepared, which comprehensively describe the acquired competences during the entire mobility. Accompanying persons are involved in the preparation process. After obtaining the approval of these documents by the employers, the content is verified and approved by the Director of the school. |

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| **Recognition documentation:** |
| The training log issued by the school in paper form is the basis for recognition of Learning Outcomes and assessment. The training log is the school's documentation of the programme of the internship and its completion.  The final grade from the completion of the internship is entered into the grade sheet at the school - which is the documentation of the teaching process and is the basis for promoting the participant to a higher grade and recognising the completion of the Learning Outcomes achieved during the internship.  The participant receives a certificate confirming the completion of the internship under the Erasmus+ programme signed by the host and supporting organisation.  The participant receives the Europass Mobility Document detailing the competences acquired during the mobility. |

# Reintegration at the Sending Organisation

Following the completion of the mobility period, the participant will be reintegrated at the sending organisation in the following way:

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| **Reintegration destination:** |
| The participant will continue to study in the same class after returning. |

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| **Reintegration conditions:** |
| After returning, the participant will pursue a further education programme at the technical school. Reintegration will not be necessary due to the lack of programme differences. |

# Additional Provisions

During mobility, the following also apply:

• Regulations for recruitment and participation in the project

# Signatures

The signatories confirm that they have understood and approve the content of this agreement.

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| **Participant** | |
| Full name: |  |
| Date and place: |  |
| Signature: |  |

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| **Participant’s legal guardian (only for underaged participants)** | |
| Full name: |  |
| Date and place: |  |
| Signature: |  |

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| **For sending organisation** | |
| Full name: |  |
| Position: |  |
| Date and place: |  |
| Signature and stamp: |  |

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| **For hosting organisation** | |
| Full name: |  |
| Position: |  |
| Date and place: |  |
| Signature (and stamp if applicable): |  |

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| **For supporting organisation** | |
| Full name: |  |
| Position: |  |
| Date and place: |  |
| Signature and stamp: |  |