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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Trainee** | | **Last name(s)** | | **First name(s)**  **Learning Agreement**  **Student Mobility for Traineeships** | **Date of birth** | | **Nationality**[[1]](#endnote-1) | | **Sex [M/F]** | | **Study cycle**[[2]](#endnote-2) | | **Field of education**[[3]](#endnote-3) | |
|  | |  |  | |  | |  | |  | |  | |
| **Sending Institution** | | **Name** | | **Faculty/ Department** | **Erasmus code**[[4]](#endnote-4) (if applicable) | | **Address** | | **Country** | | **Contact person name**[[5]](#endnote-5)**; email; phone** | | | |
| Partium Christian University | | Faculty of Economics /  Department of economy of commerce ,tourism and services | RO ORADEA02 | | 410209  Oradea  str. Primăriei, nr. 36 | | Romania | | Timea Ardelean  [erasmus@partium.ro](mailto:erasmus@partium.ro)  +40-259-418252/111 | | | |
| **Receiving** **Organisation/Enterprise** | | **Name** | | **Department** | **Address; website** | | **Country** | | **Size** | | **Contact person[[6]](#endnote-6) name; position; e-mail; phone** | | **Mentor[[7]](#endnote-7) name; position;**  **e-mail; phone** | |
|  | |  |  | |  | | < 250 employees  > 250 employees | |  | |  | |
| **Before the mobility** | | | | | | | | | | | | | | |
|  | ***Table A - Traineeship Programme at the Receiving Organisation/Enterprise*** | | | | | | | | | | | | | |
| **Planned period of the mobility: from [month/year] 07/2018 to [month/year] 09/2018** | | | | | | | | | | | | | | |
| **Traineeship title: Receptionist trainee** | | | | | | | | | **Number of working hours per week: max. 40** | | | | | |
| **Detailed programme of the traineeship:**  Week 1  -A hajó és annak a HR szerkezetének a megismerése  - Alkalmazottakkal való kommunikáció és ismerkedés, beszélgetések a munkakörökről  - Turisztikai látványosságok megismerése (Gellért hegy, Széchényi fürdő, Országháza)  -A főváros megismerése  Week 2  - Megismerkedés a Hostware számítógépes rendszerrel  - A vendégek megérkezésekor való bejelentő lap kitöltése, megfelelő személyes adatok elkérése  - A vendégek informálása, a szobájuk bemutatása, a tudnivalók átadása (szolgáltatások, étkezések időpontja)  Week 3  - A szállodai csomagok tartalmának a megismerése (Hop-on Hop-off, City Tour, etc)  -A vendégek megérkezésekor való bejelentő lap kitöltése, megfelelő személyes adatok elkérése  -A vendégek informálása, a szobájuk bemutatása, a tudnivalók átadása (szolgáltatások, étkezések időpontja)  Week 4  - Éttermi asztalfoglalások elvégezése, visszaigazolni emailen, értesíteni az éttermi részen dolgozókat  -A vendégek távozása, szobaátvétel, check-out (Számlák készítésének menete)  -A megfelelő dokumentumok kitöltése a vendégek távozása esetén  Week 5  - Egyedi kérések megoldása, pl. taxi hívás, reptéri transzfer megszervezése  - Kommunikáció a vendégekkel, turistákkal, speciális kéréseik kiszolgálása  -A turisták felvilágosítása a városi látnivalókkal kapcsolatban  Week 6  - Kommunikáció a vendégekkel, turistákkal, speciális kéréseik kiszolgálása  -A turisták felvilágosítása a városi látnivalókkal kapcsolatban  -Egyedi kérések megoldása, pl. taxi hívás, reptéri transzfer megszervezése  Week 7  -Szobák folyamatos kiadhatóságának biztosítása és a műszaki hibák jelzése a karbantartó felé  - A telefonhívások fogadása és kezelése  - A vendégek postájának és üzeneteinek átvétele és továbbítása  -Kérés esetén felkelteni őket egy adott időben  Week 8  - Szobák folyamatos kiadhatóságának biztosítása és a műszaki hibák jelzése a karbantartó felé  -Kulcsok ellenőrzése  - A telefonhívások fogadása és kezelése  - A vendégek postájának és üzeneteinek átvétele és továbbítása  -Kérés esetén felkelteni őket egy adott időben  Week 9  - A vendégek által jelzett problémák, panaszok és reklamációk udvarias és segítőkész fogadása és ezek továbbítása a felelős személy felé  - Különböző utazási irodákkal való kapcsolattartás, programok egyeztetése  - Vendég Szegmensek megismerése/Egyéni, Mice, Corporate, Leusire Group (Utazási Irodák csoportjai) | | | | | | | | | | | | | | |
| **Knowledge**, **skills and competences to be acquired by the end of the traineeship (expected Learning Outcomes):**  **beszédkészség,,szervezőkészség ,alkalmazkodás,szállodai ügyintézés ,váratlan helyzetekre reagálás,idegenvezetői készségek elsajátitása,idegen nyelv gyakorlása.** | | | | | | | | | | | | | | |
| **Monitoring plan:**  **A gyakornokot naponta ellenőrizni fogja a vendéglátóegység egyik alkalmazottja aki mellé azon a napon bevan osztva.** | | | | | | | | | | | | | | |
| **Evaluation plan:**  A gyakornok feladata lesz alkalmazkodni a szállodai élethez, elsajátitani azokat a dolgokat, melyeket egy vendéglátó helyiségben tudni kell, Budapest megismerése és a megtanult dolgok átadása a vendégeknek, vendégek kéréseinek eleget tenni, ezáltal is kommunikációs készség fejlesztése, s arra törekvése, hogy az itt töltött idő alatt a legtöbbet tudjon tanulni, mindarról ami a vendéglátó egységekkel kapcsolatos. | | | | | | | | | | | | | | |
|  |  | |  | | |  | |  | |  |  |  | |  |
| The level of **language competence[[8]](#endnote-8)** in \_HUNGARIAN\_\_\_\_\_\_\_ [*indicate here the main language of work*] that the trainee already has or agrees to acquire by the start of the mobility period is: *A1*  *A2*  *B1*  *B2*  *C1*  *C2*  *Native speaker* | | | | | | | | | | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Table B - Sending Institution***  *Please use only one of the following three boxes:* **[[9]](#endnote-9)**   1. The traineeship is **embedded in the curriculum** and upon satisfactory completion of the traineeship, the institution undertakes to:  |  |  | | --- | --- | | Award …….3. .…ECTS credits (or equivalent)[[10]](#endnote-10) | Give a grade based on: Traineeship certificate  Final report  Interview | | Record the traineeship in the trainee's Transcript of Records and Diploma Supplement (or equivalent). | | | Record the traineeship in the trainee's Europass Mobility Document: Yes  No | |  1. The traineeship is **voluntary** and, upon satisfactory completion of the traineeship, the institution undertakes to:  |  |  |  | | --- | --- | --- | | Award ECTS credits (or equivalent): Yes  No | | If yes, please indicate the number of credits: …. | | Give a grade: Yes  No | If yes, please indicate if this will be based on: Traineeship certificate  Final report  Interview | | | Record the traineeship in the trainee's Transcript of Records: Yes  No | | | | Record the traineeship in the trainee's Diploma Supplement (or equivalent). | | | | Record the traineeship in the trainee's Europass Mobility Document: Yes  No | | |  1. The traineeship is carried out by a **recent graduate** and, upon satisfactory completion of the traineeship, the institution undertakes to:  |  |  | | --- | --- | | Award ECTS credits (or equivalent): Yes  No | If yes, please indicate the number of credits: …. | | Record the traineeship in the trainee's Europass Mobility Document *(highly recommended)*: Yes  No | |   **Accident insurance for the trainee**   |  |  | | --- | --- | | The Sending Institution will provide an accident insurance to the trainee (if not provided by the Receiving Organisation/Enterprise): Yes  No | The accident insurance covers:  - accidents during travels made for work purposes: Yes  No  - accidents on the way to work and back from work: Yes  No | | The Sending Institution will provide a liability insurance to the trainee (if not provided by the Receiving Organisation/Enterprise): Yes  No | | | | | | | |
| ***Table C - Receiving Organisation/Enterprise***   |  |  |  | | --- | --- | --- | | The Receiving Organisation/Enterprise will provide financial support to the trainee for the traineeship: Yes  No | | If yes, amount (EUR/month): ……….. | | The Receiving Organisation/Enterprise will provide a contribution in kind to the trainee for the traineeship: Yes  No  If yes, please specify: …. | | | | The Receiving Organisation/Enterprise will provide an accident insurance to the trainee (if not provided by the Sending Institution): Yes  No | The accident insurance covers:  - accidents during travels made for work purposes: Yes  No  - accidents on the way to work and back from work: Yes  No | | | The Receiving Organisation/Enterprise will provide a liability insurance to the trainee (if not provided by the Sending Institution):  Yes  No | | | | The Receiving Organisation/Enterprise will provide appropriate support and equipment to the trainee. | | | | Upon completion of the traineeship, the Organisation/Enterprise undertakes to issue a Traineeship Certificate within 5 weeks after the end of the traineeship. | | | | | | | | |
| By signing this document, the trainee, the Sending Institution and the Receiving Organisation/Enterprise confirm that they approve the Learning Agreement and that they will comply with all the arrangements agreed by all parties. The trainee and Receiving Organisation/Enterprise will communicate to the Sending Institution any problem or changes regarding the traineeship period. The Sending Institution and the trainee should also commit to what is set out in the Erasmus+ grant agreement. The institution undertakes to respect all the principles of the Erasmus Charter for Higher Education relating to traineeships (or the principles agreed in the partnership agreement for institutions located in Partner Countries). | | | | | |
| **Commitment** | **Name** | **Email** | **Position** | **Date** | **Signature** |
| Trainee |  |  | *Trainee* |  |  |
| Responsible person[[11]](#endnote-11) at the Sending Institution | Timea Ardelean | [erasmus@ partium.ro](mailto:erasmus@partium.ro) | Institutional Erasmus+ coordinator |  |  |
| Supervisor[[12]](#endnote-12) at the Receiving Organisation |  |  |  |  |  |

**During the Mobility**

|  |  |  |
| --- | --- | --- |
|  | ***Table A2 - Exceptional Changes to the Traineeship Programme at the Receiving Organisation/Enterprise***  (to be approved by e-mail or signature by the student, the responsible person in the Sending Institution and the responsible person in the Receiving Organisation/Enterprise) | |
| **Planned period of the mobility: from [month/year] ……………. till [month/year] …………….** | | |
| **Traineeship title: …** | | **Number of working hours per week: …** |
| **Detailed programme of the traineeship period:** | | |
| **Knowledge**, **skills and competences to be acquired by the end of the traineeship (expected Learning Outcomes)**: | | |
| **Monitoring plan:** | | |
| **Evaluation plan:** | | |

**After the Mobility**

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| --- |
| ***Table D - Traineeship Certificate by the Receiving Organisation/Enterprise*** |
| **Name of the trainee:** |
| **Name of the Receiving Organisation/Enterprise:** |
| **Sector of the Receiving Organisation/Enterprise:** |
| **Address of the Receiving Organisation/Enterprise** [street, city, country, phone, e-mail address]**, website:** |
| **Start date and end date of traineeship: from [day/month/year] …………………. to [day/month/year] ………………..** |
| **Traineeship title:** |
| **Detailed programme of the traineeship period including tasks carried out by the trainee:** |
| **Knowledge, skills (intellectual and practical) and competences acquired (achieved Learning Outcomes):** |
| **Evaluation of the trainee:** |
| **Date:** |
| **Name and signature of the Supervisor at the Receiving Organisation/Enterprise:** |

1. **Nationality:** Country to which the person belongs administratively and that issues the ID card and/or passport. [↑](#endnote-ref-1)
2. **Study cycle:** Short cycle (EQF level 5) / Bachelor or equivalent first cycle (EQF level 6) / Master or equivalent second cycle (EQF level 7) / Doctorate or equivalent third cycle (EQF level 8). [↑](#endnote-ref-2)
3. **Field of education:** The [ISCED-F 2013 search tool](http://ec.europa.eu/education/tools/isced-f_en.htm) available at <http://ec.europa.eu/education/tools/isced-f_en.htm> should be used to find the ISCED 2013 detailed field of education and training that is closest to the subject of the degree to be awarded to the trainee by the sending institution. [↑](#endnote-ref-3)
4. **Erasmus code**: a unique identifier that every higher education institution that has been awarded with the Erasmus Charter for Higher Education (ECHE) receives. It is only applicable to higher education institutions located in Programme Countries. [↑](#endnote-ref-4)
5. **Contact person at the sending institution**: a person who provides a link for administrative information and who, depending on the structure of the higher education institution, may be the departmental coordinator or will work at the international relations office or equivalent body within the institution. [↑](#endnote-ref-5)
6. **Contact person at the Receiving Organisation**: a person who can provide administrative information within the framework of Erasmus+ traineeships. [↑](#endnote-ref-6)
7. **Mentor**: the role of the mentor is to provide support, encouragement and information to the trainee on the life and experience relative to the enterprise (culture of the enterprise, informal codes and conducts, etc.). Normally, the mentor should be a different person than the supervisor. [↑](#endnote-ref-7)
8. **Level of language competence**: a description of the European Language Levels (CEFR) is available at: <https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr> [↑](#endnote-ref-8)
9. **There are three different provisions for traineeships**:

   1. Traineeships embedded in the curriculum (counting towards the degree);

   2. Voluntary traineeships (not obligatory for the degree);

   3. Traineeships for recent graduates. [↑](#endnote-ref-9)
10. **ECTS credits or equivalent**: in countries where the "ECTS" system it is not in place, in particular for institutions located in Partner Countries not participating in the Bologna process, "ECTS" needs to be replaced in all tables by the name of the equivalent system that is used and a web link to an explanation to the system should be added. [↑](#endnote-ref-10)
11. **Responsible person at the sending institution**: this person is responsible for signing the Learning Agreement, amending it if needed and recognising the credits and associated learning outcomes on behalf of the responsible academic body as set out in the Learning Agreement. The name and email of the Responsible person must be filled in only in case it differs from that of the Contact person mentioned at the top of the document. [↑](#endnote-ref-11)
12. **Supervisor at the Receiving Organisation**: this person is responsible for signing the Learning Agreement, amending it if needed, supervising the trainee during the traineeship and signing the Traineeship Certificate. The name and email of the Supervisor must be filled in only in case it differs from that of the Contact person mentioned at the top of the document. [↑](#endnote-ref-12)