

## **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><br>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><br/>                 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>   |   |  |   |


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|--|---|--|---|
| Name of the Unit:  | <b>Marketing</b>  |  |  <p>ecvet<br/>European Credit system for<br/>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><br>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><br>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<br><br><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<br><br><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 ...<br><br><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><br>He/she is able to ...<br><br><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><br/>European Credit system for<br/>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<br><br>- main methods of payment<br>- the different currency<br>- banking services to business  | He/she is able to<br><br>- recognize the advantages and disadvantages of methods of payment<br>- recognize the advantages and disadvantages of banking services to business | He/she is able to<br><br>- elect the right method of payment with guidance<br>- select the right banking service with guidance |   |
| <b>Social competences / Personal competences</b><br>He/she is able to<br><br>- work in a precise, methodical and active way<br>- 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<br><br>- basic techniques of written and oral communication<br>- basics about book keeping and invoicing                  | He/she is able to<br><br>- plan and organize administrative tasks<br>- coordinate or participate in a project, meetings, travels etc.<br>- prepare invoices under instruction | He/she is able to<br><br>- prepare for salary payments<br>- prepare projects, meetings, travels, etc |   |
| <b>Social competences / Personal competences</b><br>He/she is able to<br><br>- insure intermediary mediation roles<br>- work in a team |   |  |   |
| Developed by: EREIVET working group  |   |  |   |

|   |  |   |  |
|---|--|---|--|
| Name of the Unit:   | <b>HES Health – Environment - Safety</b>   |   |  <p><b>ecvet</b><br/>European Credit system for<br/>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:<br><br>- the rules of hygiene and security in the firm  | He/she is able to ...<br><br>- strictly observe the rules of hygiene and security<br>- detect malfunction, incident<br>- alert the responsible | He/she is able to<br><br>- comply with the rules of health and safety<br>- follow the security procedures |  |
| <b>Social competences / Personal competences</b><br>He/she is able to<br><br>- explain the main rules related to hygiene and safety in the different firm areas<br>- set out the conditions for the use of gear handling and specific hardware<br>- indicate the principles of product traceability<br>- state related workplace ergonomics rules<br>- describe the specific work outfits and specific protective equipment |  |   |  |
| Developed by: EREIVET working group   |  |   |  |





|                           |                                |                          |                          |                          |                          |
|---------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 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: