

LEARNING AGREEMENT FOR TRAINEESHIPS

Erasmus Traineeship 2017-2019

I. THE THREE PARTIES

Von dem/der Praktikant/in auszufüllen

Von der Hochschule auszufüllen

Von der Praktikumeinrichtung auszufüllen

The Trainee

Last name(s):	Musterfrau	First name(s):	Carolin
Date of birth:	16.06.1989	Nationality ¹ :	German
Gender:	M <input type="checkbox"/> F <input checked="" type="checkbox"/>	Academic year:	2017/2018
Study Cycle:	<ul style="list-style-type: none"> ▪ Bachelor (or equivalent) <input type="checkbox"/> ▪ Master (or equivalent) <input checked="" type="checkbox"/> ▪ Doctorate (or equivalent) <input type="checkbox"/> 	Field of Education, Code ² :	1015
Phone:	0374/3541258	E-mail:	carolin.musterfrau@mail.de

The Sending Institution (University)

Name of Institution:	Hochschule Harz		
Erasmus Code:	D WERNIGE01 (HS Harz)	Country:	Germany, DE
Address:	Friedrichstr. 57-59, 38855 Wernigerode		
Faculty/ Department:	Economics	Responsible contact person ³ :	Axel Kaune

The Receiving Organisation/Enterprise

Name of Organisation/ Enterprise:	Lanzarote 6 S.A. (Hotel Volcan Lanzarote) <input type="checkbox"/>	Department: (if applicable)	Reception, Public Relations <input type="checkbox"/>
Street:	C/Castillo No1	Country:	Spain
Postal Code:	35570Yaiza - Playa Blanca	Website:	www.totalhotelexperience.com
City:			
Size of Enterprise: [Number of employees]	< 250 <input checked="" type="checkbox"/>	> 250	<input type="checkbox"/>
Contact person (Supervisor) ⁴ :	Alfredo Sanchez Palomas	Phone:	0034/12345678910

¹ Country to which the person belongs administratively and that issues the ID card and/or passport.

² Please refer to the ISCED 2013 subject field that is closest to the subject of the degree to be awarded to the trainee by the sending institution. For the list of detailed subject fields, see: http://ec.europa.eu/education/tools/isced-f_en.htm. (look at: "find a code")

³ Responsible contact 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. It is a person who provides a link for administrative information and who, depending on the structure of the higher education institution, should be part of faculty (e.g. Prüfungsamt, placement coordinator, Erasmus coordinator, professor ...).

Position/Function:	RRHH	E-mail:	alfredosanchez.palomas@hotelesthe.com
Mentor ⁵ :			
<i>[If different from the contact person]</i>	Jose Meier	Phone:	0034/10987654321
Position/Function:	Director	E-mail:	jose.meier@hoteleste.com

II. DETAILS OF THE TRAINEESHIP PROGRAMME

Duration

Period of the Mobility <i>[day/month/year]</i> :	Start: 04.05.2018	End: 14.09.2018
Number of working hours per week:40	Vacation <i>[days/month]</i> :2	
*Please note that the traineeship must be a full-time position (min. 35h/week).		

Contents/Tasks⁶

- **Detailed programme of the traineeship:**

- Working in a multinational team
 - Hospitality services for international guests
 - Operation guests check-in and check-out
 - Correspondence with guests and travel agencies
 - Handling booking requests
 - Foreign exchange bill
 - Issuing invoices and bills
 - Handling hotel software
 - Preparation of information material for the arriving guests
 - Cash management
 - Operating guest surveys and data collection for quality assurance
 - Organization of the arrival of special guests
 - Organization and operation of special events
 - Acquisition of new hotel guests and administration of customer loyalty program
 - To inform the hotel guests about internal events
 - Hospitality services for VIP-guests
- The intern will realise her work placement in the Reception and Public Relation Department. During her internship the intern will be able to widen her understanding of the hotel and its business processes. Skills that will improve are reliability, flexibility, diligence and accuracy when executing delegated tasks as well as a team oriented way of working. Furthermore the trainee will learn how to stay calm even in stressful situations. Language skills in English and Spanish will develop and improve. The trainee will work with Microsoft Office Program and with a software typical for the hotel industry.

⁴ Contact person (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. He or she can also provide administrative information within the framework of Erasmus traineeships.

⁵ 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.

⁶ See annexed guidelines to find out what has to be described here.

• **Knowledge, skills and competences to be acquired by the trainee at the end of the traineeship (Learning outcomes):**

The intern will realise her work placement in the Reception and Public Relation Department. During her internship the intern will be able to widen her understanding of the hotel and its business processes. Skills that will improve are reliability, flexibility, diligence and accuracy when executing delegated tasks as well as a team oriented way of working. Furthermore the trainee will learn how to stay calm even in stressful situations. Language skills in English and Spanish will develop and improve. The trainee will work with Microsoft Office Program and with a software typical for the hotel industry.

• **Monitoring Plan (Betreuung):**

Within weekly consultations and when urgent difficulties arise even more often, the trainee can contact the mentor. The mentor will be responsible for supervising the trainee and the progress of her work integration.

• **Evaluation Plan (Feedback):**

The mentor will give regular feedback concerning the work performance of the trainee. After finishing her internship the trainee will receive a certificate including fulfilled tasks and an evaluation of her work.

Language competence of the trainee

The main working language(s) is (are): SPANISH.

The level of language competence⁷ that the trainee already has or agrees to acquire by the start of the mobility period is:

Language Level in : A1 A2 B1 B2 C1 C2 Native speaker

Language Level in : A1 A2 B1 B2 C1 C2 Native speaker

⁷ For the Common European Framework of Reference for Languages (CEFR) see <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>.

III. THE SENDING INSTITUTION

Recognition

[Please fill in only one of the following boxes.]

- A) The traineeship is **embedded in the curriculum** and, upon satisfactory completion of the traineeship, the institution undertakes to:

Award ECTS credits number of credits: _____

Give a grade based on:

Traineeship certificate	<input type="checkbox"/>
Final report	<input type="checkbox"/>
Interview	<input type="checkbox"/>

Record the traineeship in the trainee's Transcript of Records.

Record the traineeship in the trainee's Diploma Supplement (or equivalent).

OR

- B) The traineeship is **voluntary** (not obligatory for the degree) and, upon satisfactory completion of the traineeship, the institution undertakes to:

1) Award **ECTS credits**: Yes No
If yes, number of credits: _____

Give a grade: Yes No

If yes, will it be based on:

Traineeship certificate	<input type="checkbox"/>
Final report	<input type="checkbox"/>
Interview	<input type="checkbox"/>

2) Record the traineeship in the trainee's **Diploma Supplement** (or equivalent). Yes No

3) Record the traineeship in the trainee's **Transcript of Records**. Yes No

Either option 1), 2) or 3) has to be answered with Yes.

Record the traineeship in the trainee's **Europass Mobility** Document⁸. Yes No

Insurance

The sending institution will provide a liability insurance to the trainee. Yes No

The sending institution will provide an accident insurance to the trainee. Yes No

⁸ The Leonardo-Office Saxony-Anhalt will issue the student a EUROPASS Mobility upon written request.

IV. THE RECEIVING ORGANISATION/ENTERPRISE

Salary

The receiving institution will provide financial support for the traineeship: Yes No

If yes, amount (€/month): 253

Other contribution in kind (e.g. free accommodation, bonus, food and meals, public transport, etc.): Yes No

Please specify: Free Lunch

having a value of approx. 40 € /month

Insurance

The receiving institution will provide a liability insurance (damages caused by the trainee at the workplace) to the trainee. Yes No

The receiving institution will provide an accident insurance (damages caused to the trainee at the workplace) to the trainee. 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

V. COMMITMENT OF THE FOUR PARTIES

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 collaborate with the coordinating institution Leonardo-Office Saxony-Anhalt and communicate to the coordinating institution and sending institution any problem or changes regarding the mobility period. The coordinating 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.

The Trainee

Date:
17.03.2018

Signature:

The Receiving Organisation/Enterprise

We agree to make utilise the above student´s knowledge and skills and provide him/her with tasks and responsibilities appropriate to his/her qualifications and experience. We will provide the trainee with appropriate equipment and support.

Upon completion of the traineeship, the organisation/enterprise will provide the necessary documents for recognition of the placement by the trainee´s sending institution as well as a Reference Letter or the EU-Traineeship Certificate and the completed Euroskills-Questionnaire within 1 week after the traineeship.

We confirm that we are not an official body/agency of the EU and/or that our institution does not administer Community programmes of the EU.

Name: Roberto Sanchez Müller

Stamp:

Date: 12.03.2016

Contact person´s (= Supervisor´s) signature:

The Sending Institution

Name: Axel Kaune

Position/ Function: Praxissemesterbeauftragter

E-Mail: praxissemester@hs-harz.de

Phone:

+49 1234 123 123

Date: 17.03.2018

Stamp:

Responsible contact person´s signature:

The Project Coordinating Institution (Project Consortium)

Leonardo-Office Saxony-Anhalt
at the Otto-von-Guericke-University Magdeburg
Universitätsplatz 2, 39106 Magdeburg

Phone: +49 391 6758778

Website: www.leonardo.ovgu.de

Email: angela.wittkamp@ovgu.de

Name of Head: Angela Wittkamp

Date: 25.03.2018

Stamp:

Signature:

ANNEX

Guidelines on how to use the Learning Agreement for Traineeships

The purpose of the Learning Agreement is to provide a transparent and efficient preparation of the traineeship period abroad and to ensure that the trainee will receive recognition in his/her degree for the traineeship successfully completed abroad.

It is recommended to use this template. However, if higher education institutions already have an IT system in place to produce the Learning Agreement or the Transcript of Records, they can continue using it, provided that all the minimum requirements listed in this document are made available. Further fields can be added, if needed (e.g. information on the coordinator of a consortium), and the format (e.g. font size and colours) can be adapted.

BEFORE THE MOBILITY

Administrative data

Before the mobility, it is necessary to fill in the Learning Agreement with information on the trainee, the Sending Institution and the Receiving Organisation/Enterprise and the three parties have to agree on the section to be completed before the mobility.

In case some administrative data is already available to the three parties, there is no need to repeat it in this template.

Most of the information related to the trainee, the sending and Receiving Organisations will have to be encoded in the Mobility Tool+.

Traineeship Programme at the Receiving Organisation/Enterprise (II.)

The Traineeship Programme at the Receiving Organisation/Enterprise should include the indicative start and end months of the agreed traineeship, the traineeship title, as well as the number of working hours per week.

The detailed programme of the traineeship period should include the tasks/deliverables to be carried out by the trainee, with their associated timing.

The Traineeship Programme should indicate which knowledge, intellectual and practical skills and competences (Learning Outcomes) will be acquired by the end of the traineeship, e.g. academic, analytical, communication, decision-making, ICT, innovative and creative, strategic-organisational, and foreign language skills, teamwork, initiative, adaptability, etc.

The monitoring plan should describe how and when the trainee will be monitored during the traineeship by the Receiving Organisation/Enterprise, the Sending Institution, and, if applicable, a third party.

The evaluation plan should describe the assessment criteria that will be used to evaluate the traineeship and the learning outcomes.

Language competence

A recommended [level of language competence](#)⁹ in the main language of work should be agreed with the Receiving Organisation/Enterprise to ensure a proper integration of the trainee in the organisation/Enterprise.

The level of language competence in the main language of work, which the trainee already has or agrees to acquire by the start of the study period, has to be reported in the box provided for that purpose in the Learning Agreement or, alternatively, in the grant agreement. In case the level of the selected trainee is below the recommended one when signing the Learning Agreement (or, alternatively, the grant agreement), the Sending Institution and the trainee should agree that he/she will reach the recommended level by the start of the mobility.

They should also discuss and decide the type of support to be provided to the student by the Sending Institution (either with courses that can be funded by the Organisational Support grant or with the Erasmus+ OLS language courses, where applicable) or by the Receiving Organisation/Enterprise.

⁹ Level of language competence: a description of the European Language Levels (CEFR) is available at: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>.

The **Erasmus+ Online Linguistic Support (OLS)** has been designed to assist Erasmus+ trainees in improving their knowledge of the main language of instruction, before and during their stay abroad, to ensure a better quality of learning mobility.

For mobility between Programme Countries, and for the languages covered by the OLS, the trainee must carry out an OLS language assessment before the mobility, and a final assessment at the end of the mobility, except for native speakers and in duly justified cases (e.g. special needs trainees).

The completion of the OLS assessment before departure is a pre-requisite for the mobility. This assessment will be taken after the trainee is selected, before signing the Learning Agreement or, alternatively, the grant agreement.

Based on the results of the OLS assessment, the Sending Institution may allocate an OLS language course to the trainees who wish to improve their language competences. Mobility participants with a level B2 or higher at the first language assessment in their main language of instruction have the opportunity to follow an OLS language course either in that language or in the local language of the country, provided it is available in the OLS. It is up to the Sending Institution to indicate this choice directly in the OLS.

More opportunities for participants following the OLS language courses (OLS Live Coaching: MOOCs, Forum and Tutoring sessions) are available at <http://erasmusplusols.eu>

Sending Institution (III.)

The Sending Institution commits to recognise the learning outcomes acquired by the trainee upon satisfactory completion of the traineeship. There are three different provisions for traineeships and Section III. should be filled in accordingly:

1. Traineeships embedded in the curriculum (counting towards the degree);
2. Voluntary traineeships (not obligatory for the degree);
3. Traineeships for recent graduates.

Accident Insurance

It is highly recommended that either the Sending Institution or the Receiving Organisation/Enterprise provide insurance coverage to the trainee, and fill in the information in Section III. and IV. accordingly. The trainee must be covered at least by an accident insurance (damages caused to the trainee at the workplace) and by a liability insurance (damages caused by the trainee at the workplace).

Receiving Organisation/Enterprise (IV.)

The Receiving Organisation/Enterprise should provide appropriate support, including mentoring, supervision and equipment to the trainee.

The Receiving Organisation/Enterprise should also specify whether it will provide financial support and/or a contribution in kind for the trainee, on top of the Erasmus+ grant.

The Receiving Organisation/Enterprise commits to issue a Traineeship Certificate within 5 weeks after the end of the traineeship.

Signing the Learning Agreement

All parties must **sign the Learning Agreement BEFORE the start of the mobility**. It is not compulsory to circulate papers with original signatures, scanned copies of signatures or digital signatures may be accepted, depending on the national legislation or institutional regulations.

DURING THE MOBILITY

Exceptional Changes to the Traineeship Programme

The document for exceptional changes should only be completed during the mobility if changes have to be introduced into the original Learning Agreement. In that case, section II should be kept unchanged and changes should be described in the document for exceptional changes. The two documents should be kept together in all communications.

When changes to the traineeship programme arise, they should be agreed as soon as possible with the Sending Institution.

In case the change concerns an **extension of the duration** of the traineeship programme abroad, the request can be made by the trainee **at the latest one month before the foreseen end date**.

Changes of the Responsible person(s)

In case of changes of the responsible person(s), the information below should be inserted by the Sending Institution or Receiving Organisation/Enterprise, where applicable.

Changes of the Responsible person(s)	Name	Email	Position
New Responsible person at the Sending Institution			
New Supervisor at the Receiving Organisation/Enterprise			

Confirming the Changes

All parties must approve the changes to the Learning Agreement. The European Commission would like to limit the use of paper for exchanging documents as much as possible. That is why it is accepted that information is exchanged electronically, e.g. via email, scanned or digital signatures, etc. without the need of a paper signature. However, if national legislations or institutional regulations require paper signatures, a signature box can be added where needed.

AFTER THE MOBILITY

Traineeship Certificate by the Receiving Organisation/Enterprise

After the mobility, the Receiving Organisation/Enterprise should send a Traineeship Certificate to the trainee and Sending Institution, normally within five weeks after successful completion of the traineeship. It can be provided electronically or through any other means accessible to the trainee and the Sending Institution.

The Traineeship Certificate will contain at least the information in Table D.

The actual start and end dates of the traineeship programme should be included according to the following definitions:

- The start date of the traineeship period is the first day the trainee has been present at the Receiving Organisation/Enterprise to carry out his/her traineeship. For example, this could be the first day of work, a welcoming event organised by the Receiving Organisation/Enterprise, an information session for trainees with special needs, a language and intercultural course organised either by the Receiving Organisation/Enterprise or other organisations (if the Sending Institution considers it relevant for the mobility).
- The end date of the traineeship period is the last day the trainee has been present at the receiving Organisation/Enterprise to carry out his/her traineeship, not his actual date of departure.

Transcript of Records and Recognition¹⁰ at the Sending Institution

The Sending Institution should recognise the traineeship according to the provisions in section III. If applicable, the Sending Institution should provide the Transcript of Records to the trainee or record the results in a database (or other means) accessible to the student, normally five weeks after receiving the Traineeship Certificate, without further requirements than those agreed upon before the mobility.

The Transcript of Records will contain at least the information that the Sending Institution committed to provide before the mobility in the Learning Agreement, i.e. the number of ECTS credits (or equivalent) awarded and the grade given (which can be expressed in the form of pass/fail).

¹⁰ Recognition : all the credits that the trainee has earned during the mobility and that were specified in the final version of the Learning Agreement (section III) are recognised by the Sending Institution, according to its commitment before the mobility and without further requirements than those agreed upon before the mobility.

Diploma Supplement

The information contained in the Traineeship Certificate from the Receiving Organisation/Enterprise should also be included in the Diploma Supplement produced by the Sending Institution (at least for Sending Institutions located in Programme Countries), except if the trainee is a recent graduate.

It is also recommended to record the traineeship in the trainee's Europass Mobility Document (if applicable), particularly in the case of recent graduates, and in any case when the Sending Institution had committed to do so before the mobility.

Recording the traineeship in the Europass Mobility Document is not applicable to mobility with Partner Countries which are not part of the Europass network.

<i>Table D - Traineeship Certificate by the Receiving Organisation/Enterprise</i>
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:

Steps to fill in the Learning Agreement for Traineeships

Before the mobility

Provide **traineeship programme**.
Commitment of the three parties with original / scanned/ digital signatures.

During the mobility

If modifications **are needed**:
An agreement by the three parties on the changes is possible via email/digital signatures.

After the mobility

The Receiving Organisation/Enterprise provides a Traineeship Certificate to the trainee and sending institution within 5 weeks.
The Sending Institution recognises the traineeship and registers it according to its commitments before the mobility.