



## LEARNING AGREEMENT FOR TRAINEESHIPS

Erasmus Traineeship 2020-2022

### I. THE THREE PARTIES

Von dem/der Praktikant/in auszufüllen

Von dem/der Praktikant/in auszufüllen

Von dem/der Praktikant/in auszufüllen

#### The Trainee

Last name(s):	Musterfrau	First name(s):	Carolin
Date of birth:	16.06.1989	Nationality <sup>1</sup> :	German
Gender:	M <input type="checkbox"/> F <input checked="" type="checkbox"/> Undefined <input type="checkbox"/>	Academic year:	2020/2021
Study Cycle:	▪ Bachelor (or equivalent) <input type="checkbox"/>	Code: <a href="#">Field of Education</a> <sup>2</sup>	1015
	▪ Master (or equivalent) <input checked="" type="checkbox"/>		
	▪ Doctorate (or equivalent) <input type="checkbox"/>		
	▪ State examination (Staatsexamen) <input type="checkbox"/>		
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:	<b>Germany, DE</b>
Address:	Friedrichstr. 57-59, 38855 Wernigerode				
Faculty/ Department:	Economics	Responsible contact person <sup>3</sup> :	Axel Kaune		

#### The Receiving Organisation/Enterprise

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

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

<sup>2</sup> The [ISCED-F 2013 search tool](http://ec.europa.eu/assets/tools/iscdef/codes_en.htm) available at [http://ec.europa.eu/assets/tools/iscdef/codes\\_en.htm](http://ec.europa.eu/assets/tools/iscdef/codes_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.

<sup>3</sup> 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, may be the departmental coordinator or will work at the international relations office or equivalent body within the institution (e.g. Prüfungsamt, placement coordinator, Erasmus coordinator, professor ...).

Contact person (Supervisor) <sup>4</sup> :	Alfredo Sanchez Palomas	Phone:	0034/ 12345678910
Position/Function:	RRHH	E-mail:	alfredosanchez.palomas@hotelesthe.com
Mentor <sup>5</sup> :	Jose Meier	Phone:	0034/ 10987654321
<i>[If different from the contact person]</i>		E-mail:	jose.maier@hoteleste.com
Position/Function:	Director		

## II. TRAINEESHIP PROGRAMME AT THE RECEIVING INSTITUTION

### Duration

Period of the Mobility <i>[day/month/year]</i> :	Start: 01/10/2020	End: 31/03/2021
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/Tasks<sup>6</sup>

- 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
- Traineeship in digital skills<sup>7</sup>:** Yes  No

<sup>4</sup> 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.

<sup>5</sup> 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.

<sup>6</sup> To find out what has to be described here, see model version (Musterbeispiele) on our website at <http://www.leonardo.ovgu.de/-Stipendium/Studierende/Unterlagen/Bewerbungsunterlagen/Learning+Agreement.html>.

<sup>7</sup> Traineeship in digital skills: any traineeship where trainees receive training and practice in at least one or more of the following activities: digital marketing (e.g. social media management, web analytics); digital graphical, mechanical or architectural design; development of apps, software, scripts, or websites; installation, maintenance and management of IT systems and networks; cybersecurity; data analytics, mining and visualisation; programming and training of robots and artificial intelligence applications. Generic customer support, order fulfilment, data entry or office tasks are not considered in this category.

- **Knowledge, skills and competences to be acquired by the trainee at the end of the traineeship (expected 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 competence<sup>8</sup> that the trainee already has or agrees to acquire by the start of the mobility period is:

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

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

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

<sup>8</sup> A description of the Common European Framework of Reference for Languages (CEFR) is available at: <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** (counting towards the degree) and, upon satisfactory completion of the traineeship, the institution undertakes to:

Award ECTS credits number of credits:

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).

OR

B)  The traineeship is **voluntary** (not obligatory for the degree) and, upon satisfactory completion of the traineeship, the institution undertakes to record the traineeship in the trainee's **Diploma Supplement** (or equivalent).

Moreover, the institution will:

1) Award **ECTS credits**: Yes  No

If yes, **number of credits**:

Give a **grade**: Yes  No

If yes, please indicate if it will be based on: Traineeship certificate

Final report

Interview

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

Record the traineeship in the trainee's **Europass Mobility** Document<sup>9</sup>. 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

<sup>9</sup> 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 to the trainee for the traineeship:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
If yes, amount (€/month):	253	
Other contribution in kind (e.g. free accommodation, bonus, food and meals, public transport, etc.):	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
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 <input type="checkbox"/>	No <input checked="" type="checkbox"/>
The Receiving Institution will provide an accident insurance (damages caused to the trainee at the workplace) to the trainee.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
The accident insurance covers:		
- accidents during travels made for work purposes	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
- accidents on the way to work and back from work	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

#### 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: 24.09.2020

Signature:

### The Receiving Organisation/Enterprise

We agree to make use of 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

Date: 25/09/2020

Stamp:

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: 24/09/2020

Stamp:

Responsible contact person's signature:

### The Project Coordinating Institution (Project Consortium)

Leonardo-Office Saxony-Anhalt  
Otto-von-Guericke-University Magdeburg  
Universitätsplatz 2, 39106 Magdeburg  
Phone: +49 391 6758778  
Website: [www.leonardo.ovgu.de](http://www.leonardo.ovgu.de)  
Email: [angela.wittkamp@ovgu.de](mailto:angela.wittkamp@ovgu.de)  
Name of Head: Angela Wittkamp

Date: 30/09/2020

Stamp:

Signature: