

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:	Working in multicultural context		
Reference to the qualification:	Business, administration and services		
		EQF-level: 4	
Knowledge	Skills	Competence	
He/she knows: <ul style="list-style-type: none"> - intercultural communication models - the main characteristics of his/her own and local cultural norms, customs, rituals and social security system - the structure and organization of the host company - the office procedures: office hours, health and safety, security arrangements, sickness – reporting and entitlement, time recording 	He/she is able to <ul style="list-style-type: none"> - communicate in a foreign language in a professional context - distinguish the context of the relationship with contacts using social-cultural elements 	He/she is able to <ul style="list-style-type: none"> - be sensitive and open-minded to cultural differences in business contexts 	
Social competences –Personal competences He/she is able to <ul style="list-style-type: none"> • work in multicultural teams (interpersonal communication and group communication) • be independent and responsible • tolerate differences (religion, gender, physical disabilities, sex, etc.) • self evaluate his work 			
Developed by: EREIVET working group			

Name of the Unit:	Using information system		
Reference to the qualification:	Business, administration and services		
		EQF-level: 4	
Knowledge	Skills	Competence	
<p>He/she knows</p> <ul style="list-style-type: none"> - techniques in picking up available information in all forms - techniques of updating a database of contacts or other information - techniques for presentation (mindmapping, ppt, xls, letter) - methods of profiling a company 	<p>He/she is able to</p> <ul style="list-style-type: none"> - use a computer in a foreign language - update databases under instructions - use the internet to conduct effective and efficient information search using public library websites and Internet search engines such as <i>Google</i> - prepare /adapt presentations of search results - use decision making tool for choosing suppliers - use software for salary accounting 	<p>He/she is able to</p> <ul style="list-style-type: none"> - organise and plan research activities 	
<p>Social competences / Personal competences He/she is able to ...</p> <ul style="list-style-type: none"> - respect the ethic for confidential information - respect the graphic charter of the company 			
<p>Developed by: EREIVET working group</p>			

Name of the Unit:	Marketing		 <p>ecvet European Credit system for Vocational Education & Training</p>
Reference to the qualification:	Business, administration and services		
		EQF-level: 4	
Knowledge	Skills	Competence	
He/she knows: <ul style="list-style-type: none"> - marketing basics - basic methods of market research 	He/she is able to <ul style="list-style-type: none"> - collect information under instruction - select information - report the information as required 	He/she is able to <ul style="list-style-type: none"> - recognize the correct or needed information according to specific criteria 	
Social competences / Personal competences He/she is able to <ul style="list-style-type: none"> - work in a team - meet deadlines - fix priorities - save results 			
Developed by: EREIVET working group			

Name of the Unit:	Selling		
Reference to the qualification:	Business, administration and services		
		EQF-level: 4	
Knowledge	Skills	Competence	
He/she knows <ul style="list-style-type: none"> - techniques of face-to-face and telephone interviews and sales discussions - techniques of written communication and commercial correspondence - basic negotiation techniques 	He/she is able to <ul style="list-style-type: none"> - negotiate in a foreign language with customers - contact customers (email, letters, telephone calls ...) 	He/she is able to <ul style="list-style-type: none"> - use language skills in customer service activities 	
Social competences / Personal competences He/she is able to <ul style="list-style-type: none"> - work in a team - listen actively to and empathize with customers - be assertive 			

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Name of the Unit:	Purchasing		
Reference to the qualification:	Business, administration and services		
		EQF-level: 4	
Knowledge	Skills	Competence	
He/she knows <ul style="list-style-type: none"> - general conditions of purchase - how to prepare an order - customs laws 	He/she is able to <ul style="list-style-type: none"> - ask for offer - update a suppliers database - identify and select potential suppliers under instruction - follow up orders 	He/she is able to ... <ul style="list-style-type: none"> - compare offers - prepare an order - pay attention to quality standards and norms 	
Social competences / Personal competences He/she is able to ... <ul style="list-style-type: none"> - follow instructions - be assertive - fix priorities 			
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Name of the Unit:	Logistics		
Reference to the qualification:	Business, administration and services		
		EQF-level: 4	
Knowledge	Skills	Competence	
He/she knows - main incoterms - basic transport documents - means of transportation	He/she is able to - keep track of document files - recognize the different risks and costs related to incoterms - recognize the advantages and disadvantages of means of transportation - check the level of stocks	He/she is able to - issue the transport documents with guidance - organize and verify storage processes	
He/she is able to ... - work in a precise, methodical and active way			
Developed by: EREIVET Workinggroup			

Name of the Unit:	Financing – methods of payment		
Reference to the qualification:	Business, administration and services		
		EQF-level: 4	
Knowledge	Skills	Competence	
He/she knows - main methods of payment - the different currency - banking services to business	He/she is able to - recognize the advantages and disadvantages of methods of payment - recognize the advantages and disadvantages of banking services to business	He/she is able to - elect the right method of payment with guidance - select the right banking service with guidance	
Social competences / Personal competences He/she is able to - work in a precise, methodical and active way - secure the company's interests by being loyal			
Developed by: EREIVET working group			

Name of the Unit:	Office administration		
Reference to the qualification:	Business, administration and services		
		EQF-level: 4	
Knowledge	Skills	Competence	
He/she knows - basic techniques of written and oral communication - basics about book keeping and invoicing	He/she is able to - plan and organize administrative tasks - coordinate or participate in a project, meetings, travels etc. - prepare invoices under instruction	He/she is able to - prepare for salary payments - prepare projects, meetings, travels, etc	
Social competences / Personal competences He/she is able to - insure intermediary mediation roles - work in a team			
Developed by: EREIVET working group			

Name of the Unit:	HES Health – Environment - Safety		 <p>ecvet European Credit system for Vocational Education & Training</p>
Reference to the qualification:	Business, administration and services		
		EQF-level: 4	
Knowledge	Skills	Competence	
He/she knows: - the rules of hygiene and security in the firm	He/she is able to ... - strictly observe the rules of hygiene and security - detect malfunction, incident - alert the responsible	He/she is able to - comply with the rules of health and safety - follow the security procedures	
Social competences / Personal competences He/she is able to - explain the main rules related to hygiene and safety in the different firm areas - set out the conditions for the use of gear handling and specific hardware - indicate the principles of product traceability - state related workplace ergonomics rules - 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"/>

Additional comments relating to the training plan:

Klicken Sie hier, um Text einzugeben.

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This report has been discussed with the student YES NO

Tutor's Signature:

Student's Signature:

Date: _____

Stamp of the company: