

PROCESS DESCRIPTION

M1 – Defining the expectations of learners and / or
sending organisation

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FINAL VERSION

March 2016

PROCESS M1	
Title of the process:	Defining the expectations of learners and / or sending organisation
Involved principles of the charta of quality in mobility.	---(includes a main target of the charta for quality in mobility)

A) General definitions

General reason / purpose for the process:	To elaborate expectations of learners and / or sending organisations to ensure quality in all following processes.
General responsibility of process:	<ul style="list-style-type: none"> o In general the sending organisation o If there is no sending organisation the learner is responsible himself to declare / define his expectations

B) Definition of Supplier, Input, Process and Customer (part of S.I.P.O.C)

Definition of „S I P O C“	Who will receive a benefit from this process? (Customer)	<ul style="list-style-type: none"> o Learners o Sending organisations o Hosting organisations
	Who will provide information for the process? (Supplier?)	<ul style="list-style-type: none"> o Sending organisation o Learners
	What will be the result of this process? (Outcome)	A list of defined expectations as support document to ensure a suitable mobility on organisational and learning outcome level, as an agreement between learners, sending and hosting organisations.
	Because of what, the process will start? (Input)	Decision to do a mobility

C) Definition of targets and goals of the process

		GOAL	HOW TO MEASURE
Criteria of quality (targets & goals)	Goal	Highest comprehensibility of supporting documents	Evaluation of comprehensibility through questions of evaluation in supporting documents, (f.e guide-line and checklist of elaborating expectations)
	Goal	Easiest availability of supporting documents	Evaluation of comprehensibility through questions of evaluation in supporting documents, (f.e guide-line and checklist of elaborating expectations)
	Goal	Usability of defined expectations – definition of realistic expectations	Evaluation through hosting organisation and confirmation on agreement

D) Definition of process steps

	Supplier xy...	...is doing what	...for the customer xy	obligatory information and documentation
chronologically definition of actions	Learner or sending organisation...	...communicates the decision to do a mobility...	...to the sending organisation or the learner	Information:

				Documentation:
	Learner or sending organisation...	...agrees with the intension to do a mobility...	...of the sending organisation or the learner	---
				Documentation:

	Learner and / or sending organisation...	...declare / define their expectations on mobility...	...for themselves ...for the hosting organisation	Information:
				guide-line and checklist of elaborating expectations
				Agreement on expectations
	Learner and / or sending organisation...	...searches for a hosting organisation, based on the defined expectations...	...for themselves ...for the hosting organisation	Documentation:
				Agreement on expectations through learners and sending organisation
				Information:
	Learner and / or sending organisation...	...searches for a hosting organisation, based on the defined expectations...	...for themselves ...for the hosting organisation	List of potential hosting organisations
				Documentation:

	Supplier xy...	...is doing what	...for the customer xy	obligatory information and documentation
chronologically definition of actions	Learner or sending organisation...	...will send an application...	...to potential hosting organisations	Information:
				Application for mobility
				Documentation:
				Application and Agreement on expectations through learners and sending organisation
	Hosting organisation...	...will reply on application and define their expectations...	...to learners and / or sending organisation	Information:
				guide-line and checklist of elaborating expectations
				Documentation:
				Defined expectations of hosting organisations
	Learners, sending organisations and hosting organisations...	...will all agree to the defined expectations...	...of learners ...of sending organisation ...of hosting organisation	Information:

				Documentation:
				Written and signed agreement of expectations on all levels
	Coordination body...	...will evaluate the quality of the process...	...by sending questionnaires to learner, sending- and hosting organisations	Information:
				Questionnaire for evaluation
				Documentation:
				Analysis of questionnaires

E) Information and considerable documents

	DOCUMENT	SHORT DESCRIPTION	AVAILABLE
Information and considerable documents	Guideline and checklist for elaborating expectations	The guideline and checklist for elaborating expectations on mobility will support learners, sending-, and hosting organisations to define their expectations by using a harmonised and standardised frame.	www.remoproject.eu database
	Agreement on expectations through learners and sending organisation	The agreement on expectations is a standardised document which reflects the defined expectations of learners, sending- and hosting organisations	www.remoproject.eu database
	List of potential hosting organisations	Interested hosting organisation are invited to present themselves on the project platform	www.remoproject.eu database
	Application for mobility	Application for mobility is a standardised document which reflects the defined expectations of learners and sending organisation as information for the hosting organisation	www.remoproject.eu database
	Agreement on expectations through learners, sending-, and hosting organisations	The agreement on expectations is a standardised document which reflects the defined expectations of learners, sending- and hosting organisations	www.remoproject.eu database
	Questionnaire for evaluation	The questionnaire as instrument for evaluation verifies the process under the aspect of usability and realistic definitions of expectations	www.remoproject.eu database
	Analysis of evaluation	Based on the return of questionnaires, objective findings will be made – to be able for a continuous improvement of the process	Record for internal use www.remoproject.eu database / hidden area

F) Visualization of the process

