

PROCESS DESCRIPTION

M2 – Providing information for the learners / for the sending organisation and for parents (legal guardians) if learners are below 18 years

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FINAL VERSION

March 2016

PROCESS M2	
Title of the process:	Providing information for the learners / for the sending organisation and for parents (legal guardians) if learners are below 18 years
Involved principles of the charta of quality in mobility.	Information and guidance

A) General definitions

General reason / purpose for the process:	To inform learners and sending organisations about general frame conditions of the mobility to leave no more open questions of learners, sending and hosting organisations.
General responsibility of process:	Sending organisation and/or learners, if there is no sending organisation.

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)	Learners, hosting organisation, sending organisation, legal guardians, intermediary organisation
	Who will provide information for the process? (Supplier?)	Sending organisation, learners, intermediary organisation
	What will be the result of this process? (Outcome)	Fully informed partners of specific mobility case (learner, sending organisation, hosting organisation, legal guardians) about general frame conditions recorded through a checklist.
	Because of what, the process will start? (Input)	Agreement on expectations between learner, sending organisation and hosting organisation.

C) Definition of targets and goals of the process

		GOAL	HOW TO MEASURE
Criteria of quality (targets & goals)	Goal	Using harmonized document “frame conditions of your mobility”	Degree of utilization
	Goal	Reaching specific time targets and having fully informed partners of specific mobility	Declaration of partners to have no more open questions

D) Definition of process steps

	Supplier xy...	...is doing what	...for the customer xy	obligatory information and documentation
chronologically definition of actions	Intermediary organisation or sending organisation...	...sends document "frame conditions of specific mobility type"...	...learner and legal guardians	Information:
				Harmonized document "frame conditions of different types of mobility"
				Documentation:
				Harmonized document "frame conditions of different types of mobility"
	Learner and / or legal guardians...	...communicate about open questions...	...to intermediary organisation or sending organisation	Information:

			Documentation:	

Learner and / or legal guardians	...agree on the frame conditions and send a written agreement to...	...intermediary organisation or sending organisation	Information:	
			Harmonized document "agreement on frame conditions" with declaration of mutual understanding and sufficient information	
			Documentation:	
			Harmonized document "agreement on frame conditions" with declaration of mutual understanding and sufficient information	

E) Information and considerable documents

	DOCUMENT	SHORT DESCRIPTION	AVAILABLE
Information and considerable documents	Frame conditions of different types of mobility	Describes general aspects of different types of mobility as frame conditions	www.remoproject.eu database
	Agreement on frame conditions	Should be a signed declaration / agreement on the frame conditions with declaration of mutual understanding and sufficient information	www.remoproject.eu database

F) Visualization of the process

