

PROCESS DESCRIPTION

M4 – Personalisation of mobility (considering individual aspects)

Disclaimer

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

FINAL VERSION

March 2016

PROCESS M4	
Title of the process:	Personalisation of mobility (considering individual aspects)
Involved principles of the charta of quality in mobility.	Personalisation

A) General definitions

General reason / purpose for the process:	Personalisation of mobility action as a plan to match all defined expectations on all levels of all parties.
General responsibility of process:	Sending organisation or intermediary 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)	Learner, sending organisation, intermediary organisation, hosting organisation
	Who will provide information for the process? (Supplier?)	Sending organisation, intermediary organisation, hosting organisation, learner
	What will be the result of this process? (Outcome)	Record of the checklist for personalisation of mobility action
	Because of what, the process will start? (Input)	Agreement on expectations (skills, knowledge, competences in reference to the EQF)

C) Definition of targets and goals of the process

		GOAL	HOW TO MEASURE
Criteria of quality (targets & goals)	Goal	Using harmonised and recognised methods of verification of skills and competences	
	Goal	To reach adjustable results to be able to define the learning contract	

D) Definition of process steps

	Supplier xy...	...is doing what	...for the customer xy	obligatory information and documentation
chronologically definition of actions	Sending organisation or intermediary organisation...	... verifies skills and competences including language skills...	...for the hosting organisation, for learner	Information:
				Harmonised methods of competence verification
	Sending organisation or intermediary organisation...	...defines a development plan to minimize the gap between results of verification and status quo of skills and competences of learners including language skills and the required level...	...for the learner, a hosting organisation	Documentation:
				Results of verification, development plan
	Sending organisation or intermediary organisation...	...implements the development plan...	...for the learner and hosting organisation	Information:
				Documentation:
	Hosting organisation or intermediary organisation...	...elaborates and provides logistical, organisational and supporting aspects for mobility actions...	...for the learner	Monitoring of learning results
				Documentation:
			Checklist for personalisation of mobility action	



E) Information and considerable documents

	DOCUMENT	SHORT DESCRIPTION	AVAILABLE
Information and considerable documents	Harmonised methods of competence verification	Standardised methods and documents to verify knowledge, skills and competencies	www.remoproject.eu database
	checklist of personalisation and development plan	Guideline for considering all necessary steps in the relevant development processes	www.remoproject.eu database

F) Visualization of the process

