

PROCESS DESCRIPTION

M7 – Implementing / attending learning services abroad

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FINAL VERSION

March 2016

PROCESS M7	
Title of the process:	Implementing / attending learning services abroad
Involved principles of the charta of quality in mobility.	--- (not explicitly stated)

A) General definitions

General reason / purpose for the process:	To gain learning / work experiences abroad
General responsibility of process:	Hosting organisation, learner

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, (hosting organisation)
	Who will provide information for the process? (Supplier?)	Learner, sending organisation, intermediary organisation, hosting organisation
	What will be the result of this process? (Outcome)	Learning / work experiences abroad fitting with the definitions of the learning agreement
	Because of what, the process will start? (Input)	Completing the process of general preparation, date / time of beginning of the mobility(travel)

C) Definition of targets and goals of the process

		GOAL	HOW TO MEASURE
Criteria of quality (targets & goals)	Goal	Fitting with all defined aspects of the learning agreement	Feedback and verification tools
	Goal	Satisfaction of customers (Learner, sending organisation / hosting organisation)	Evaluation and feedback
	Goal	Fitting with the budget of the mobility stay	Verification of costs

D) Definition of process steps

	Supplier xy...	...is doing what	...for the customer xy	obligatory information and documentation
chronologically definition of actions	Hosting organisation / intermediary organisation, host family...	...welcomes...	...the learners	Information:
				Documentation:
	Hosting organisation...	...operates an introduction / information session...	...the learners	Information:
				Individual plan or concept for introduction and information session
				Documentation:
	Hosting organisation...	...provides all necessary actions / steps / sessions regarding to the learning agreement...	...the learners	Information:
				Learning agreement
				Documentation:
	Learner...	...participates in all necessary actions / steps / sessions regarding to the learning agreement...	...by the hosting organisation	Information:
				Learning agreement
				Documentation:
	Hosting organisation...	...supports, monitors and evaluates the learning process	...the learners	Information:
				Evaluation methods for monitoring the learning progress
				Documentation:
	Hosting organisation...	...supports...	...the learners in general aspects	Information:
				Documentation:

E) Informations and considering documents

	DOCUMENT	SHORT DESCRIPTION	AVAILABLE
Information and considerable documents	Evaluation methods for monitoring the learning progress	Checklist for evaluation / monitoring according to criteria of learning agreement	No standardising possible

F) Visualization of the process

