

PROCESS DESCRIPTION

M8 – Mentoring the learners during their mobility stay

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FINAL VERSION

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PROCESS M8	
Title of the process:	Mentoring the learners during their mobility stay
Involved principles of the charta of quality in mobility.	Mentoring

A) General definitions

General reason / purpose for the process:	To support the learner during his/her mobility stay and maximizing the learning effect
General responsibility of process:	Hosting organisations / 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
	Who will provide information for the process? (Supplier?)	Learner, hosting and intermediary organisation
	What will be the result of this process? (Outcome)	Smooth mobility, well informed, integrated and performing learner in a high quality mobility stay
	Because of what, the process will start? (Input)	Start of mobility / learning services

C) Definition of targets and goals of the process

		GOAL	HOW TO MEASURE
Criteria of quality (targets & goals)	Goal	High quality mobility stay	Feedback, evaluation at the end of mobility stay (ev. during the mobility stay) – “process evaluation”
	Goal	Maximizing the learning effect	Evaluation methods for monitoring the learning progress
	Goal	Satisfied learner	Evaluation form, questionnaires

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...	...defines a mentor...	...for the learner	Information:
				General function sheet for mentors, including responsibilities
				Documentation:
	Mentor...	...operates an introduction / information session for the mentoring process...	...the learner	Information:
				Documentation:
				Individual Mentoring plan
	Mentor...	...mentors...	...the learner	Information:
				Mentoring plan
				Documentation:
Mentor...	...records steps, decisions, actions, in the mentoring process in a mentoring protocol...	...the learner, hosting / sending / intermediary organisation	Information:	
			Standardised form for mentoring protocol	
			Documentation:	
			Mentoring protocol	

E) Information and considerable documents

	DOCUMENT	SHORT DESCRIPTION	AVAILABLE
Information and considerable documents	Standardised form for mentoring protocol	Function sheet for recording all relevant aspects of the mobility mentoring process (f.e decisions, actions, difficulties undertaken, further steps, experiences etc.). Completed function sheet will be the final mentoring report	www.remoproject.eu database

F) Visualization of the process

