# 1425/18 /06.17.2023

Erasmus+ learning agreement – Short-term projects for mobility of learners and staff in vocational education and training Mobility ID: 079423-MOB-1

Project code: 2022-1-RO01-KA122-VET-000079423

# Erasmus+ learning agreement

1. Purpose of the learning agreement

This learning agreement defines the conditions and expected outcomes of a learning mobility organised within the framework of the Erasmus+ programme. Parties in this agreement shall abide by the programme's rules and quality standards.

2. Information about the learning mobility

Field	Vocational education and training
Activity type:	KA122-VET Short-term learning mobility of VET learners
Mode:	Physical
Start date:	15/05/2023
End date:	02/06/2023

3. Parties to the learning agreement

The learning agreement is concluded between the participant in the learning mobility, the sending organisation and the hosting organisation.

3.1. Participant in the learning mobility

Full name:	Caiutanu Ecaterina
Address:	
Email:	
Phone number(s):	

Participant's legal guardian full name:	
Address:	
Email:	
Phone number(s):	

3.2. Sending organisation

Organisation name:	Colegiul Tehnic "Gheorghe Asachi" Onesti	
Address:	Romania, Bd. Republicii 45, Onești, 601137	

3.3. Hosting organisation

Organisation name:	Tellus Spain SL
Address:	Spain, Calle San Vicente Ferrer 7, Bajo 4, 37008, Salamanca

4. Learning context

At the sending organisation, the participant is currently enrolled in:	
Title of the qualification 11th grade, "Tourism Technician" Qualification	
School year / grade:	2022-2023 / 11th grade;
Level in the European Qualifications Framework:	Level 4, secondary level, technological pathway, Tourism/Food & Beverage domain Practical and theoretical knowledge in the field of Tourism/Food & Beverage Cognitive and practical skills required to generate solutions to specific problems in the field of Tourism/Food & Beverage

Learning outcomes

The parties have agreed that the following learning outcomes should be achieved during the learning mobility:

Outcome 1: I	Ethics and professional communication
or competence:	reisonalimage
Description:	The learning outcomes achieved by the student during the activities developed during the VET

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- Troject code	traineeship, according to the unit "Practical training internship in tourism units" refers to
	understanding of: -the requirements of the workplace;
	-using the right communication form according to the context; -adapting the communication according to the intercultural factors (e.g., religion)
	-having a well-groomed appearance in front of customers and co-workers -the importance of keeping the professional secrecy
	-the importance of being discipline at work -using the professional ethics principles at work

Outcome 2: Customer segmentation in tourism		
Relevant subject, skill or competence:	Knowledge -Knowledge of the constitutive elements of the tourist market and its particularities -Description of the main customer segments (according to economic, geographical, socio-professional criteria) with needs and consumption habits Abilities -Studying tourist demand by identifying the main customer segments -Application of sustainable development rules regarding the protection of the environment and tourist resources -Analysing the steps to be followed in booking a table at a restaurant or a hotel room Attitudes/behaviours -Taking responsibility in establishing customer segments according to travel habits, respecting the diversity of cultural expressions -Active involvement in the analysis of the information required for booking a table or a room	
Description:	The learning outcomes achieved by the student during the activities developed during the VET traineeship, according to the unit "Practical training internship in tourism units" refers to understanding of: -offering personalised services according to the type of customers -offering information according to the requests of customers -identifying the available tables/rooms from the establishments, according to the customer preferences.	

accommoda	Organizing the activity in the establishments of tourists` reception with functions of tourist tion
Relevant subject, skill or competence:	Knowledge: -Characterization of accommodation establishments -Description of the elements of the technical-material base of the accommodation units -Presentation of existing compartments in accommodation establishments -Identification of existing relationships between the compartments of establishments of tourist' reception with functions of tourists' accommodation Abilities /Skills: -Checking the existence of specific equipment in accommodation units, according to the classification levelParticipation in teamwork activities inside the accommodation establishments -Participation in the organization of specific activities for accommodation establishments  Attitudes: -Compliance with the principles of sustainable development in the planning of cleaning and maintenance of the technical and material base in the accommodation establishments -Collaborating with colleagues to accomplish work tasks -Active involvement in the specific accommodation establishments activities
Description:	-knowledge of the organizational structure of the accommodation establishment -identification of the types of rooms in the accommodation establishments (Single, Double, Twin, Triple Quad, with King size bed, with Queen size bed, adjacent rooms, studio/apartment) -identification of inventory items in the maid's cart: towels, linen, hygiene products, detergents and cleaning utensils -the use of the protective equipment (uniform) necessary for cleaning the accommodation spaces -compliance with the cleaning order in accommodation spaces: free rooms, vacated/vacantable rooms, occupied rooms -compliance with the stages of cleaning in the accommodation spaces: from top to bottom -the appropriate use of substances for cleaning depending on the surface -wiping/vacuuming the dust from the walls/furniture -checking the walls, stains and their removal or, when not possible, sending the information to the Reception/Front-Office

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	-checking the windows, erasing fingerprints if necessary -performing cleaning in the sanitary group: washing and disinfecting the bathtub/shower,the sink, the toi -replacing/adding consumables from the sanitary group (toilet paper, personal hygiene products – e shampoo, shower gel) -floor cleaning according to type (by vacuuming – carpet, by wiping/washing – tiles/parquet) -replacement of soft inventory (bed linen, towels, curtains, drapes) -spraying room deodorizer -notifying the head governess of the completion of the cleaning of the accommodation space
***************************************	-performing cleaning in the sanitary group: washing and disinfecting the bathtub/shower,the sink, the -replacing/adding consumables from the sanitary group (toilet paper, personal hygiene products shampoo, shower gel) -floor cleaning according to type (by vacuuming – carpet, by wiping/washing – tiles/parquet) -replacement of soft inventory (bed linen, towels, curtains, drapes)

Outcome 4:	Outcome 4: Organizing the activity in the establishments of tourists' reception with functions of public catering		
Relevant subject, skill or competence:	Knowledge: -Characterization of public catering establishments -Description of the elements of the technical-material base of the public catering establishments -Presentation of existing compartments in the public catering establishments -Identification of the existing relationships between the structural compartments of public catering establishments.  Abilities /Skills: -Checking the existence of the specific equipment in the public catering establishments, according to the		
Description:	-knowledge of the organizational structure of the public catering establishment -knowledge of existing furniture items in public catering establishments: tables, chairs, sofas, console, serving cart, gurney -knowledge of existing inventory items in public catering establishments: crockery (plates of different sizes, trays), cutlery of different types, glassware (glasses, decanters), etccleaning the serving room using appropriate substances depending on the type of surfaces -sharing work tasks between colleagues -use of appropriate protective equipment in the cleaning process -carrying out the inventory by category: soft inventory (tablecloths, blankets, aprons, curtains, draperies, etc.), pieces of furniture, tableware, cutlery, glassware, etc.		

Outcome 5:	Creating the environment in the serving room
Relevant subject, skill or competence:	Knowledge: -Description of the operations necessary to create the environment for the reception of consumers -Identifying ways to customize the service room for private events (weddings, parties, etc.).  Abilities /Skills: -Carrying out current cleaning operations, arranging the furniture, and completing the console with inventory items necessary for the customer service process -Participation in the activities of the work teams in the public food establishments  Attitudes: -Responsible assumption of the operations for setting up the serving room in compliance with hygiene standards, through an active involvement in the work teams in the public catering establishments.
Description:	-checking cleanliness in the serving room -ensuring an optimal environment through lighting, ambient music, personalized decorations depending on the event -arrangement of the furniture in the serving room according to the event -preparing the console with inventory items (cutlery, plates-support, napkins, glasses, etc.) -compliance with hygiene rules both in the cleaning process and in the process of handling the serving inventory.

Outcome 6:	Realization of different types of mise-en-place in the serving room
Relevant subject, skill or	Knowledge: Description of the necessary steps to carry out the welcome mise-en-place in the serving room of public food establishments

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compotonos	2022-1-KCU1-KA122-VET-000079423
competence;	Description of the required steps to accomplish the mise-en-place for breakfast, lunch/dinner, special events; Clearing tables after customers leave or when necessary  Abilities /Skills:
	Carrying out current cleaning operations, arranging the furniture provided, and completing the console with inventory items necessary for the sustance and inventory items necessary for the sustance and inventory items.
	Attitudes:
	Responsible assumption of the operations for setting up the serving room in compliance with hygiene standards, through an active involvement in the work teams in the public catering establishments.
Description:	-setting the table: -placing the appear also in the table
2 docuption.	on the time of day; - preparing tables for serving new customers -placement of decoration elements (flowers, table numbers, etc.) -clearing tables of inventory items when the customer leaves or when necessary

# Learning programme and tasks

To achieve the agreed learning outcomes, the participant will complete the following activities and tasks during their mobility activity, which will take place in Salamanca Spain - Tellus Spain - part of Tellus Education Group, and in local companies that are Tellus' educational partners in the delivery of its qualifications and training programmes. The Project based Learning (PBL) will offer to students, during specialised work-shops, the possibility to actually work in accommodation or public catering establishments from Salamanca. Tellus is not intermediary organizations, but the PBL methodology allows Tellus to engage local partners on work-based learning programmes that become more relevant for the realities of the labour market. Its learning activities enable student to use or reinforce his/her ability to work on a variety of tasks according to the qualification "Tourism Technician" as per the learning outcomes described above.

# Activity / task 1: Week 1 Theme 1 "Introduction in the practical activities specific for tourist accommodation

Day 1: The internship tutor from the tourist accommodation establishments where the students are assigned will present the general rules from the establishments, the organizational chart of the unit, internal order regulation, and labour protection aspects. The students will know who is the direct responsible person they have to address in any moment of the internship. The tutor will present the establishment, the spaces where the student has access. The students will make a short tour of the company. Besides these, the student will be informed about the protective equipment which he/she has to use during the time schedule.

The participants' initial evaluation - the professional competence level, will determine through a brief interview the students' ability to use Spanish language, without problems, avoiding excessive and long breaks and speaking clearly, using correct words, but also experience on which they acquired during the three years of high school related to the touristic activity of a company.

At the end of the day the tutor gives feedback, and advice to the participant.

# Description:

Day 2-5: The student will deal with the maid and the chief governess from the Housekeeping Department. The maid will introduce all the spaces the student has access to and will present the equipment they use daily. The student will be introduced to the staff of the tourist accommodation establishment. The chief governess and the maid will introduce the student to the storage places and will present him/her the use of the substances according to the cleaning surface, the components of the maid's cart (detergents, consumables, towels, personal hygiene products etc.).

The student will accompany the maid during the cleaning process of the tourist accommodation establishment, paying attention to the details and to the importance of following the exact order of steps in order to achieve a quality cleaning process of the rooms. In these days, the student will help the maid with replacing the cosmetic products from the bathrooms, bringing towels, bed sheets, checking the availability or the status of the room by direct communication with Front-Office Department. The student will also pay attention to the details and will help the maid to identify if the cleaning process must be revised. Also, one of the activities of the student will be to check the proper functioning of the devices inside room (TV, AC, heating system, cold/hot water, shower, lighting etc.) and report the malfunction to the maid or directly to the chief governess or Front Office Department which will deal with solving the appearing problems. At the end of each day the tutor will give feedback to the student.

# Activity / task 2: Week 1 Theme 1 "Introduction in the practical activities specific for tourist public catering establishments"

# Description:

Day 1: The internship tutor from the public catering establishments where the students are assigned will present the general rules from the establishment/restaurant, the organizational chart of the unit, internal order regulation, and labour protection aspects. The students will know who is the direct responsible person they have to address in any moment of the internship. The student will be introduced to the staff

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of the restaurant/public catering establishment. The tutor will present the establishment, the spaces where the student has access. The students will make a short tour of the restaurant. Besides these, the student will be informed about the protective equipment which he/she has to use during the time

The participants' initial evaluation - the professional competence level, will determine through a brief interview the students' ability to use Spanish language, without problems, avoiding excessive and long breaks and speaking clearly, using correct words, but also experience on which they acquired during the three years of high school related to the touristic activity of a company.

At the end of the day the tutor gives feedback, and advice to the participant.

Day 2-5: The student will be supervised by a waiter. During these days, the student will accompany and help the waiter to:

-clean/prepare the serving room in order to receive clients

-arrange the serving room (checking the furniture - chairs, tables, sofa)

-prepare the tables according to the number of customers; the plates, cutlery, glasses, napkins etc. for the console from the serving room; the soft inventory for the serving room (fleece, tablecloths, apron etc.)

-create the mise-en-place according to the moment of the day

-clearing the tables after the customer's departure. At the end of each day the tutor will give feedback to the student.

# Activity / task 3: Week 2 - Theme 2: "Practical activities specific for tourist accommodation establishments "

Day 1-3: The student will perform the following operations inside the room by himself, under the supervision of the maid:

-identifying the room status according to the file received from the Front-Office Department (free rooms, vacant/vacantable rooms, occupied rooms) in order to start the cleaning process

-verification, and completion of the inventory items in the maid's cart; towels, linen, hygiene products, detergents and cleaning utensils

-checking and using of the work equipment (e.g. vacuum cleaner)

-respect the cleaning order in accommodation spaces: free rooms, vacated/vacantable rooms, occupied rooms; -follow the phases of cleaning in the accommodation spaces: from top to bottom

-use the adequate substances for cleaning depending on the surface

-wiping/vacuuming the dust from the walls/furniture

Description:

-checking the walls, stains and their removal or, when not possible, sending the information to the Reception/Front-Office

-checking the windows, erasing fingerprints if necessary

Day 4:The student will perform the following operations inside the bathrooms, under the supervision of the maid:

-perform cleaning in the sanitary group using the adequate substance according to the surface: washing and disinfecting the bathtub/shower, the sink, the toilet

-replace/add consumables from the sanitary group (toilet paper, personal hygiene products - e.g. shampoo, shower gel)

-clean the floor according to the type of surface (by vacuuming - carpet, by wiping/washing tiles/parquet); -replace of soft inventory (towels, bathrobe); -spraying deodorizer

-notifying the maid of the completion of the cleaning of the bathroom

D5: The student will carry out cleaning operations in the hotel hallways and in the annexed storage spaces. At the end of each day the tutor will give feedback to the student.

# Activity / task 4: Week 2 - Theme 2: "Practical activities specific for tourist public catering establishments"

Day 1-3: The student will do by himself/herself the next activities:

-assist the receptionist/hostess during the process of booking the tables by phone, paying attention at the specific vocabulary used

-check the equipment used in the cleaning process inside serving room

-clean the serving room using substances according to the surface of furniture or floor

-prepare the furniture in the serving room according to the number of persons/booked tables (e.g. for group of people)> tables, chairs, sofas, console, serving cart, gurney

Description:

-prepare: crockery (plates of different sizes, trays), cutlery of different types, glassware (glasses, decanters), etc. for the console in the serving room

Day 4-5: The student will perform by himself/herself the next activities:

-carry out the inventory by category: soft inventory (tablecloths, blankets, aprons, curtains, draperies, etc.), pieces of furniture, tableware, cutlery, glassware, etc. and place them on tables -ensure an optimal environment through lighting, ambient music, personalized decorations depending on

-preparing the console with inventory items (cutlery, plates-support, napkins, glasses, etc.)

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-creating the mise-en-place; -assist the waiter in the process of serving the client -clearing tables of inventory items when the customer leaves or when necessary

-preparing tables for serving new customers/new mise-en-place according to the moment of the day

# Activity / task 5: Week 3 - Theme 3: "Advanced practical activities specific for tourist accommodation

Day 1-4: The student will handle by himself/herself:

-communicating with the Front-Office Department in order to receive the evidence of free rooms, vacant rooms or occupied rooms; -preparing the equipment for cleaning the rooms/bathrooms/hallways

-preparing the maid' cart with all cleaning substances, towels and inventory needed in order to fulfil the cleaning process; -cleaning both, the room, inside bathroom, hotel hallways, and in the annexed storage spaces; -inform the maid/chief governess or directly the Front Office Department about the status of each room.

Day 5: Evaluation and final feedback

# Description:

The tutor evaluates the competences and abilities acquired in the activity within the company.

The participant will complete a practical test (e.g. cleaning one vacant room)

The evaluation aims to record the progress of the student using as evaluation tools: practical test, the progress sheet and the practice journal. At the end of the day the tutor gives the final feedback to the participant. Competences validation by signing the Europass Mobility documents by the receiving organisations and the certificate of participation.

# Activity / task 6: Week 3 - Theme 3: "Advanced practical activities specific for tourist public catering

Day 1-4: The student will be responsible with:

-preparing the furniture in the serving room according to the event (e.g. parties, weddings, anniversaries etc.); -placement of decoration elements (flowers, table numbers, etc.) according to the event

-creating a special mise-en-place according to the event; -assist the waiter in serving the clients during the events; -clearing tables of inventory items when the customer leaves or when necessary Day 5: Final evaluation and feedback

Description:

The tutor evaluates the competences and abilities acquired in the activity within the company.

The participant will complete a practical test (e.g. the mise-en-place for dinner)

The evaluation aims to record the progress of the student using as evaluation tools: practical test, the progress sheet and the practice journal. At the end of the day the tutor gives the final feedback to the participant. Competences validation by signing the Europass Mobility documents by the receiving organisations and the certificate of participation.

### Monitoring, mentoring and support during the activity Responsible persons at the hosting organisation 7.1.

The following person(s) at the hosting organisation are tasked with introducing the participant to their activities and tasks at the hosting organisation, providing practical support, monitoring their learning progress, supporting them to achieve the expected learning outcomes, and helping them to integrate into the daily routines and the social context at the

obting organisation.	
Full name:	Marina Cucuta
Job title:	Coordinadora de estudiantes
Email:	@tellusspain.com
Phone number(s):	
Responsibilities:	-Content supervisor, emergency contact, facilitationDirect observation of the professional Training program at the practice venuesInitiation of individual and group discussions, daily, with participantsConsultation with the persons in charge from the hosting organisation.

#### 7.2. Responsible persons at the sending organisation

The following person(s) at the sending organisation are tasked with following the participants' progress and providing content or practical support from the side of the sending organisation.

Full name:	Sandu lonela
Job title:	VET Teacher
Email:	@gasachi.ro
Phone number(s):	
Responsibilities:	providing content and practical support

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7.3. Accompanying persons

The following person(s) will accompany the participant during their mobility period:

	ison(s) will accompany the participant during their mobility period.
Full name:	Băncilă Ana Mirela
Position or	Teacher
qualification:	
Email:	@gasachi.ro
Phone	
number(s):	
Responsibili	- Ensuring the integrity and health of participants throughout their mobility (domestic and international
ties:	transport and traineeship);
	- Accompanying participants throughout the mobility (domestic and international transport and
	internship at the place of placement); - Accompanying participants during the socio-cultural activities in which they participate;
	- Possession of adequate language and communication skills for mobility;
	- Fossession of adequate language and communication skills for meeting, - Ensuring appropriate relations between participants and the internship tutors/representatives of the
	host institutions;
	- Maintaining an impeccable moral attitude during the activity of accompanying the participants,
	Maintaining contact with the conding institution in order to communicate to the manager, project
	manager both the strengths and the points for improvement regarding the development of the
	mobility and the progress of the participants.
	- Being adequately and constantly informed about the environment - social, economic, political, etc in the host country in order to be able to cope with the challenges that both the participants and the
	accompanying person might face:
	<ul> <li>Risk management for the participants as well as for themselves;</li> <li>Ensuring that the participants they accompany respect the rules of conduct both in the social environment (at the accommodation, in public stations, etc.) and in the training activity environment;</li> <li>Informing the sending organisation as soon as possible of non-compliance with the activities</li> </ul>
	scheduled for the participants; - Alerting the sending and host institution to any issues that might prevent it from carrying out its accompanying activities (a force majeure situation - an accident, so that it is no longer physically able
1	to carry out its duties):
	- Providing the sending institution with proof of the period of activity, i.e. a document attesting to the accompanying activity, provided by the receiving organisation (certificate of participation - signed and
	stamped (if applicable) by its legal representative); - Reimbursement - in full or in part - of the financial support granted if the contractual terms, including
	those in the annexes to the contract, are not respected (this provision does not apply if the
	accompanying person has been prevented from carrying out his/her mobility activities for reasons of
	force majeure).
	Monitoring the activities (report)
	Wolfieding the device of reports

Mentoring and monitoring arrangements

As a minimum, the monitoring and mentoring arrangements will include the following activities:

- Tellus Spain will monitor the presence of the participant in each of the training activities and will operate a feedback. Guidance and coordination of the participants' work program by the tutor/trainer.

The sending organization will also be monitoring the physical presence of the activities for every participant in the course and the personal involvement in the activities according to the agenda

Both organizations will have team meeting for solving any unfavourable situations

- Continuous email communication between the partner organizations based on periodical summaries submitted by the participants to the monitor from the sending organization

**Evaluation of learning outcomes** 

After the mobility activity, the participant's learning outcomes will be assessed in the following way:

### **Evaluation format:**

Constructive feedback offered by the tutor/lecturer and self-assessment elements

## **Evaluation criteria:**

Physical presence according to the programme in all the days.

Active participation and involvement of the students. Engagement in responses, proper presentations

## **Evaluation procedures:**

The presence and active participation in the work placement, the practical activities (hands-on) will trigger the evaluation conducted by the supervisor. The certificate of participation will be issued.

The Europass Mobility Document will have the competences and skills acquired by the participant. It will be

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validated by being signed by the sending/receiving organization/ participant.
Inside the sending organization, the results of the mobility will be the subject of a dissemination strategy during 2021-2022 school year and beyond.

9. Recognition of learning outcomes

The learning outcomes attained by the participant will be recognized in the following way:

## Recognition conditions:

The participant has to physically take part in the programme, obtain the certificate of participation and the Europass Document and to submit his/her individual report in the Mobility Tool within 30 days after the stage.

# Recognition procedures:

Upon the return, the participant will present his/her documents to the sending organization's responsible persons which will further report on the success of the mobility to the project manager, headmaster and ANPCDEFP. The learning outcomes of the students participating in VET mobilities will be recognized and validated at the level of the College based on the Europass Mobility document. All 90 hours of practical instruction from the curriculum Economic Activities Technician will be equated, the training internship module on the use of accounting software The implementation team will verify the correspondence of the content of the mobility documents, the individual report and the project's objectives, content and they will accept participant's individual report in the Mobility Tool. Method: the participant receives a grade in the transcript of records for the learning outcomes achieved during traineeship in the VET high school, in agreement with national legislation regarding the transfer and recognition of the learning outcomes acquired by the VET students (National Education Minister 4931/29.07.2008). The above mentioned grade (validating the results) is then transcribed/ transferred and recorded in the documents as: the school catalogue and the the student's transcript of records.

## Recognition documentation:

Europass Mobility Document, Certificate of participation, Accepted report in the Mobility Tool

10. Reintegration at the sending organisation

Following the completion of the mobility period, the participant will be reintegrated at the sending organisation in the following way:

### Reintegration destination:

The student will return to his/her class.

## Reintegration conditions:

Not applicable, as the students will continue with their normal course.

## 11. Additional provisions

The participant will receive information about the location of the accommodation, dress code, meeting time/date/location and supervisor in the document 'Participant programme information'. This PPI will be sent by Tellus Group 2 weeks in advance of the mobility

## 12. Signatures

The signatories confirm that they understood and approve the content of this agreement.

Participant	icipant	
Full name:	Caiutanu Ecaterina	
Date and place:	لم	
Signature:	Cutation	

Participant's legal guardian	
Full name:	Caiutanu Carmen
Date and place:	050.4. 2023, Onești
Signature:	Sur.

For sending orga	nisation
Full name:	Ursachi Mihai
Position:	Director MA
Date and place:	5 19. 2023, Onesti
Signature:	1 8 2 ×

For hosting organisation	
Full name:	Gonzalo Hierro
Position:	Manager
Date and place:	15.05.2023, Salamanca
Signature:	
	COLEGE