

INTELLECTUAL OUTPUT 2 COMPARATIVE STUDY OF THE COMPETENCES OUTLINED IN THE CURRICULA PROVIDED BY THE PARTNERS' INSTITUTIONS

European Partnership for Service Specialists



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Background

International cooperation between the initial vocational education and training (VET) is very often focused on the mobilities of students, teachers and trainers, on the development of the joint new training and/or study programmes and other issues. All these fields of cooperation are very important for improvement of quality and attractiveness of initial VET in the different countries. However, the potential benefits of such cooperation can remain very limited, if this cooperation does not entail methodical and holistic exchanges in the field of curriculum design by considering the comparative strengths, weaknesses, opportunities and threats of curriculum design in the partners.

Establishment and development of long-term partnerships and networks of the initial VET institutions focused on the curriculum design in the different occupational fields present by itself good opportunities to improve the contents of VET curricula and make them more oriented to the international labour market needs. Thus enhancing effective and beneficial international movement of students and graduates in the European Union (EU).

Intellectual Outputs

Intellectual Outputs are tangible products, which are related to the set aims of the European Partnership for Service Specialist, abr. Europartnerss project, particularly to establish the partnership of initial VET institutions focused on the intensive cooperation in designing and implementing of the initial VET curricula in the occupation fields of Floristic, Hospitality Management, Paramedic and Image Design.

The project consists of five Intellectual Outputs summarising the findings of the following work processes:

- a) Analysing and comparing the work processes of selected occupations (Florist Manager, Administrator of Hospitality Services, Paramedic and Fashion Shop Designer) in the partners countries by identifying the main changes of the work processes and their implications to the needs of competences;

Intellectual Output 1 Comparative study of the work processes of selected fields in the partner countries

- b) Comparing of the competences and learning outcomes outlined in the curricula of Florist Manager, Administrator of Hospitality Services, Paramedic and Fashion Shop Designer provided by the partners' institutions;

Intellectual Output 2 Comparative study of the competences outlined in the curricula of the selected fields in partners' institutions

- c) Setting-up a catalogue (list) of the work processes and related competences typical for partners' countries;

Intellectual Output 3 Catalogue of the work processes and related competences typical for partners' countries

- d) Designing of the training modules for the selected work processes;

Intellectual Output 4 Training modules for the selected work process

- e) Testing of the designed modules in the training systems of partners countries;

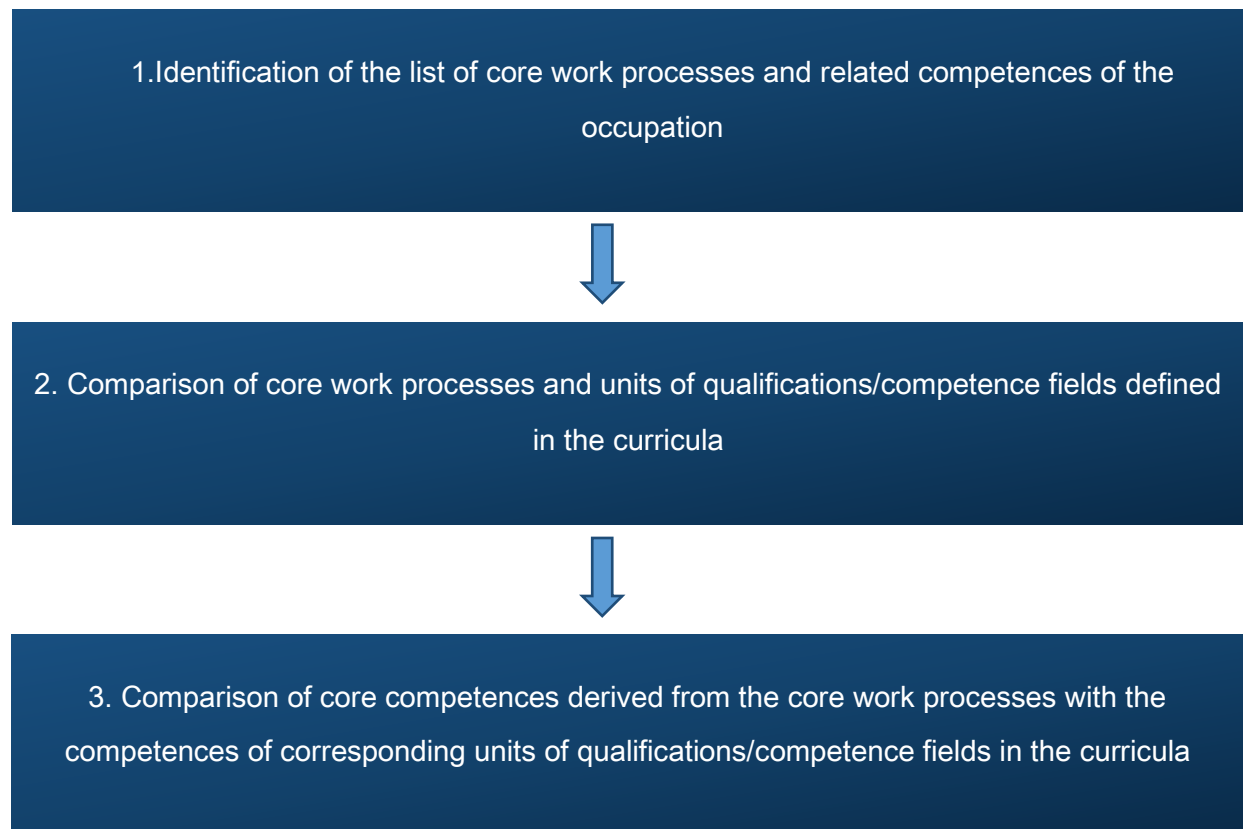
Intellectual Output 5 Guidelines for the selection, usage and adaptation of developed modules in designing the initial VET programmes

Summary of Intellectual Output 2

The following comparative analysis is related to the Intellectual Output 2, which contains information about the match of competences to the earlier identified requirements of work processes on Intellectual Output 1. The main aim of this analysis is to report containing comparative information about the contents of the competences provided through curricular of the partners' institutions, with the explanations of potential complementarity and combinations of these competences in order to meet the requirements of work processes.

A Methodology for analysing and comparing competences derived from curricular and work processes

The comparative analysis of the competences outlined in the curricular of the partners entails the following main steps:



A1 Identification of the list of core work processes and related competences of the occupation

Identification of the list of core work processes is executed by comparing and analysing work processes of each partner country, identified through previous Intellectual Output and using focus group method with experts from the selected sector of activities. There can be used the following table for reference information in this analysis.

Table 1. List of core work processes and related competences of the occupation

Unit of core work processes	Final core work process	Related core competences
<i>Example:</i> CUSTOMER RELATIONS	<i>Receiving guests</i>	<i>Welcome and see off guests</i>
		<i>Collect information on the needs of holidaymakers</i>
		<i>Evaluate recreation opportunities</i>
		<i>Provide information to guests on accommodation services, places of interest in a city, events and landmarks the guests intend to visit</i>
		<i>Prepare and share information about the arriving guests and their requests with other hotel service departments as well as prepare reports on service orders</i>
		<i>Inform customers and service providers about new recreation services and their effectiveness</i>
	<i>Manage of hospitality customers service</i>	<i>Help to address a variety of issues raised</i>
		<i>Handle complaints and suggestions from customers</i>
STAFF MANAGEMENT	<i>Organize and coordinates the team work</i>	<i>Cares about the staff relations</i>
		<i>Relates with staff from each service</i>
	<i>Ensure the management and functional human work team</i>	<i>Coordinate the team's activities</i>
		<i>Guide and support the team</i>

(Please add rows if necessary)

A2 Comparison of core work processes and units of qualifications/competence fields defined in the curricula

After identification of the core work processes and related competences it is required to search for the units of qualifications/competence fields defined in your curricula that match the best your defined core work processes. There can be used the following table for the analysis:

Table 2. Comparison of core work processes and units of qualifications/competence fields defined in the curricula

Core work processes	Units of qualifications/competence fields defined in the curricula	Complete match	Partial match	No match found
<i>Example: Receiving guests</i>	<i>Provision and administration of the accommodation services in the hospitality enterprises</i>	x		
<i>Manage of hospitality customers service</i>	<i>Establishment and organisation of the hospitality business.</i>		x	
<i>Organize and coordinates the team work</i>	<i>Organisation of the continuous work process in the hospitality enterprises</i>	x		
<i>Ensure the management and functional human work team</i>	<i>Organisation of the continuous work process in the hospitality enterprises</i>	x		
<i>Preparation for the work</i>	<i>Organisation of the continuous work process in the hospitality enterprises</i>		x	
<i>To manage a quality system</i>	<i>Establishment and organisation of the hospitality business.</i>		x	
<i>Additional tourism services: active and passive recreation services</i>				x
<i>Wellness management and organization</i>				x

(Please add rows if necessary)

In order to complete this step, it is needed to answer the following questions:

1. What is the general evaluation of the match between compared core work processes and units of qualifications/competence fields defined in the curricula?

Majority of compared core work processes and units of qualifications/competence fields defined in the curricula fit to each other

There is only partial match between core work processes and units of qualifications/competence fields defined in the curricula

Majority of compared core work processes and units of qualifications/competence fields defined in the curricula does not fit to each other

2. Which are the units of qualifications/competence fields of your curricula that do not correspond to the core work processes? Are these competence fields important for the execution of work in a given occupation?

A3 Comparison of core competences derived from the core work processes with the competences of corresponding units of qualifications/competence fields in the curricula

The further analysis and comparison of core work process and curricular competences should be proceeded by using the following table:

Table 3. Comparison of core competences of work processes and curricular

Core work processes	Core competences derived from the core work processes	Competences of corresponding units of qualifications/competence fields in curricula	Complete match	Partial match	No match found
<i>Example:</i> <i>Receiving guests</i>	<i>Welcome and see off guests</i>				<i>x</i>
	<i>Collect information on the needs of holidaymakers</i>	<i>To apply IT for collecting and analysis of data for learning and professional activity.</i>		<i>x</i>	
	<i>Evaluate recreation opportunities</i>				<i>x</i>
	<i>Provide information to guests on accommodation services, places of interest in a city, events and landmarks the guests intend to visit</i>	<i>To provide various information to the guests and customers.</i>	<i>x</i>		
	<i>Prepare and share information about the arriving guests and their requests with other hotel service departments as well as prepare reports on service orders</i>	<i>To identify the needs of hospitality services.</i>	<i>x</i>		
	<i>Inform customers and service providers about new recreation services and their effectiveness</i>				<i>x</i>
	<i>Manage of hospitality customers service</i>	<i>Help to address a variety of issues raised</i>			
<i>Handle complaints and suggestions from customers</i>					<i>x</i>

(Please add rows if necessary)

In the first column there should be listed the core work processes, in the second column - core competences derived from the core work processes. The third column should include competences of corresponding units of qualifications/competence fields in your curricular. In order to complete the comparison, it is needed to answer the following questions:

1. What is the general evaluation of the match between compared core competences of work processes and competences defined in the curricula?

Majority of compared competences of work processes and the competences defined in the curricula fit to each other

There is only partial match between compared competences of work processes and the competences defined in the curricula

Majority of compared competences of work processes and the competences defined in the curricula does not fit to each other

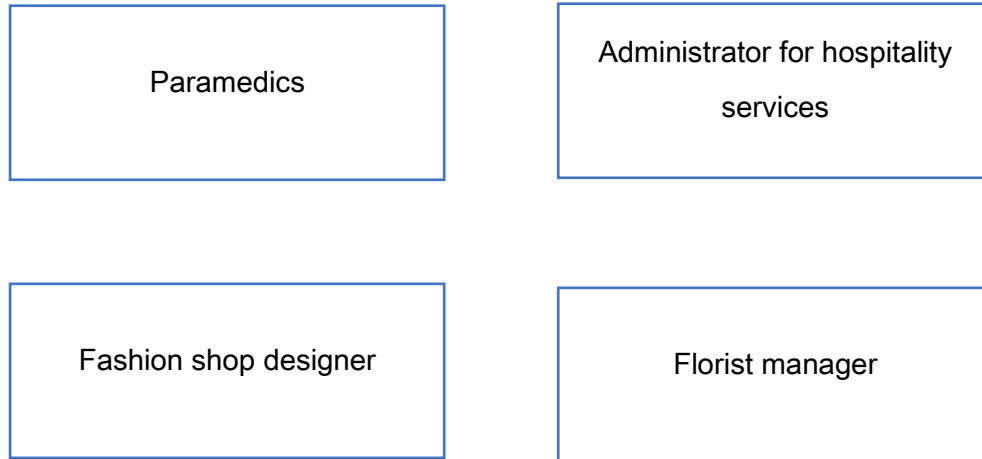
2. Which are the competence of your curricula that do not correspond to the core competences derived from work processes? Are these competences important and for the execution of work in a given occupation?

3. Recommendations concerning curriculum design?

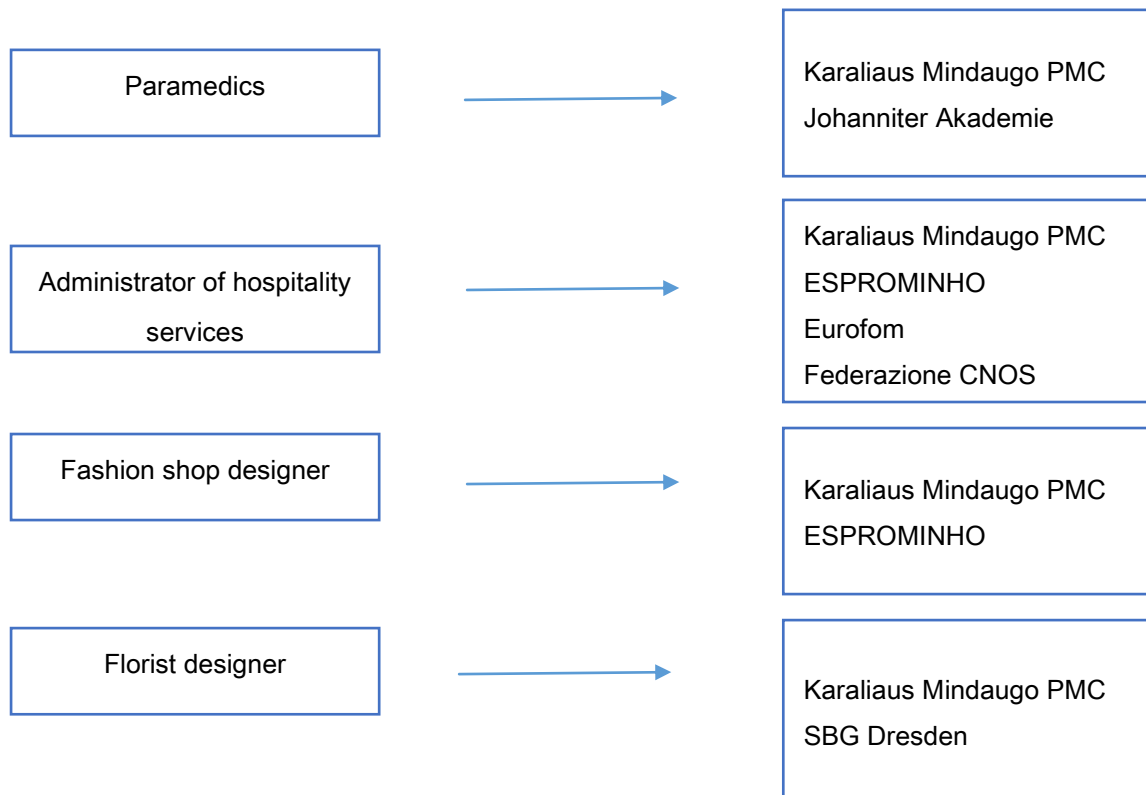
B Synthesis Report on findings

B1 Identification of the list of core work processes and related competences of the occupation

Based on the project aims the consortium worked with the following occupations:



The identification of work processes and related competences were divided according to the professional background of each participating organization.



Four lists of core work processes and related competences have been produced:

Administrator of hospitality services

Unit of core work processes	Final core work process	Related core competences <i>Administrator of hospitality services is able to...</i>
CUSTOMER RELATIONS	Deal with guests, consultation and sales	Welcome and see off guests
		Collect information on the needs of holidaymakers
		Evaluate recreation opportunities
		Provide information to guests on accommodation services, places of interest in a city, events and landmarks the guests intend to visit
		Prepare and share information about the arriving guests and their requests with other hotel service departments as well as prepare reports on service orders
		Inform customers and service providers about new recreation services and their effectiveness
	Manage of hospitality customers service	Help to address a variety of issues raised
		Handle complaints and suggestions from customers
HUMAN RESOURCE MANAGEMENT	Organize and coordinates the team work	Cares about the staff relations
		Relates with staff from each service
	Ensure the management and functional human work team	Coordinate the team's activities
		Guide and support the team
INTERNAL ORGANISATION	Management of a quality system	Control the quality of service provided by the companies which have concluded the contract
	Management of the operational processes of the department, according to parameters of efficiency, effectiveness and quality	Develop a plan of work, divide work in accordance with priorities
		Set the organization chart of all services, and the flow of work, responsibilities and team functions
		Set channels and information within all services
		Define and control the rules of all services, as well as the procedures for operations, inventory and maintenance of equipment and utensils
	Management of health and safety rules	Develop a safety plan
SERVICES	Management of the main tourist services:	Organize and manage guest accommodation at a hotel, guesthouse or other company providing accommodation services

	accommodation and catering	Accept, coordinate and confirm hotel service bookings
		Coordinate the management of the rooms preparation
		Organize and manage catering in a hotel, guest house or other company providing catering services
		Coordinate the work of kitchen staff, waiters and bartenders
	Management of additional tourism services: active and passive recreation services	Organize and administer the entertainment of guests in a hotel or select offers from the companies offering similar type of service
		Analyse the demand for organized tourism and leisure activities
		Prepare individual hospitality packages on request of guests
		Develop sustainable tourism packages (product development, product design development, product sales and feedback assessment)
	Management and organization of a wellness service	Organise a complete offer regarding wellness activities
	COMMERCIAL MANAGEMENT AND CONTROL	Management of the budget, costs and resources
Familiarize with the principles of preparing a quotation		
Define business goals for all services		
Management of the purchases		Knowledge of the market
		Analyse the needs
Preparation and management of the main contracts between organizers, sellers and consumers of tourism services.		Prepare legal documents
	Manage the conflicts	
STRATEGIC MARKETING, ADVERTISING AND SALES PROMOTION	Management of commercial, marketing and quality policy of services	Define business goals for all services
		Define marketing and sales strategies, taking into account the customer profile
		Analyse and evaluate business results through statistical analysis and preparation of follow up reports
		Define the type of commercial campaigns and their media
		Define marketing and sales strategies, taking into account the customer profile
		Use the opportunities offered by the WEB (online booking, e-commerce, Google adwords,...)
		Monitor the customer satisfaction
		Improve the customer loyalty

Paramedic

Unit of core work processes	Final core work process	Related core competences <i>Paramedic is able to...</i>
COMMUNICATION AND CONSULTANCY	Communication and cooperation	Apply the established rules and regulations for professional communication and cooperation
		Communicate with the staff working in the areas of healthcare, social welfare, national defence and education
		Communicate using native and foreign language accurately
	Counsel of the patient	Advise specific group of patients and their family members on medical issues
		Apply measures of preventive medicine
ORGANIZATION OF WORK	Organization of emergency aid	Detec and record the position at the site and immediate initiation of necessary general security measures
		Decide on the necessity of an emergency doctor or emergency room, more staff, more life-saving appliances or for calling other medical attention, as well as implementation of the measures required
		Lead the emergency aid service in case of massive disaster
		Give instructions to a special vehicle driver providing emergency aid
		Fill in medical documentation
		Apply the principles of emergency aid provision
		Use the means of communication installed in the ambulance and dispatcher office
IMPLEMENTATION OF TASKS	Provision of emergency aid services	Understand anatomical, physiological and pathological processes inside a human body
		Assess the health status of sick and injured persons, in particular recognizing a vital threat
		Provide emergency assistance to the specific group of patients
		Provide emergency assistance in case of massive disaster
		Apply the principles of psychological assistance
		Give medication to a specific group of patients
		Perform special medical interventions
		Select an adequate transport destination, the monitoring of the medical condition of the patient and its development during transportation
		Appropriately transfer the patients to medical treatment, including writing and documenting their medical condition and its development

		State the death of a person
		Use necessary medical equipment when providing emergency assistance
	Exploitation of an emergency vehical	Operate special emergency vehical in accordance to traffic rules
		Drive emergency vehicle
		Be aware of medical supplies of special purpose vehicle
QUALITY	Quality assurance	Perform quality assurance and organizational measures in rescue and documentation of the applied emergency medical and tactical operational measures
		Ensure the deployment and operational capacity of rescue equipment including compliance with hygiene regulations, legal work and accident prevention regulations
		Be able to apply the knowledge of economics and management in their professional activities

Fashion shop designer

Unit of core work processes	Final core work process	Related core competences <i>Paramedic is able to...</i>
CUSTOMER SERVICES	Costumer attendance	Welcome the customers
		Identify and assess the motivations/ needs of the costumers
		Provide personnal fashion advice (trends, fashion and styling tips, image consulting)
		Design integral clothing style
		Guide the customer and perform a sale
		Serve the customers in different foreign languages
		Handle complaints and suggestions from customers
		Meet the customers requirements and needs
TEAM MANAGEMENT	Organization and coordination of the team	Take part in staff selection and recruitment
		Organize schedules and team work
		Coordinate the team's activities and manage conflict situations between team members, problem solving
		Guide and support the team
	Development of employees image	Complete the uniform
		Implement developed clothing style
SHOP MANAGEMENT	Work Organization	Develop a plan of work, divide work in accordance with timetables and shifts
		Define the business sales goals
		Set the shop organization chart, the flow of work, responsibilities and team functions
		Define and control the shop rules as well as the procedures for operations, inventory and maintenance of work space
		Contact with suppliers and other store managers
		Control the quality of services provided by the companies
	Management of health and safety rules	Develop a safety plan
MARKETING	Management of strategic positioning of services	Define and control the rules of all services as well as the procedures for operations, inventory and maintenance.
		Diversify of products and services
		Analyse consuming habits
		Identify the state of marketing mix components and their relationship with the fashion cycle
	Management of commerce, marketing and quality policy of	Define marketing and sales strategies taking into account the customer profile and prepare the follow up reports
		Define business goals for all services, analyse and evaluate

	services	business results
SHOP DESIGN AND DECORATION	Identification of the Intervention area - exhibition areas , products and target audience	Define the display areas
		Make an artistic and functional analysis of the space
		Apply the laws of visual composition
		Identify and characterize products and target audience
	Design of interior and display areas	Display the accessories to the interior spaces
		Build a detailed and informative design project
		Define decoration elements, materials and tools
		Implement the design project

Florist manager

Unit of core work processes	Final core work process	Related core competences <i>Paramedic is able to...</i>
ORAGANIZATION OF WORK	Organization of production processes: work place setup, workflow planning, the use and maintenance of tools, occupational safety, environmental safety	Organize work processes and work allocation
		Manage assistants in organizing the workflow
		Provide help for colleagues with any issues and in the event of problems
MANAGEMENT OF MATERIALS	Plant materials: plants recognition, botany, assortment, purchase, maintenance, storage	Manage vitality processes of plants, summarizing the situation, distributing tasks and controlling them
		Responsibly take care of product assortment and storage
		Draws conclusions about the stock of goods, storage and procurement, responsibly arranging orders and purchases
		Reasonably plan short-term and long-term changes
	Non-plant materials: assortment, supply, maintenance, storage	Competently control the process of valuable material separation and waste minimization
		Monitor changes in a store, draws conclusions about purchases, range extensions and changes Independently or by agreement purchases wholesale and in trade fairs
IMPLEMENTATION AND ORGANIZATION OF PRODUCTION	Production techniques , methods of fastening and fitting: - cutting, fixing chenille wires, tying, work with electrical appliances; - sizing, spinning, weaving, work organization, work with electrical appliances	Independently determine processing techniques
		Independently choose the best conventional techniques consistent with the materials selected
		React to seasonal trends
		Organize work processes
	Formating and composition: - basic principles: design theory, theory of colours, styles, shapes, drawing, basics of composition;	Independently recognize, describe and implement the basics of composition
		Draw floral sketches and explain them to others.
		Combine customer requirements with the rules of composition
		Show and explain production techniques for team members, give advice on plant care
Performs planting, depending on the needs, maintenance, the		

	<ul style="list-style-type: none"> - production techniques: twined / hand-tied products, special arrangement, fastened, joined products, planted items; - thematic and special occasion products; - design concepts for expositions and special events. 	life span, proportions or color of a particular plant
		Calculate the costs of final products
		Create table decorations, thematic floral products
		See natural environment and create free forms (sculptures, floral art)
		Responsibly meet hygiene and environmental requirements
CUSTOMER SERVICE AND MARKETING	Consultation and sales	Independently manage daily activities in a store
		Review the progress of business, responding to concerns, addressing complaints, able to explain the course of action
		Understands and implement the economic activity of the company (shop)
		Independently manage the accounts
		Independently and reliably fulfil assignments from placing orders for flowers to giving them to customers
		Understand customer needs and on the basis of expertise, offer appropriate guidance
		Respond to the situation changes constructively and tactfully provide alternative suggestions
		Communicate with the media

B2 Comparison of core work processes and units of qualifications/competence fields defined in the curricula

Comparison of core work processes and units of qualifications/competence fields defined in the curricula of **Administrator of hospitality service in Lithuania**

Core work processes	Units of qualifications/competence fields defined in the curricula	Complete match	Partial match	Mismatch
Deal with guests, consultation and sales	Provision and administration of the accommodation services in the hospitality enterprises	X		
Management of hospitality customers service	Establishment and organisation of the hospitality business.		X	
Organization and coordination of the team work	Organisation of the continuous work process in the hospitality enterprises	X		
Management and empowerment of the staff	Organisation of the continuous work process in the hospitality enterprises	X		
Management of a quality system	Establishment and organisation of the hospitality business		X	
Management of the operational processes of the department, according to parameters of efficiency, effectiveness and quality	Organisation of the continuous work process in the hospitality enterprises	X		
Management of health and safety rules	Establishment and organisation of the hospitality business		X	
Management of the main tourist services: accommodation and catering	Provision and administration of the catering services in the hospitality enterprises; Provision and administration of the accommodation services in the hospitality enterprises	X		
Management of additional tourism services: active and passive recreation services				X

Management and organization of a wellness service				X
Management of the budget, costs and resources	Establishment and organisation of the hospitality business.		X	
Management of the purchases	Establishment and organisation of the hospitality business.		X	
Preparation and management of the main contracts between organizers, sellers and consumers of tourism services.	Organisation of the continuous work process in the hospitality enterprises		X	
Management of commercial, marketing and quality policy of services	Collecting, analysis and presentation of data about the hospitality sector		X	

Evaluation:

1. *What is the general evaluation of the match between compared core work processes and units of qualifications/competence fields defined in the curricula ?*

There is only partial match between core work processes and units of qualifications/competence fields defined in the curricula

2. *Which are the units of qualifications/competence fields of your curricula that do not correspond to the core work processes? Are these competence fields important for the execution of work in a given occupation?*

Management of additional tourism services: active and passive recreation services

Management and organization of a wellness service

Management of a quality system

Management of health and safety rules

Comparison of core work processes and units of qualifications/competence fields defined in the curricula of **Administrator of hospitality service in Italy**

Core work processes	Units of qualifications/competence fields defined in the curricula	Complete match	Partial match	Mismatch
Deal with guests, consultation and sales	Marketing and customer relation		x	
Management of hospitality customers service	Customer Relationship Management	x		
Organization and coordination of the team work	Business (tourism sector) organization		x	
Management and empowerment of the staff	Business (tourism sector) organization, Techniques of communication in management		x	
Management of a quality system	Quality and environment: the sustainability the tourist industry		x	
Management of the operational processes of the department, according to parameters of efficiency, effectiveness and quality	Quality and environment: the sustainability the tourist industry		x	
Management of health and safety rules	Responsible for Prevention and Protection Service (RSPP) - Safety in tourism sector	x		
Management of the main tourist services: accommodation and catering	Business (tourism sector) organization		x	
Management of additional tourism services: active and passive recreation services	Tourism resources and cultural heritage of the terrotiry - Promotion and enhancement of cultural	x		

	heritage, with reference to the integrated tourism			
Management and organization of a wellness service	Business (tourism sector) organization			x
Management of the budget, costs and resources	Revenue management	x		
Management of the purchases	Revenue management	x		
Preparation and management of the main contracts between organizers, sellers and consumers of tourism services.	Economics and management of touristic companies	x		
Management of commercial, marketing and quality policy of services	Operational marketing		x	

Evaluation:

1. *What is the general evaluation of the match between compared core work processes and units of qualifications/competence fields defined in the curricula ?*

Units of qualifications of the chosen existing curricular completely or partially match with the core work processes. The specific services like organization of a wellness service is little or not covered at all

2. *Which are the units of qualifications/competence fields of your curricula that do not correspond to the core work processes? Are these competence fields important for the execution of work in a given occupation?*

Management and organization of a wellness service

Comparison of core work processes and units of qualifications/competence fields defined in the curricula of **Administrator of hospitality service in Portugal**

Core work processes	Units of qualifications/competence fields defined in the curricula	Complete match	Partial match	Mismatch
Deal with guests, consultation and sales	Public Relations and branding in the tourist activity		x	
Management of hospitality customers service	System for clients management		x	
Organization and coordination of the team work	Leadership and management; Management of Human Resources - Interpersonal relationships	x		
Management and empowerment of the staff	Staffing	x		
Management of a quality system				x
Management of the operational processes of the department, according to parameters of efficiency, effectiveness and quality	Introduction to the Business system; Implementation and evaluation of the business management system		x	
Management of health and safety rules	Hygiene and Safety in Accommodation	x		
Management of the main tourist services: accommodation and catering	Management and organisation of the floors services; Laundry; Theory of accomodation		x	
Management of additional tourism services: active and passive recreation services	Tendencies in the hospitality services		x	
Management and organization of a wellness service				x

Management of the budget, costs and resources	Budgeting in the company; Systems of accounting; Macro and micro economics		x	
Management of the purchases	Front Office Sales strategy; Organisation and evaluation of the Front Office		x	
Preparation and management of the main contracts between organizers, sellers and consumers of tourism services.	Law and ethics in tourism activities		x	
Management of commercial, marketing and quality policy of services	Marketing mix in tourism activities	x		

Evaluation:

1. What is the general evaluation of the match between compared core work processes and units of qualifications/competence fields defined in the curricula ?

There is only partial match between core work processes and units of qualifications/competence fields defined in the curricula

2. Which are the units of qualifications/competence fields of your curricula that do not correspond to the core work processes? Are these competence fields important for the execution of work in a given occupation?

Management of a quality system

Management and organization of a wellness service

Comparison of core work processes and units of qualifications/competence fields defined in the curricula of **Paramedic in Lithuania**

Core work processes	Units of qualifications/competence fields defined in the curricula	Complete match	Partial match	Mismatch
Communication and cooperation	Professional communication and cooperation	x		
Counsel of the patient	Consultation of patients and application of primary preventional healthcare	x		
Organization of emergency aid	Organization of rendering of primary preventional healthcare	x		
Provision of emergency aid services	Rendering first aid	x		
Exploitation of an emergency vehical	Training the driving skills of driver, whose occupation is paramedic		x	
Quality assurance				x

Evaluation:

1. *What is the general evaluation of the match between compared core work processes and units of qualifications/competence fields defined in the curricula ?*

Majority of compared core work processes and units of qualifications/competence fields defined in the curricula fit to each other

2. *Which are the units of qualifications/competence fields of yoru curricula that do not correspond to the core work processes? Are these competence fields important for the execution of work in a given occupation?*

Work processes were compared with level IV "Paramedic" curricula. All work processes corresponds units of qualifications, except Quality assurance work processe which doesn't have equivalent within curricula

Comparison of core work processes and units of qualifications/competence fields defined in the curricula of **Paramedic in Germany**

Core work processes	Units of qualifications/competence fields defined in the curricula	Complete match	Partial match	Mismatch
Communication and cooperation	Kommunikation und Interaktion mit sowie Beratung von hilfeschenden und hilfebedürftigen Menschen unter Berücksichtigung des jeweiligen Alters sowie soziologischer und psychologischer Aspekte	x		
	In Gruppen und Teams zusammenarbeiten	x		
Counsel of the patient	Notfallsituationen bei Menschen aller Altersgruppen sowie Gefahrensituationen erkennen, erfassen und bewerten	x		
Organization of emergency aid	Berufliches Selbstverständnis entwickeln und lernen, berufliche Anforderungen zu bewältigen	x		
	Auf die Entwicklung des Notfallsanitäterberufs im gesellschaftlichen Kontext Einfluss nehmen	x		
Provision of emergency aid services	Abläufe im Rettungsdienst strukturieren und Maßnahmen in Algorithmen und Einsatzkonzepte integrieren und anwenden	x		
	Das Arbeiten im Rettungsdienst intern und interdisziplinär innerhalb vorhandener Strukturen organisieren	x		
Exploitation of an emergency vehical	Führen eines Rettungsmittels	x		
Quality assurance	Handeln im Rettungsdienst an Qualitätskriterien ausrichten, die an rechtlichen,	x		

	wirtschaftlichen und ökologischen Rahmenbedingungen orientiert sind			
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Evaluation:

1. What is the general evaluation of the match between compared core work processes and units of qualifications/competence fields defined in the curricula ?

All compared core work processes and units of qualifications/competence fields defined in the curricula fit to each other

2. Which are the units of qualifications/competence fields of your curricula that do not correspond to the core work processes? Are these competence fields important for the execution of work in a given occupation?

Comparison of core work processes and units of qualifications/competence fields defined in the curricula of **Fashion shop designer in Lithuania**

Core work processes	Units of qualifications/competence fields defined in the curricula	Complete match	Partial match	Mismatch
Customer attendance	To interpret a person as a physical and spiritual unity, to identify and examine the needs of concrete clients, their problems and to creatively model the ways of solving them, while holding ethical, psychological and law norms. (ID)	x		
Organization and coordination of the team	To keep the norms of professional ethics while creating and realizing the individualistic image concept; to work independently and in a team, to communicate and cooperate (ID)		x	
Development of employees image	To project the image of a client and main elements (project and/or replenishment the suit; model the hairstyle; correct the face and make up; to join the elements of image into the whole) (ID)	x		
Work Organization	To ground the main features of regulation of intellectual property, to ascertain the organisation and financial activity elements. (ID)		x	
Management of health and safety rules	The choice, use and supervision of tools and working materials (Hairdresser training programme)		x	
Management of strategic positioning of services				x
Management of commerce, marketing and quality policy of services				x

Identification of the Intervention area - exhibition areas , products and target audience	To apply theoretical knowledge while evaluating the situation of concrete client, while preparing the projects in the field of arts and dealing with the practical problems of image design; to show learning skills, which are necessary for the constant improvement of professional abilities in creation of image design . (ID)		x	
Design of interior and display areas	To plan and organize a creative process while realizing an image project; to present created image project, to evaluate the quality of individual image project, to consult the client on the creation and change of individual image. (ID)	x		

Evaluation:

1. What is the general evaluation of the match between compared core work processes and units of qualifications/competence fields defined in the curricula ?

There is only partial match between core work processes and units of qualifications/competence fields defined in the curricula

2. Which are the units of qualifications/competence fields of your curricula that do not correspond to the core work processes? Are these competence fields important for the execution of work in a given occupation?

No match found:

Management of strategic positioning of services

Management of commerce, marketing and quality policy of services

The work processes are not necessary for a newly created programme and they can be developed as additional chosen programme modules.

Partial match:

Organization and coordination of the team

Work Organization

Management of health and safety rules

Identification of the Intervention area - exhibition areas , products and target audience

Some part of not fully realized working processes should be supplemented just with certain knowledge. Work organization can be joined to

Marketing, while grouping competencies and leaving them as an optional module.

Comparison of core work processes and units of qualifications/competence fields defined in the curricula of **Fashion shop designer in Portugal**

Core work processes	Units of qualifications/competence fields defined in the curricula	Complete match	Partial match	Mismatch
Customer attendance	Communication techniques applied to the business field; Simulation of a business relationship		X	
Organization and coordination of the team	Human behaviour in organisations, Project management	X		
Development of employees image	Clothing technology/production of clothes		X	
Work Organization	Negotiation and methods practices		X	
Management of health and safety rules	Hygiene, safety and ergonomoy	X		
Management of strategic positioning of services	Fashion Marketing, Introduction to Fashion business		X	
Management of commerce, marketing and quality policy of services	Production quality and organisation, Business management and entrepreneurship, Law and business ethics		X	
Identification of the Intervention area - exhibition areas , products and target audience	Textile collections, Business and Marketing strategies , Introduction to technical and funcional textiles		X	
Design of interior and display areas				X

Evaluation:

1. What is the general evaluation of the match between compared core work processes and units of qualifications/competence fields defined in the curricula ?

Majority of compared core work processes and units of qualification/competence fields defined in the curricula partial match to each other

2. Which are the units of qualifications/competence fields of your curricula that do not correspond to the core work processes? Are these competence fields important for the execution of work in a given occupation?

No match found

Design of interior and displays areas

Partial match

Customer attendance

Development of employees image

Work organization

Management of strategic positioning of services

Management of commerce, marketing and quality policy of services

We have filled in this table according to the Specialist in Fashion Business level V Curricula whose aim is to prepare, plan and perform many tasks in the field of products/services sales in textile industrial companies, clothing companies and fashion products business

B3 Comparison of core competences derived from the core work processes with the competences of corresponding units of qualifications/competence fields in the curricula

Comparison of Administrator of hospitality services competences derived from core work processes and curricula. Lithuania

Core work processes	Core competences derived from the core work processes	Competences of corresponding units of qualifications/competence fields in curricula	Complete match	Partial match	Mismatch
Deal with guests, consultation and sales	Welcome and see off guests				x
	Manage booking and reservation systems, check in/ out process, front office accounting procedures				
	Communicate in foreign languages - linguistic skills				
	Collect information on the needs of holidaymakers	To apply IT for collecting and analysis of data for learning and professional activity.		x	
	Evaluate recreation opportunities				x
	Provide information to guests on accommodation services, places of interest in a city, events and landmarks the guests intend to visit	To provide various information to the guests and customers	x		
	Prepare and share information about the arriving guests and their requests with other hotel service departments as well as prepare reports on service orders	To identify the needs of hospitality services.	x		
	Inform customers and service providers about new recreation services and their effectiveness				x
Management of	Help to address a variety of issues raised				x

hospitality customers service	Handle complaints and suggestions from customers				x
Organization and coordination of the team work	Care about the staff relations	To recruit and employ/ fire the employee by following corresponding procedures and legal regulations; To identify the reasons of turnover of employees in the hospitality enterprise; To search the new employees for recruitment purpose.		x	
	Relate with the staff from each service				x
Management and empowerment of the staff	Coordinate the team's activities and manage conflict situations between team members, problem solving	To prepare the strategies of employee motivation and promotion.		x	
	Guide and support the team	To prepare the career plans of employees.		x	
Management of a quality system	Control the quality of service provided by the companies which have concluded the contract				
Management of the operational processes of the department, according to parameters of efficiency, effectiveness and quality	Develop a plan of work, divide work in accordance with priorities				
	Set the organization chart of all services, and the flow of work, responsibilities and team functions	To prepare the plan of human resource management of the hospitality enterprise; To select the staff for the hospitality enterprise; To prepare the plan of staffing for the hospitality enterprise.		x	
	Set channels and information within all services				
	Define and control the rules of all services, as well as the procedures for operations, inventory and maintenance of equipment and				

	utensils				
Management of health and safety rules	Develop a safety plan	To prepare the legal documents needed for the business activities		x	
Management of the main tourist services: accommodation and catering	Organize and manage guest accommodation at a hotel, guesthouse or other company providing accommodation services	To use the hotel reservation systems in Lithuania	x		
	Accept, coordinate and confirm hotel service bookings	To manage accommodation orders; To execute the reservation of rooms by following instructions; To prepare the invoice for hospitality services.	x		
	Coordinate the management of the rooms preparation				
	Organize and manage catering in a hotel, guest house or other company providing catering services				
	Coordinate the work of kitchen staff, waiters and bartenders				
Management of additional tourism services: active and passive recreation services	Organize and administer the entertainment of guests in a hotel or select offers from the companies offering similar type of service				
	Analyse the demand for organized tourism and leisure activities				
	Prepare individual hospitality packages on request of guests				
	Develop sustainable tourism packages				

	(product development, product design development, product sales and feedback assessment)				
Management and organization of a wellness service	Organise a complete offer regarding wellness activities				
Management of the budget, costs and resources	Keep under control the incomes and the outcomes	To execute accounting and bookkeeping processes of the hospitality business; To fill in the form of balance according to provided data; To fill in the report of profit and losses by using provided data; To evaluate financial parameters of the business in the hospitality enterprise.		x	
	Familiarize with the principles of preparing a quotation				
	Define business goals for all services				
Management of the purchases	Knowledge of the market				
	Analyse the needs				
Preparation and management of the main contracts between organizers, sellers and	Prepare legal documents				
	Manage the conflicts				

consumers of tourism services.					
Management of commercial, marketing and quality policy of services	Define business goals for all services	To present the provided services of hospitality enterprise		x	
	Define marketing and sales strategies, taking into account the customer profile	To develop the principles of marketing strategy of hospitality enterprise; To prepare the business plan.	x		
	Analyse and evaluate business results through statistical analysis and preparation of follow up reports	To execute market analysis of hospitality enterprise; To create the publicity of hospitality enterprise; To present created publicity and to analyse the impact of publicity to the behaviour of guests.	x		
	Define the type of commercial campaigns and their media				
	Define marketing and sales strategies, taking into account the customer profile	To prepare the marketing plan of hospitality enterprise	x		
	Use the opportunities offered by the WEB (online booking, e-commerce, Google adwords,...)				
	Monitor the customer satisfaction				
	Improve the customer loyalty				

Evaluation:

1. What is the general evaluation of the match between compared core competences of work processes and competences defined in the curricula?

There is only partial match between compared competences of work processes and the competences defined in the curricula

2. Which are the competence of your curricula that do not correspond to the core competences derived from work processes? Are these competences important ant for the execution of work in a given occupation?

There can be noticed two main differences:

1. Majority of the competences of VET curriculum of "Hospitality service manager" (LTQF/EQF level5) are narrower and more specialised than the competences derived from the work process description.
2. The VET curriculum excludes the competences related to the provision of special hospitality services: recreation tourism services, sustainable tourism services, organisation of entertainment.
3. The VET curriculum includes the competences of provision of simple catering services, including preparation of snacks and meals, that can be referenced to the EQF level 3. Such competences are not included in the work process descriptor.

3. Recommendations concerning curriculum design

To revise the design of the competences of VET curriculum "Hospitality service manager" (LTQF/EQF level5) seeking to widen the scope of some competences referring to the requirements of the work process.

To develop the specialisation modules in the fields of recreation tourism services, sustainable tourism services and organisation of entertainment and cultural services for guests.

Comparison of Administrator of hospitality services competences derived from core work processes and curricula. Italy

Core work processes	Core competences derived from the core work processes	Competences of corresponding units of qualifications/competence fields in curricula	Complete match	Partial match	Mismatch
Deal with guests, consultation and sales	Welcome and see off guests	Linguistic competencies (Business English) - Interpersonal communication techniques	x		
	Manage booking and reservation systems, check in/ out process, front office accounting procedures				x
	Communicate in foreign languages - linguistic skills				x
	Collect information on the needs of holidaymakers	Computer skills - ICT and Web marketing - Interpersonal communication techniques - Linguistic competences	x		
	Evaluate recreation opportunities	Touristic and cultural resources of the territory, Promotion and valorization of the cultural heritage in the framework of integrated tourism	x		
	Provide information to guests on accommodation services, places of interest in a city, events and landmarks the guests intend to visit	Linguistic competencies (Business English) - Interpersonal communication techniques) - Touristic and cultural resources of the territory	x		
	Prepare and share information about the arriving guests and their requests with other hotel service departments as well as prepare reports on service orders	Interpersonal communication techniques) - Business (in tourism sector) organization			x
	Inform customers and service providers about new recreation services and their effectiveness	Linguistic competencies (Business English) - Interpersonal communication techniques) - Touristic and cultural resources of the	x		

		territory			
Management of hospitality customers service	Help to address a variety of issues raised	Customer Relationship Management - Interpersonal communication techniques	x		
	Handle complaints and suggestions from customers	Customer Relationship Management - Interpersonal communication techniques	x		
Organization and coordination of the team work	Care about the staff relations	Business organization - Techniques of communication in management		x	
	Relate with the staff from each service	Business organization - Techniques of communication in management		x	
Management and empowerment of the staff	Coordinate the team's activities and manage conflict situations between team members, problem solving	Business organization - Techniques of communication in management		x	
	Guide and support the team	Business organization - Techniques of communication in management		x	
Management of a quality system	Control the quality of service provided by the companies which have concluded the contract	Techniques of communication in management - Economics and Management of tourism enterprise - Business organization		x	
Management of the operational processes of the department, according to	Develop a plan of work, divide work in accordance with priorities				x
	Set the organization chart of all services, and the flow of work, responsibilities and team functions				x

parameters of efficiency, effectiveness and quality	Set channels and information within all services				x
	Define and control the rules of all services, as well as the procedures for operations, inventory and maintenance of equipment and utensils				x
Management of health and safety rules	Develop a safety plan	Law in Tourism sector - Security in the sector of tourism	x		
Management of the main tourist services: accommodation and catering	Organize and manage guest accommodation at a hotel, guesthouse or other company providing accommodation services	Business organization		x	
	Accept, coordinate and confirm hotel service bookings	ICT for operators in the tourism sector -Business organization	x		
	Coordinate the management of the rooms preparation	ICT for operators in the tourism sector -Business organization	x		
	Organize and manage catering in a hotel, guest house or other company providing catering services	Business organization			x
	Coordinate the work of kitchen staff, waiters and bartenders	Business organization			x
Management of additional tourism services: active and passive	Organize and administer the entertainment of guests in a hotel or select offers from the companies offering similar type of service	Tourism resources and cultural heritage of the territory - Promotion and enhancement of cultural heritage, with reference to the integrated tourism - Business organization		x	
	Analyse the demand for organized tourism and leisure activities			x	

recreation services	Prepare individual hospitality packages on request of guests			x	
	Develop sustainable tourism packages (product development, product design development, product sales and feedback assessment)			x	
Management and organization of a wellness service	Organise a complete offer regarding wellness activities	Business organization			x
Management of the budget, costs and resources	Keep under control the incomes and the outcomes	Law in tourism sector - Revenue Management - Economics and Management of tourism enterprises	x		
	Familiarize with the principles of preparing a quotation	Law in tourism sector - Revenue Management - Economics and Management of tourism enterprises		x	
	Define business goals for all services	Law in tourism sector - Revenue Management - Economics and Management of tourism enterprises - Strategic analysis of the tourism sector	x		
Management of the purchases	Knowledge of the market	Strategic analysis of the tourism sector - Operational Marketing	x		
	Analyse the needs	Strategic analysis of the tourism sector - Operational Marketing	x		
Preparation and management of	Prepare legal documents	Law in tourism sector - Revenue Management - Economics and Management of tourism enterprises - Business organization	x		

the main contracts between organizers, sellers and consumers of tourism services.	Manage the conflicts	Interpersonal communication - Techniques of communication in management - Customer relationship management		x	
Management of commercial, marketing and quality policy of services	Define business goals for all services	Economics and Management of tourism enterprises - Strategic analysis of the tourism sector - Business organization	x	x	
	Define marketing and sales strategies, taking into account the customer profile	Economics and Management of tourism enterprises - Strategic analysis of the tourism sector - Operational marketing - Web marketing and multimedia	x		
	Analyse and evaluate business results through statistical analysis and preparation of follow up reports	Economics and Management of tourism enterprises - Strategic analysis of the tourism sector - Operational marketing - Web marketing and multimedia	x		
	Define the type of commercial campaigns and their media	Economics and Management of tourism enterprises - Strategic analysis of the tourism sector - Operational marketing - Web marketing and multimedia	x		
	Define marketing and sales strategies, taking into account the customer profile	Economics and Management of tourism enterprises - Strategic analysis of the tourism sector - Operational marketing - Web marketing and multimedia	x		
	Use the opportunities offered by the WEB (online booking, e-commerce, Google adwords,...)	ICT for tourism operators - Informatics for economy - Web marketing and multimedia	x		

	Monitor the customer satisfaction	Economics and Management of tourism enterprises - Strategic analysis of the tourism sector - Operational marketing - Web marketing and multimedia		x	
	Improve the customer loyalty	Economics and Management of tourism enterprises - Strategic analysis of the tourism sector - Operational marketing - Web marketing and multimedia		x	

Evaluation:

1. What is the general evaluation of the match between compared core competences of work processes and competences defined in the curricula?

Majority of compared competences of work processes and the competences defined in the curricula completely or partially fit to each other

2. Which are the competence of your curricula that do not correspond to the core competences derived from work processes? Are these competences important ant for the execution of work in a given occupation?

Management of the operational processes of the department, according to parameters of efficiency, effectiveness and quality. Organize and manage catering in a hotel, guest house or other company providing catering services. Coordinate the work of kitchen staff, waiters and bartenders. Organise a complete offer regarding wellness activities. To summarize the internal organization competences as well as catering and practical skills in kitchen and in wellness centres are still missing and are not present in the existing curricular.

Comparison of Administrator of hospitality services competences derived from core work processes and curricula. Portugal

Core work processes	Core competences derived from the core work processes	Competences of corresponding units of qualifications/competence fields in curricula	Complete match	Partial match	Mismatch
Deal with guests, consultation and sales	Welcome and see off guests	Public relations / communication techniques/ languages applied to hotel management	X		
	Manage booking and reservation systems, check in/ out process, front office accounting procedures				x
	Communicate in foreign languages - linguistic skills				x
	Collect information on the needs of holidaymakers	Strategic planning and identification of the target group / sales strategy/Daily and periodic checks: reservations control; sales control; cash control; accounts control; invoicing control; transfers control	X		
	Evaluate recreation opportunities	Public relations / communication techniques		X	
	Provide information to guests on accommodation services, places of interest in a city, events and landmarks the guests intend to visit	Public relations / communication techniques/Customers cycle: reservation, arrival, reception, stay, departure.			
	Prepare and share information about the arriving guests and their requests with other hotel service departments as well as prepare reports on service orders	Reception service according to workshifts / Organizational structure and function of Front Office / Forms of internal and external communication/Management reports	X		
	Inform customers and service providers about new recreation services and their effectiveness	Public relations / communication techniques / handling of bookings and elaboration of small budgets/Individual or group reservations	X		

Management of hospitality customers service	Help to address a variety of issues raised	Customers complaints and suggestions	X		
	Handle complaints and suggestions from customers	Customer relationship management	X		
Organization and coordination of the team work	Care about the staff relations	Communication in the interpersonal relationships	X		
	Relate with the staff from each service	The individual within the organizations		X	
Management and empowerment of the staff	Coordinate the team's activities and manage conflict situations between team members, problem solving	Adequate strategies for the conflicts resolution	X		
	Guide and support the team	The role of motivation in behaviours	X		
Management of a quality system	Control the quality of service provided by the companies which have concluded the contract	Means of payment for services			X
Management of the operational processes of the department, according to parameters of efficiency, effectiveness and quality	Develop a plan of work, divide work in accordance with priorities				
	Set the organization chart of all services, and the flow of work, responsibilities and team functions	Program of yield management /revenue management/performance evaluation		X	
	Set channels and information within all services	Methods of optimization of revenues through sales techniques, training and performance evaluation/professional functions in the organization, description of functions, recruitment process, implementation of procedures of integration, reception of new employees, evaluate workteams according to the organizational objectives and apply the		X	

		correct procedures			
	Define and control the rules of all services, as well as the procedures for operations, inventory and maintenance of equipment and utensils	Integrated and lifelong training		X	
Management of health and safety rules	Develop a safety plan	Implement systems of equipment management in order to ensure the service of front office, customer service and communication between departments/storage, distribution and product stocks,material and equipments - storage, distribution, stock and inventory		X	
Management of the main tourist services: accommodation and catering	Organize and manage guest accommodation at a hotel, guesthouse or other company providing accommodation services	Functions and responsibilities of the different actors of the door service/	X		
	Accept, coordinate and confirm hotel service bookings	Hotel management software and network IT systems / individual or group reservations / customer cycle: reservation, arrival, reception, stay, departure / consuming debits; check in and check out;	X		
	Coordinate the management of the rooms preparation	The role of the door service in the organizational structure of a hotel unit	X		
	Organize and manage catering in a hotel, guest house or other company providing catering services	New tendencies in hotel industry - catering, gastronomy and wines		X	
	Coordinate the work of kitchen staff, waiters and bartenders	Distribution and organization of the services of the different actors of the door service / organization, procedures, check-list; floor supervisor, floor			X

		employee, public areas cleaner / manual of procedures of door services / tasks: rooms and bathrooms cleaning; bed preparing; public areas cleaning, equipment control; checking and inspection; conservation and maintenance of the floor services; quality of the customer services			
Management of additional tourism services: active and passive recreation services	Organize and administer the entertainment of guests in a hotel or select offers from the companies offering similar type of service	Stages of organization events - planning, organization, execution		X	
	Analyse the demand for organized tourism and leisure activities	Hotel products		X	
	Prepare individual hospitality packages on request of guests	New tendencies in the hotel industry / tourism tendencies		X	
	Develop sustainable tourism packages (product development, product design development, product sales and feedback assessment)	Tourism sustainable development		X	
Management and organization of a wellness service	Organise a complete offer regarding wellness activities	New tendencies in the hotel industry / health		X	
Management of the budget, costs and resources	Keep under control the incomes and the outcomes				X
	Familiarize with the principles of preparing a quotation				X
	Define business goals for all services				X
Management of	Knowledge of the market	Types of market sectors / marketing and tourist trade	X		

the purchases	Analyse the needs	Market survey - stages of the market survey	X		
Preparation and management of the main contracts between organizers, sellers and consumers of tourism services.	Prepare legal documents	Different legal forms for companies/ employment contract, working relations, selection of employees ,employees management, issues related to discrimination and harassment; legal issues related to the sector/ legal liability of the company	X		
	Manage the conflicts	Building a team and staff management	X		
Management of commercial, marketing and quality policy of services	Define business goals for all services	Marketing mix product	X		
	Define marketing and sales strategies, taking into account the customer profile	Means of payment for services		X	
	Analyse and evaluate business results through statistical analysis and preparation of follow up reports	Analysis of the reports and of the statistics related to the guests stay	X		
	Define the type of commercial campaigns and their media	Marketing and tourism activity	X		
	Define marketing and sales strategies, taking into account the customer profile	Consumer behaviour, market segmentation and target market, market surveys, strategies and prices	X		
	Use the opportunities offered by the WEB (online booking, e-commerce, Google adwords,...)	Hotel management software and network IT systems	X		
	Monitor the customer satisfaction	Customer satisfaction	X		

	Improve the customer loyalty	Customer retention	X		
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Evaluation:

1. What is the general evaluation of the match between compared core competences of work processes and competences defined in the curricula?

There is only partial match between compared competences of work processes and the competences defined in the curricula

2. Which are the competence of your curricula that do not correspond to the core competences derived from work processes? Are these competences important ant for the execution of work in a given occupation?

Management of the operational processes of the department, according to parameters of efficiency, effectiveness and quality. Organize and manage catering in a hotel, guest house or other company providing catering services. Coordinate the work of kitchen staff, waiters and bartenders. Organise a complete offer regarding wellness activities. To summarize the internal organization competences as well as catering and practical skills in kitchen and in wellness centres are still missing and are not present in the existing curricular.

Comparison of Paramedic competences derived from core work processes and curricula. Lithuania

Core work processes	Core competences derived from the core work processes	Competences of corresponding units of qualifications/competence fields in curricula	Complete match	Partial match	Mismatch
Communication and cooperation	Apply the established rules and regulations for professional communication and cooperation	To know the rules of communication and cooperation and to apply them in practice	x		
	Communicate with the staff working in the areas of healthcare, social welfare, national defence and education	To communicate with the workers of health, social care and national defence.	x		
	Communicate using native and foreign language accurately	To communicate with the workers of health, social care and national defence.		x	
Counsel of the patient	Advise specific group of patients and their family members on medical issues	To know how to consult injured and their family members.	x		
	Apply measures of preventive medicine	To know the means of both basic preventive medicine and its prophylaxis.	x		
Organization of emergency aid	Detec and record the position at the site and immediate initiation of necessary general security measures	To know the principles of giving the first aid. To know how to give first medical aid. Giving it		x	
	Decide on the necessity of an emergency doctor or emergency room, more staff, more life-saving appliances or for calling other medical attention, as well as implementation of the measures required	To know the principles of giving the first aid. To know how to give first medical aid. Giving it.		x	
	Lead the emergency aid service in case of massive disaster				x
	Give instructions to a special vehicle driver providing emergency aid				x

	Fill in medical documentation	To know and apply economical and management skills in their field.		x	
	Apply the principles of emergency aid provision	To know the principles of giving the first aid. To know how to give first medical aid. Giving it.	x		
	Use the means of communication installed in the ambulance and dispatcher office	To know the traffic rules.		x	
Provision of emergency aid services	Understand anatomical, physiological and pathological processes inside a human body	To understand physiological and pathological processes which take place in the human body.	x		
	Assess the health status of sick and injured persons, in particular recognizing a vital threat	To be able to evaluate the patient organism functions, the disorder of which causes the danger for human life.	x		
	Provide emergency assistance to the specific group of patients	To know communication and cooperation rules and to act according them. To know how to give first aid.		x	
	Provide emergency assistance in case of massive disaster	To understand the principles of giving first aid. To understand the rules of transportation of the injured. To know the means of both basic preventive medicine and its prophylaxis.		x	
	Apply the principles of psychological assistance	To know the principles of rendering psychological help.		x	
	Give medication to a specific group of patients				x
	Perform special medical interventions				x
	Select an adequate transport destination, the monitoring of the medical condition of the patient and its development during transportation	To understand the rules of transportation of the injured.	x		
	Appropriately transfer the patients to medical treatment, including writing and documenting	To know the rules of rendering pre-hospital help. To be able to apply the knowledge of economics and management in their field.		x	

	their medical condition and its development				
	State the death of a person				x
	Use necessary medical equipment when providing emergency assistance	To know how to give first aid.		x	
Exploitation of an emergency vehical	Operate special emergency vehical in accordance to traffic rules	To know traffic rules.	x		
	Drive emergency vehicle	To know how to drive special means of transport.	x		
	Be aware of medical supplies of special purpose vehicle	To know the set of medical vehicle.	x		
Quality assurance	Perform quality assurance and organizational measures in rescue and documentation of the applied emergency medical and tactical operational measures				x
	Ensure the deployment and operational capacity of rescue equipment including compliance with hygiene regulations, legal work and accident prevention regulations				x
	Be able to apply the knowledge of economics and management in their professional activities	To be able to apply the knowledge of ecomincs and mangement in their field.	x		

Evaluation:

1. What is the general evaluation of the match between compared core competences of work processes and competences defined in the curricula?

There is only partial match between compared competences of work processes and the competences defined in the curricula because comparison was made using lower level (level IV) curricula of "Paramedic"

2. Which are the competence of your curricula that do not correspond to the core competences derived from work processes? Are these competences important ant for the execution of work in a given occupation?

All level IV competences are listed in the comparison table. However, some work processes are not covered by the curricula and some of these work processes could be the basis for modules development in the next stage of the project:

Lead the emergency aid service in case of massive disaster

Give instructions to a special vehicle driver providing emergency aid

Give medication to a specific group of patients

Perform special medical interventions

State the death of a person

Perform quality assurance and organizational measures in rescue and documentation of the applied emergency medical and tactical operational measures

Ensure the deployment and operational capacity of rescue equipment including compliance with hygiene regulations, legal work and accident prevention regulations

3. Recommendations concerning curriculum design

All work processes and related competences are necessary for level V study programme. It is recommended to group listed competences in such way it would be possible to prepare modular training programme and implement student exchange within those modules of partners curricula which corresponds each other.

Comparison of Paramedic competences derived from core work processes and curricula. Germany

Core work processes	Core competences derived from the core work processes	Competences of corresponding units of qualifications/competence fields in curricula	Complete match	Partial match	Mismatch
Communication and cooperation	Apply the established rules and regulations for professional communication and cooperation	Kommunikation und Interaktion mit sowie Beratung von hilfeschenden und hilfebedürftigen Menschen unter Berücksichtigung des jeweiligen Alters sowie soziologischer und psychologischer Aspekte	x		
	Communicate with the staff working in the areas of healthcare, social welfare, national defence and education	Kommunikation und Interaktion mit sowie Beratung von hilfeschenden und hilfebedürftigen Menschen unter Berücksichtigung des jeweiligen Alters sowie soziologischer und psychologischer Aspekte	x		
	Communicate using native and foreign language accurately	In Gruppen und Teams zusammenarbeiten	x		
Counsel of the patient	Advise specific group of patients and their family members on medical issues	mit Grundkenntnissen der englischen Fachsprache fachbezogen zu kommunizieren,		x	
	Apply measures of preventive medicine	Rettungsdienstliche Maßnahmen und Maßnahmen der Gefahrenabwehr auswählen, durchführen und auswerten	x		
Organization of emergency aid	Detec and record the position at the site and immediate initiation of necessary general security measures	Notfallsituationen bei Menschen aller Altersgruppen sowie Gefahrensituationen erkennen, erfassen und bewerten	x		
	Decide on the necessity of an emergency doctor or emergency room, more staff, more life-saving appliances or for calling other medical attention, as well as implementation	Notfallsituationen bei Menschen aller Altersgruppen sowie Gefahrensituationen erkennen, erfassen und bewerten	x		

	of the measures required				
	Lead the emergency aid service in case of massive disaster	Abläufe im Rettungsdienst strukturieren und Maßnahmen in Algorithmen und Einsatzkonzepte integrieren und anwenden	x		
		Das Arbeiten im Rettungsdienst intern und interdisziplinär innerhalb vorhandener Strukturen organisieren	x		
		Handeln im Rettungsdienst an Qualitätskriterien ausrichten, die an rechtlichen, wirtschaftlichen und ökologischen Rahmenbedingungen orientiert sind	x		
	Give instructions to a special vehicle driver providing emergency aid	Das Arbeiten im Rettungsdienst intern und interdisziplinär innerhalb vorhandener Strukturen organisieren	x		
	Fill in medical documentation	das eigene Handeln an Qualitätsmanagement- und Dokumentationssystemen im Rettungsdienst auszurichten.	x		
	Apply the principles of emergency aid provision	ihre Einsatzbereitschaft und die Einsatzbereitschaft der Einsatzmittel des Rettungsdienstes einschließlich Luft-, Berg- und Wasserrettungsdienst durch tägliche Kontrolle des Materials und der Geräte anhand von Vorschriften und Checklisten sicherzustellen,	x		
	Use the means of communication installed in the ambulance and dispatcher office	mit Funk- und Kommunikationsmitteln zu arbeiten,	x		
Provision of emergency aid	Understand anatomical, physiological and pathological processes inside a human body	auf der Grundlage notfallmedizinischer Erkenntnisse und notfallrelevanter Kenntnisse der Bezugswissenschaften wie	x		

services		Naturwissenschaften, Anatomie, Physiologie,			
	Assess the health status of sick and injured persons, in particular recognizing a vital threat	Notfallsituationen bei Menschen aller Altersgruppen sowie Gefahrensituationen erkennen, erfassen und bewerten	x		
	Provide emergency assistance to the specific group of patients	Maßnahmen zur Rettung der Patientinnen und Patienten sowie medizinische Maßnahmen der Erstversorgung entsprechend dem aktuellen Stand von Wissenschaft und Technik in ihrer Zielsetzung, Art und ihrem Umfang an der Arbeitsdiagnose auszurichten und danach zu handeln,	x		
	Provide emergency assistance in case of massive disaster	bis zum Eintreffen von Leitungspersonal unter Beachtung der dann zu erwartenden Strukturen und Maßnahmen der Einsatzleitung bei außergewöhnlichen Einsatzlagen wie insbesondere Großschadensfällen, CBNR-Gefahren, terroristischen Gefahren und Katastrophen zu handeln.	x		
	Apply the principles of psychological assistance	das eigene Kommunikationsverhalten, auch unter Nutzung nonverbaler Möglichkeiten, an den spezifischen Bedürfnissen und Anforderungen in der Kommunikation und Betreuung von speziellen Patientengruppen wie Kindern, Jugendlichen, älteren Menschen, pflegebedürftigen Menschen, gesellschaftlichen Randgruppen, übergewichtigen Menschen oder hör- und sehbehinderten Menschen sowie von deren Angehörigen und von unbeteiligten Dritten auszurichten,	x		
	Give medication to a specific group of patients	das eigene Kommunikationsverhalten, auch unter Nutzung nonverbaler Möglichkeiten, an den spezifischen Bedürfnissen und	x		

		Anforderungen in der Kommunikation und Betreuung von speziellen Patientengruppen wie Kindern, Jugendlichen, älteren Menschen, pflegebedürftigen Menschen, gesellschaftlichen Randgruppen, übergewichtigen Menschen oder hör- und sehbehinderten Menschen sowie von deren Angehörigen und von unbeteiligten Dritten auszurichten,			
	Perform special medical interventions	Rettungsdienstliche Maßnahmen und Maßnahmen der Gefahrenabwehr auswählen, durchführen und auswerten	x		
	Select an adequate transport destination, the monitoring of the medical condition of the patient and its development during transportation	geeignete Hilfsmittel zur fachgerechten Lagerung und zum Transport von unterschiedlichen Patientengruppen unter Beachtung der Patienten- und Eigenschonung einzusetzen,	x		
		Maßnahmen zur fachgerechten Lagerung, Betreuung und Überwachung von unterschiedlichen Patientengruppen unter Einbeziehung der Grundregeln der Hygiene während des Transports durchzuführen,	x		
		Maßnahmen zur fachgerechten Betreuung und Überwachung unter Einbeziehung der Grundregeln der Hygiene von unterschiedlichen Patientengruppen während eines ärztlich begleiteten Sekundärtransportes durchzuführen,	x		
	Appropriately transfer the patients to medical treatment, including writing and documenting	Rettungsdienstliche Maßnahmen und Maßnahmen der Gefahrenabwehr auswählen, durchführen und auswerten	x		

	their medical condition and its development	Abläufe im Rettungsdienst strukturieren und Maßnahmen in Algorithmen und Einsatzkonzepte integrieren und anwenden	x		
		Handeln im Rettungsdienst an Qualitätskriterien ausrichten, die an rechtlichen, wirtschaftlichen und ökologischen Rahmenbedingungen orientiert sind	x		
	State the death of a person				x
	Use necessary medical equipment when providing emergency assistance	Bei der medizinischen Diagnostik und Therapie mitwirken, lebenserhaltende Maßnahmen und Maßnahmen zur Abwendung schwerer gesundheitlicher Schäden bis zum Eintreffen der Notärztin oder des Notarztes oder dem Beginn einer weiteren ärztlichen Versorgung durchführen	x		
Exploitation of an emergency vehical	Operate special emergency vehical in accordance to traffic rules	Führen eines Rettungsmittels	x		
	Drive emergency vehicle	Führen eines Rettungsmittels	x		
	Be aware of medical supplies of special purpose vehicle	Unterschiede von Rettungsdienstsystemen innerhalb der Bundesrepublik Deutschland sowie in den verschiedenen europäischen Ländern mit Blick auf die Stellung der Notfallsanitäterin oder des Notfallsanitäters zu bewerten.	x		
		das eigene Handeln an Maßnahmen zur Gefahrenabwehr und zum Eigenschutz einschließlich der Grundregeln des Infektionsschutzes auszurichten und einfache Maßnahmen sicher anzuwenden,	x		

Quality assurance	Perform quality assurance and organizational measures in rescue and documentation of the applied emergency medical and tactical operational measures	Handeln im Rettungsdienst an Qualitätskriterien ausrichten, die an rechtlichen, wirtschaftlichen und ökologischen Rahmenbedingungen orientiert sind	x		
	Ensure the deployment and operational capacity of rescue equipment including compliance with hygiene regulations, legal work and accident prevention regulations	Rettungsdienstliche Maßnahmen und Maßnahmen der Gefahrenabwehr auswählen, durchführen und auswerten	x		
		Das Arbeiten im Rettungsdienst intern und interdisziplinär innerhalb vorhandener Strukturen organisieren	x		
		Handeln im Rettungsdienst an Qualitätskriterien ausrichten, die an rechtlichen, wirtschaftlichen und ökologischen Rahmenbedingungen orientiert sind	x		
	Be able to apply the knowledge of economics and management in their professional activities	Handeln im Rettungsdienst an Qualitätskriterien ausrichten, die an rechtlichen, wirtschaftlichen und ökologischen Rahmenbedingungen orientiert sind	x		

1. *What is the general evaluation of the match between compared core competences of work processes and competences defined in the curricula?*

Majority of compared competences of work processes and the competences defined in the curricula fit to each other

2. *Which are the competence of your curricula that do not correspond to the core competences derived from work processes? Are these competences important ant for the execution of work in a given occupation?*

"State the death of a person" - It's only allowed for a doctor to do this. A paramedic is only allowed to do this, if the death person has secure deathmark

3. Recommendations concerning curriculum design

Comparison of Fashion shop designer competences derived from core work processes and curricula. Lithuania

Core work processes	Core competences derived from the core work processes	Competences of corresponding units of qualifications/competence fields in curricula	Complete match	Partial match	Mismatch
Customer attendance	Welcome the customers				x
	Identify and assess the motivations/ needs of the costumers	1. To establish necessities of the client (from Sewing training programme) 2. To interpret a person as a physical and spiritual unity, to identify and examine the necessities of society and concrete clients, their problems and to creatively model the ways of solving them, while holding ethical, psychological and law norms (from Image Design programme)	x		
	Provide personnal fashion advice (trends, fashion and styling tips, image consulting)	To consult the client on the creation and change of individual image (from Image Design programme)	x		
	Design integral clothing style	1. To project the image of a client in accordance with main elements (Project and/ or replenishment of a suit; modelling of a hairstyle, face correction and make up; joining the elements of image into the whole) (From Image Design programme) 2. To arrange the decoration of a costume (From Fine textile handicrafts producer training programme)	x		
	Guide the customer and perform a sale			x	
	Serve the customers in different foreign languages	To use correct Lithuanian and foreign language in various social and cultural and professional image designer environments (From Image Design programme)	x		
	Handle complaints and suggestions from customers	To interpret a person as a physical and spiritual unity, to identify and examine the needs of concrete clients, their problems and to creatively model the ways of solving them, while holding ethical, psychological and law norms (from Image Design programme)	x		
	Meet the customers requirements and needs	To interpret a person as a physical and spiritual unity, to identify and examine the needs of concrete clients, their problems and to creatively model the ways of solving them, while holding ethical, psychological and law norms (from Image Design programme)	x		

Organization and coordination of the team	Take part in staff selection and recruitment				x
	Organize schedules and team work				x
	Coordinate the team's activities and manage conflict situations between team members, problem solving	1. To keep the norms of professional ethics while creating and realizing the individualistic image concept; to work independently and in a team, communicate and cooperate (from Image Design programme) . 2.To communicate and cooperate with clients and colleagues (From Hairdressing programme)	x		
	Guide and support the team		x		
Development of employees image	Complete the uniform	To project the image of a client and main elements (project and/or replenishment the suit; model the hairstyle; correct the face and make up; to join the elements of image into the whole) (from Image Design programme)	x		
	Implement developed clothing style		x		
Work Organization	Develop a plan of work, divide work in accordance with timetables and shifts				x
	Define the business sales goals				x
	Set the shop organization chart, the flow of work, responsibilities and team functions				x
	Define and control the shop rules as well as the procedures for operations, inventory and maintenance of work space				x
	Contact with suppliers and other store managers	To consult and communicate with clients (from Hairdresser training programme)		x	

	Control the quality of services provided by the companies	To ground the main features of regulation of intellectual property, to ascertain the organisation and financial activity elements. (from Image Design training programme)		x	
Management of health and safety rules	Develop a safety plan	To work safely with tools and mechanisms (from Hairdresser training programme)		x	
Management of strategic positioning of services	Define and control the rules of all services as well as the procedures for operations, inventory and maintenance.				x
	Diversify of products and services				x
	Analyse consuming habits				x
	Identify the state of marketing mix components and their relationship with the fashion cycle				x
Management of commerce, marketing and quality policy of services	Define marketing and sales strategies taking into account the customer profile and prepare the follow up reports				x
	Define business goals for all services, analyse and evaluate business results				x
Identification of the Intervention area - exhibition areas , products and target audience	Define the display areas	To apply theoretical knowledge while evaluating the situation of concrete client, while preparing the projects in the field of arts and dealing with the practical problems of image design (from Image Design programme)		x	
	Make an artistic and functional analysis of the space	To apply theoretical knowledge while evaluating the situation of concrete client, while preparing the projects in the field of arts and dealing with the practical problems of image design (from Image Design programme)		x	
	Apply the laws of visual composition	To analyze the manifestations of design artefacts in modern applied arts (from Image Design programme)		x	

	Identify and characterize products and target audience	To apply theoretical knowledge while evaluating the situation of concrete client, while preparing the projects in the field of arts and dealing with the practical problems of image design (from Image Design programme)	x		
Design of interior and display areas	Display the accessories to the interior spaces	1. To compose interior accessories. 2. To match interior accessories in environment (From Fine textile handicrafts producer training programme)	x		
	Build a detailed and informative design project	To plan and organize a creative process while realizing an image project; to present created image project, to evaluate the quality of individual image project. (From Image Design programme)	x		
	Define decoration elements, materials and tools	1. To choose textile materials for a chosen handicraft (From Fine textile handicrafts producer training programme) 2. To evaluate basic elements of image creation, the elements and processes of their realization (from Image Design programme)		x	
	Implement the design project	To plan and organize a creative process while realizing an image project; to present created image project, to evaluate the quality of individual image project. (From Image Design programme)	x		

1. What is the general evaluation of the match between compared core competences of work processes and competences defined in the curricula?

There is only partial match between compared competences of work processes and the competences defined in the curricula

2. Which are the competence of your curricula that do not correspond to the core competences derived from work processes? Are these competences important for the execution of work in a given occupation?

The comparison of the competencies was based on the fourth level "Fine textile handicrafts producer training programme" and "Hairdresser" training programmes as well as the sixth level "Image Design" programme. Most fifth level programme competencies fall under the boundaries of

forseen study results of image design programme. Some competencies exactly fit the fourth level programmes. It is noticed that **MARKETING** and **SHOP MANAGEMENT** sections of work processes does not have any correspondence of competencies with already existing programmes.

3. Recommendations concerning curriculum design

It is recommended to tighten and make more concrete the competencies of image design programme, as well as adapt them to the processes which were distinguished in the fifth level programme. It is recommended to leave work processes of Marketing and Shop Management as chosen modules of created programme.

Comparison of Fashion shop designer competences derived from core work processes and curricula. Portugal

Core work processes	Core competences derived from the core work processes	Competences of corresponding units of qualifications/competence fields in curricula	Complete match	Partial match	Mismatch
Customer attendance	Welcome the customers	Communication in business relationships; Speaking and writing practices in business relationships; Simulation of a business relationship			x
	Identify and assess the motivations/ needs of the costumers	Identification of the stages of the negotiation process, the role of the negotiating team and negotiation strategies/tactics			
	Provide personal fashion advice (trends, fashion and styling tips, image consulting)	Factors that influence consumers purchases; Tendencies research; Presentation of collections to the clients; Consumer behaviour; Purchase decision; Consumers groups			
	Design integral clothing style	Application of basic techniques of molding; Interpretation of the measurement table; Clothing technology for technical files; Clothing technology for modelling; Clothing technology for cutting clothes; produce garments; Identify fabrics properties; Handle production equipments and technologies for textile structures			
	Guide the customer and perform a sale	Negotiation strategies preparation; Analyse the organisation activity in its strategic environment and promote it through business and marketing methods; Factors that influence the consumers purchase; Collect information about customers; presentation of collections to customers; After-sales service			
	Serve the customers in different foreign languages	English language in the social and professional daily life; Types of texts related to professional context (national and international rules, instructions, studies)			

	Handle complaints and suggestions from customers	Communication in business relationships; Speaking practices in business relationships			
	Meet the customers requirements and needs	Provide satisfactory solutions to the customers (products prices and characteristics)			
Organization and coordination of the team	Take part in staff selection and recruitment	Constitution and performance of the project team; Applicable laws; Allocation of resources; Human resources functions; vocation training; productivity, hygiene, safety at work and ergonomics			
	Organize schedules and team work	Fashion companies objectives; product, design and marketing; value chain operation; horizontal and vertical models; business-to business and business-to-consumer ; main players in the international textile business			
	Coordinate the team's activities and manage conflict situations between team members, problem solving	Apply ethical codes and standards; different groups of consumers			
	Guide and support the team	Human behaviour in organisations			
Development of employees image	Complete the uniform	Basic procedures of clothing modelling; construction, transformation and molding gradation; Manual and CAD clothing modelling; international and national measurement tables; women, men and children products; produce garments; introduction to textile structures; fabrics and meshes			
	Implement developed clothing style				
Work Organization	Develop a plan of work, divide work in accordance with timetables and shifts				

	Define the business sales goals	Characterize the budget management; the financial function of the company (concepts and objectives)			
	Set the shop organization chart, the flow of work, responsibilities and team functions	Stages of the negotiation; Organisation and local environment; Planning and strategic management (SWOT analysis; mission, strategic field of business, company project, strategic management; new forms of work organisation; Management of information			
	Define and control the shop rules as well as the procedures for operations, inventory and maintenance of work space	Logistics and distribution chain; Outsourcing of logistic operations; Integrated planning of Supply Chain and stocks management; Management of distribution chain in the textile sector (operation, objectives, advantages, logistics network)			
	Contact with suppliers and other store managers	Strategies o collaborate with customers and suppliers; Strategies to collaborate with clients and suppliers			
	Control the quality of services provided by the companies	Quality (norms for quality management; quality audit; team work; production organisation; productivity; lay-out; production system			
Management of health and safety rules	Develop a safety plan	Develop a safety plan; identify the SHW system (Safety, Health at Work); Laws, accidents, higiene, safety, ergonomics; Organise activities of afety, hygiene and health; identify the meaning and the importance of Ergonomics at work			
Management of strategic positioning of services	Define and control the rules of all services as well as the procedures for operations, inventory and maintenance.	Process of planning, implementation and goods storage, information services; inventory management; orders and stocks management			
	Diversify of products and services	Textiles market; Different groups of consumers			

	Analyse consuming habits	Distribution chains; Factors that influence the consumers purchases			
	Identify the state of marketing mix components and their relationship with the fashion cycle	Marketing-micx (product and fashion cycle, brand, price, distribution, communication; promotion and marketing; organizational framework of the different products and information services; market research; promotional strategies; marketing-mix			
Management of commerce, marketing and quality policy of services	Define marketing and sales strategies taking into account the customer profile and prepare the follow up reports	Elaborate a marketing plan for a product; Elaborate a business plan for a product; Elaborate a final report; Elaborate a Marketing plan; Elaborate a business plan			
	Define business goals for all services, analyse and evaluate business results				
Identification of the Intervention area - exhibition areas , products and target audience	Define the display areas	Organize and interpret data, tables and charts according to initial data			
	Make an artistic and functional analysis of the space				
	Apply the laws of visual composition				
	Identify and characterize products and target audience	Compaiaes positioning and successful clothing brands on the market; Brands positioning on the national and international market			
Design of interior and display areas	Display the accessories to the interior spaces				
	Build a detailed and informative design project				
	Define decoration elements, materials and tools				

	Implement the design project				
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1. What is the general evaluation of the match between compared core competences of work processes and competences defined in the curricula?

There is only partial match between compared competences of work processes and the competences defined in the curricula

2. Which are the competence of your curricula that do not correspond to the core competences derived from work processes? Are these competences important ant for the execution of work in a given occupation?

3. Recommendations concerning curriculum design

