

INTELLECTUAL OUTPUT 3
A CATALOGUE OF THE WORK
PROCESSES AND RELATED
COMPETENCES TYPICAL FOR
PARTNERS COUNTRIES

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 3

The following content is related to the Intellectual Output 3. The main aim of this document is to provide information about the contents of the work processes and related competences in the occupational fields of Administrator of hospitality services, Paramedic, Florist manager and Fashion shop designer.

A Catalogue of the work processes and related competences
typical for partners' countries

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
	Management of health and safety rules	Define and control the rules of all services, as well as the procedures for operations, inventory and maintenance of equipment and utensils
SERVICES	Management of the main tourist services: accommodation and catering	Develop a safety plan
		Organize and manage guest accommodation at a hotel, guesthouse or other company providing accommodation services
		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	Customer 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
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

