

Go&Learn initiative

STANDARD DESCRIPTOR OF PRODUCTS & SERVICES

G&L European Network Management Body



The Go&Learn initiative is a multilateral network supported by the EU LLP funds. It is aimed to organize and manage an international catalogue of study visits to be carried out inside companies all around Europe. The visits have training and guidance aims and should be considered as Training Units that can be proposed to a vast range of users: students of vocational and secondary school, university, employed and unemployed people, teachers and trainers. The hosting companies are strongly committed in training and in knowledge propagation, allowing the visiting groups to learn directly from the source of knowledge, experience and innovation, which is the company itself. Detailed and updated information about the network members, the activities and services available are available in the official website of the project: www.goandlearn.eu and in the national websites of the project partners.

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Last Update

> SEPT, 13 2012

This paper as well as all the other reference documents of the G&L initiative are available for download in digital format in the official initiative website: www.goandlearn.eu



Lifelong
Learning
Programme

LIFELONG LEARNING PROGRAMME 2011 - MULTILATERAL NETWORK 517780-LLP-1-2011-1-IT-LEONARDO-LNW

The project has been funded with support from the European Commission. The contents of this website reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Table of Contents

1	Preface	4
2	Catalogue’s building and maintenance rules	5
2.1	Periodic update	5
2.2	Criteria for adding and deleting companies/seminars	5
2.2.1	Step 1: Finding a hosting company.....	5
2.2.2	Step 2: Intake of hosting company	5
2.2.3	Step 3: Selection of the hosting companies: for local and international visits.....	6
2.2.4	Step 4: Sign the agreements	6
3	Management of local visits, minimum standard	6
3.1.1	Step 5: a request for participation in a local visit	6
3.1.2	Step 6: Calendar planning by LNMB training provider.....	6
3.1.3	Step 7: Practicalities to be arranged by LNMB training provider and hosting company.....	7
3.1.4	Step 8: LNMB Training provider gives the company and participants final information before the training starts.....	7
4	Hosting international groups, minimum standard	7
4.1.1	Step 5: a request for participation in an international visit	7
4.1.2	Step 6: Calendar planning	8
4.1.3	Step 7: Practicalities	8
4.1.4	Step 8: Travelling arrangements (optional)	8
4.1.5	Step 9: Final information before the training starts	8
5	Pedagogical support to companies	9
5.1	Preparatory briefings	9
5.2	During of the visit	9
5.3	After the visit	10
-	Provide company and speaker within a week after the meeting with the feedback of the participants	10

1 Preface

The rules and standards of the G&L network governance, products and services are described in detail in the following papers, which the one you are reading is part of:

Go&Learn concept

This document, where the rationale and the aims of the initiative are described, with a summary of products and services provided by the network(s).

Go&Learn European network rule

Where the rules adopted to manage the European G&L network and the product and services at European level are listed.

Go&Learn local network rule

Where the rules adopted to manage the local (country or province) G&L networks and the product and services provided at this level are listed.

Standard reference for G&L Products & Services

Where the minimum standard requirements for local and international products (visits, seminars, circuits) are described, as well as the minimum standard requirements for local and international services (hosting, accompanying and pedagogical support, travel and logistics, etc..).

Support documents

A collection of support papers to carry out the activities: agreement between LNMB and company, handbook for the company, insurance forms (if necessary), certificates, etc.

Monitoring data and quality indicators

Rationale and detailed description of the monitoring data to be collected for each seminar/visit carried out and set of quality indicators to be applied to evaluate the activities carried out by the network.

Image Manual

Where all the official logos and graphic formats to be compliant with when preparing information or dissemination products are specified.

Go&Learn commercial frame (G&L partnership internal use only)

Derived from the Sustainability Plan of the project, it is the document where pricing policies, criteria for exchange of services between the network partners, and any other sustainability issue are developed.

All this documents, developed within the LIFELONG LEARNING PROGRAMME 2011 - MULTILATERAL NETWORK 517780-LLP-1-2011-1-IT-LEONARDO-LNW, will be maintained and updated under the exclusive responsibility of the G&L ENMG.

2 Catalogue's building and maintenance rules

2.1 Periodic update

There is an update of the local catalogues of seminars/visits at least every 6 months, of the European catalogue of Circuits at least once per year.

2.2 Criteria for adding and deleting companies/seminars

The following guidelines are aimed to guarantee a common, qualitative, approach to the LNMB while setting their Training Companies networks and catalogues/calendars of activities:

2.2.1 Step 1: Finding a hosting company

- identify selection criteria
 - o Territory
 - o Sectors/Theme
 - o Demand from customers (schools, companies, LNMB project partner, etc..)
- search databases of companies available
 - o own LNMS partner databases of companies
 - o external local or national databases of companies (i.e. apprentice)
 - o European databases of companies
- set a meeting with the company to discuss cooperation

n.b. The ENMG will setup and maintain a list of all the companies listed in the databases used by the LNMB partners.

2.2.2 Step 2: Intake of hosting company

- visit the company
 - o ask for an introduction of the company, explain the project
 - o has the company specific needs (bottlenecks in specific professions, ...) or constraints?
 - o Discuss the Concept paper
 - o what can they offer as program, depending on:
 - themes (logistics, R&D, ...)
 - target groups (tourists, pupils or students, trainees at training institutions, employees, employers, ...)
 - type of visit (seminar, discovery, circuit, other)
 - local, cross border or international visits
 - o how to convince a company: useful explanations can be
 - added value to company image (local, international)
 - contacts with potential trainees/employees
 - benefit to be partner of a local and international network of certified hosting companies
 - possibility to themselves or their employees to access the (international) catalogue as well
 - o discuss the profile of the guide/speaker of the company
 - Experience with company
 - Experience with theme

- Skills and competencies on guiding different target groups
- Language skills (with regards to international visits)
- Eventual support/training needed by LNMB partner
- discuss the interaction with the programme of the LNMB partner
 - How the visit will be used in the training
 - How feedback will be provided
- output: joint conclusion on the possible seminars, themes titles and names of speakers

2.2.3 Step 3: Selection of the hosting companies: for local and international visits

- match the outcomes of the step 2 with the criteria set in the step 1 to obtain a catalogue draft
- submit the catalogue draft for approval to the NLMB assembly and, if international circuits are foreseen, to the ENMG

2.2.4 Step 4: Sign the Agreements

- sign the Gentleman's Agreement between LNMB and company
- send it to ENMG if international circuits are foreseen
- check for specific needs of the company
- prepare the Specific agreement or contract between LNMB training provider and company to be signed for each edition of the visit
- setup a meeting for informing/training those involved to host the groups
- update the catalogues pages, both local and international

3 Management of local visits, minimum standard

Hereby a list of basic services that the Training provided organizing a local G&L training unit should fulfil:

3.1.1 Step 5: a request for participation in a local visit

Any person or organisation interested checks the G&L website:

- Chooses the visit, or circuit that they want to visit
- Contacts the relevant LNMB
- Explains the training programme in which the group participates + provides a list of participants

This process of planning can be done on demand by a customer, also setting up new Circuits not originally foreseen by the catalogue.

The planning should end with a commercial proposal compliant with the G&L standards defined in the Commercial frame document.

3.1.2 Step 6: Calendar planning by LNMB training provider

- contact periodically (minimally every 6 months) the company to set the dates for the visits
- agree upon the dates
- update the calendars, both local and European

3.1.3 Step 7: Practicalities to be arranged by LNMB training provider and hosting company

- security aspects: company cards/passes + check security routines
- prepare a timetable
- check logistic aspects (hour + point of entry) , dress code if any, etc..
- train the hosting company staff if necessary (transmitting them at least the handbook for hosting companies)
- give updated and complete information to participants about logistics and timetable
- signing of the LNMB training provider and company of a Specific agreement/contract for every visit to be carried out after having checked carefully the specific insurance issues

3.1.4 Step 8: LNMB Training provider gives the company and participants final information before the training starts

- Information to the hosting company
 - o provided minimally 2 working days before visits
 - o name and mobile number of contact person of the LNMB training provider
 - o address of the company + route plan + point and hour of entry for confirmation
 - o list of participants (name, age, study title, country, company)
 - o updated timetable for confirmation
 - o information about any special need of participants
- Information to participants
 - o Provided minimally 1 working day before visit
 - o name and mobile number of contact person of the LNMB training provider
 - o address of the company + route plan + point and hour of entry
 - o list of participants (name, age, study title, country, company)
 - o updated timetable

4 Hosting international groups, minimum standard

Hereby a list of basic services that the Training provided organizing an international training circuit of the G&L catalogue should fulfil. In general the same conditions for hosting local groups are to be used, following is required because of the international character of the visits:

4.1.1 Step 5: a request for participation in an international visit

LNMB or any organisation interested checks the G&L website:

- Chooses the circuit that they want to visit
- Contact the receiving LNMB
- Explain the training programme in which the group participates + provides a list of participants

This process of planning can be done on demand by a customer, also setting up new Circuits not originally foreseen by the catalogue.

The planning should end with a commercial proposal compliant with the G&L standards defined in the Commercial frame document.

4.1.2 Step 6: Calendar planning

- The receiving LNMB partner defines cluster of companies out of the companies that has shown interest for the international visits and prepares the requested circuit
- contact the selected companies to set the dates for the circuit's visits and verify their availability and the language capabilities
- The receiving LNMB partner proposes the circuit to the requesting LNMB or organisation
- update the circuit calendars, both local and European

n.b. it will be a good practice to foresee some "backup" company for each circuit, to guarantee the completeness of the visits of the incoming group if there should be any last minute problem with the officialy foreseen companies.

4.1.3 Step 7: Practicalities

- collect information about the visiting group
 - o check the typology of participants, if compliant with the Circuit's specification
- define the language of the seminars (standard will be English), in case providing an interpreter (extra cost can be requested for this service)
- the timetable isssues organisation of the visit
 - o provide a written quotation/order/confirmation procedure before activating the Circuit, clearly specifying the services provided and their price
 - o request the list of participants (name, age, study title, country, company) and the evidence of their special needs, if any
 - o confirm to the companies the visiting dates
 - o plan all the local transport transfers
- sign a Specific agreement for every visit to be carried out after having checked carefully:
 - o the insurance issues
 - o the presentation language issues
- collect and package all the logistic information that can be useful to the guest and send them to the visiting organization
 - o info about locations and transports (airport, hotels, buses, maps of companies premises, etc..)
 - o timetable and constrains
 - o dressing codes and any other specific issue, if any
- appoint a tutor which will accompany the group for all the visit

4.1.4 Step 8: Travelling arrangements (optional)

- flight information and tickets
- transport airport to hotel and back
- accommodation

n.b. this services are usually in charge of the sending organization. On demand the training provider managing the Circuit can provide also such services, with a separate quotation from the Circuit's costs one.

4.1.5 Step 9: Final information before the training starts

LNMB Training provider gives the hosting companies and the sending LNMB or organisation final information before the training starts:

- Information to the hosting company
 - o provided minimally 7 working days before visits
 - o name and mobile number of contact person of the LNMB training provider
 - o address of the company + route plan + point and hour of entry for confirmation
 - o list of participants (name, age, study title, country, company)
 - o updated timetable for confirmation
 - o information about any special need of participants
- Information to the sending LNMB or organisation
 - o Provided minimally 3 working day before visit
 - o name and mobile number of contact person of the LNMB training provider
 - o address of the company + route plan + point and hour of entry
 - o list of participants (name, age, study title, country, company)
 - o updated timetable

5 Pedagogical support to companies

Hereby a list of basic services that the Training provided organizing gives to a training Company hosting visiting groups:

5.1 Preparatory briefings

Things to do before each visits by the Training provider in charge of the organization of the visit:

- contact the company speaker and check if he/she already knows how to manage a visiting group. Send him/her the handbook for hosting companies -if necessary- and give answer to any question made, in particular
 - o information about the G/L initiative itself
 - o explanation on type of courses for training
 - o check logistics of partner organisation (e.g. room for presentation, beamer, pc, ...)
 - o check with company guide on acquaintance with the topic of the course and background of the participants
 - o provide feedback to the company
- conclude jointly on eventually required extra training or extra support

5.2 During of the visit

- Just before start of the session LNMB person meets with company speaker
- At the end of the visit
 - o collect feed back by participants
 - o phone to the company speaker and ask for feedback
 - o request to the accompanying person a written short report about the visit

5.3 After the visit

- Provide company and speaker within a week after the meeting with the feedback of the participants
- Organise minimally once a year a general evaluation of the cooperation with focus on improved pedagogical support.