



Agreement n°2016-1-HR01-KA202-022160

„Language skills and intercultural issues in the hospitality industry: unity in diversity in the EU labour market”

INTERNAL QUALITY ASSESSMENT REPORT

ACTIVITY O3_A1 course

Assessment of the activities carried out under WP during the period of **1 May 2017 to 30 April 2018**. The report is prepared by Activity leader.

Please insert your answer to the questions within the table below; the boxes will expand as you type.

1. Please describe the results achieved and the main activities incurred during this period.

O3 - A1 course

This activity is completed by all partners. The following activities were done:

- The design of the curriculum for A1 Course was prepared by VOŠ, SPŠ a OA Čáslav team (Partner 9), and presented during the project meeting held at TURIBA University, Riga. The partners agreed that each module would have three specific topics - submodules. Each submodule starts with a warm-up, will comprise the learning materials for developing reading, grammar and listening skills (audio and video shots in professional setting). The learning materials will be followed up by face-to-face tasks, game elements and additional learning materials with links to on-line dictionaries and other language learning materials according to the topic. The course will be in 16 languages. The presentation is available on the google.docs folder created specifically for the project purposes.
- TURIBA University organized a workshop on video scenarios. The Hotel and Restaurant videos were filmed in English language in a fictitious reception and restaurant at TURIBA University. The partners could decide if they replaced the English text with their own language (e.g. Czech and Croatian team) or they filmed their own videos using the same videoscript (e.g. Turkish and Latvian team). Travel Agency and Tourist Information Centre videos were filmed by partners individually in some regional offices they visited. The videos are available on the google.docs folder created specifically for the project purposes.
- All partners created the module „Welcome“ consisting of three sub-modules „Welcome to our hotel“, „Welcome to our restaurant“ and „Welcome to Tourist Information Centre“. They also added some games, face-to-face tasks and additional learning materials to the module.
- All partners created the module „Hotel“ consisting of three sub-modules „Jobs in a hotel“, „Hotel services and facilities“ and „Hotel maps“. They also added some games, face-to-face tasks and additional learning materials to the module.
- All partners created the module „Restaurant“ consisting of three sub-modules



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„Taking an order“, „Dealing with a complaint“ and „Jobs in a restaurant“. They also added some games, face-to-face tasks and additional learning materials to the module.

- All partners created the module „Professional skills“ consisting of three sub-modules „Booking accommodation“, „At the reception desk“ and „Booking a holiday at Travel Agency“. They also added some face-to-face tasks and additional learning materials.
- All partners uploaded the modules in languages they were responsible for on the learning platform. All the warm-up, reading, grammar, listening and face-to-face tasks are available on the google.docs folder created specifically for the project purposes.
- VŠŠ Murska Sobota (Partner 3) created the guidelines which were translated by all partners in their languages. VŠŠ Murska Sobota uploaded them on the learning platform.
- The A1 course was piloted in VET institutions of the partners and with industry representatives. Feedback questionnaires were filled in and evaluated in piloting reports. These were uploaded on the google.docs folder created specifically for the project purposes.
- The e-learning platform was checked and improved after the piloting and as a result of the feedback from the students and industry representatives.

2. What is the current progress of the activities compared to the time schedule? Have there been any changes as to the schedule of activities?

The activity is almost finished. There have been some slight time inclinations as to the internal planning. The project partners were notified of inclinations from the internal time planning and agreed course content during the project team meeting in Čáslav in October 2017 and once again in mid-December. All these shortcomings were corrected during January. As the piloting has just been finished in some countries, the feedback questionnaires are being evaluated and the reports are being finalized.

3. How do you evaluate the results of the activity? Has everything been achieved? Have there been any changes (more or less done than planned)? Please provide the list and your explanations!

Everything is completed. Compared to the application form, only the piloting period was extended from April 2018 to June 2018 because it was difficult to organize earlier piloting in some countries such as Croatia or Lithuania. In Lithuania the Job Centre where the Vilniaus Verslo Kolegija had an agreed piloting with adult learners changing their profession changed the date of retraining courses to June. So the reports on the piloting sessions still need to be finalized by some partners. After each partner has finished their report, a compiled final report will be written by the Czech partner.

4. What were the main difficulties you encountered? What solutions did you find to deal with them?

No special difficulties were encountered. We only had to extend the piloting period due to busy summer term or postponed retraining courses by the Job Centre in some countries, which was mentioned above. Nevertheless, the extension of the piloting period has no impact on the quality of the project and its results.

Name of the responsible person: Mgr. Pavel Kluh, VOŠ, SPŠ a OA Čáslav, Czech Republic

Signature: 

Date: 26.06.2018.