



## Creating VET Business Partnerships for WBL

# Passport Success<sup>2</sup> Learners Diary



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## Introduction and Principles Passport to Success

This VET-WBL Passport is a Learners Diary. The main purpose of the Learners Diary will be to support learners working, during their work based learning period. The VET-WBL Passport, c.q. Learners Diary, is based on the WBL guide. The framework of the WBL Guide is integrated in the learners activities, with tips and tricks, some some animation and graphics and a journal.

The passport is connected to the WBL guide and use a passport c.q. diary format. The students can fill the work-based learning activities in the journal (Learner Diary). The aim is to reflect and have a perspective on the Work based learning period through the eyes of the student. The idea of the learning diary is that as tool of reflection, it helps the student to assess what she/he has learned during the work based learning period. This obviously helps the teachers and tutors, too.

The aim of the learning diary is to summarize, analyze and comment on activities during the work based learning period as a sort of passport to success.

We anticipate that the Learners Diary will be able to be adapted for use across a range of sectors (as a Passport to Success).

The VET-WBL Passport (Learner's Diary) is divided in three parts:

1. Details intern /apprentice/Company/Supervisor;
2. Work-based learning Validation based on Occupational Standards;
3. Journal Learner

The principles of the Passport to Success

Congratulations on completing your Preassessment and selection for your internship/apprenticeship.

Now you can start your work based learning period. This is a short guide to your assport of success.

The principles for success are:

1. Positive attitude
2. Effort at work
3. Cooperation with your supervisor and tutor
4. On time
5. Personal presentation
6. Cooperation with colleagues

Each journey start with one step (step 1).



## Part I Details Intern/Apprentice/Company/Supervisor

### 1.1 Intern/apprentice

#### Personal details VET-WBL student (intern/apprentice)

Surname :

Name :

Address :

Postcode :

Date of birth :

Place of birth :

Nationality :

Passport /ID Card :

Health Card (number) :

Liability Insurance (number) :

Phone :

E-mail :

Bank account nr. & sort code :

#### Work Based Learning (WBL) Days

Starting Day WBL :

Last Day WBL :

Working days :

Working hours :

#### Contact person in case of emergency

Name :

address :

Phone :

Mobile :

Relation to :

Other information/



Medical information :

## 1.2 Company

### Personal details VET-WBL Company (Tutor)

Company Name :

Surname Tutor :

Name Tutor :

Company Address :

Company Postcode :

Phone Tutor :

E-mail Tutor :

### Work Based Learning (WBL) Days

Starting Day WBL :

Last Day WBL :

Working days :

Working hours :

### Contact person in case of accident of the work floor

Name :

address :

Phone :

Other important information :



## 1.3 School

### Personal details Supervisor School

Name School :

Surname Supervisor School :

Name Supervisor School :

School Address :

School Postcode :

Phone School :

Phone Supervisor :

E-mail Supervisor :

### Work Based Learning (WBL) Days

Starting Day WBL :

Last Day WBL :

Working days :

Working hours :

### Contact person school in case of emergency and /or accident of the work floor

Name :

address :

Phone :

Other important information :



## Part II Work-based learning Validation based on Occupational Standards

### 2.1 Assessment during Work Based Learning Period

#### Criteria assessment Successful WBL

The Work-Based Learning (WBL), is an effective teaching approach used to engage students in real-life occupational experiences. It incorporates structured, work-based learning activities into the curriculum, allowing a student to apply knowledge and skills learned in class and connect these learning experiences in the workplace. Work-based learning (e.g. internship, apprenticeship) provides students with the opportunity to engage and interact with employers, while learning to demonstrate essential employability and technical skills necessary for today's workforce.

#### Internship / Apprenticeship

The VET-WBL period will be defined as an 'internship' or 'apprenticeship'

#### Definition Internship:

A short fixed term (30 days– 90 days) Work Based Learning hands on training, acquiring work experience without payment at a company

#### Definition Apprenticeship:

A Work Based Learning (more than 90 days) hands on training (with pay), acquiring more than just work experience at a company (with potentially a guaranteed job after completion)

#### Skills assessed during their work based learning period

Under the supervision of tutors (company tutor and school supervisor) students will be assessed during the work based learning period on VET-WBL Soft Skills and Hard Skills. The "Soft Skills" and "Hard Skills" of a student should comply to a minimum basic level: At least level 3 on a scale from 1 to 5. Its allowed to have 2 negatives overall..., except if the categories Attendance and good work attitude ticked lower than 3.

#### Scale

We will use the scale 1 to 5:

1= Poor

2= Insufficient

3 = Sufficient

4 = Good

5 = Excellent

N/A = Not Applicable

Soft Skills

## 2.2 Soft Skills Work Based Learning Period

### Team work

To work effectively within a team

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Supporting a good work environment**

Being a good listener, being clear and kind in communication, work hard, be trustworthy and have some fun.

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A





**Cooperation with Tutor**

Listened actively, followed instructions and kept tutor informed of work progress

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Attendance (see also Annex 6 - IO 2)**

5 = Show up on work / 1 = no show, without notification

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



### Good Time keeping

Staying organized can help you maintain a clear picture of what you need to complete and when. Prioritization, goal-setting, communication on time and appropriate Planning

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Good Work attitude**

Maintaining a positive attitude at work: A positive attitude gets the work done and motivates others to do the same without dwelling on the challenges that inevitably come up in any job. It is the enthusiastic employee who creates an environment of goodwill and who provides a positive role model for others.

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Punctuality**

Being able to complete a required task or fulfil an obligation

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Nonverbal Communication**

Your body language, eye contact, hand gestures, and tone of voice all color the message you are trying to convey

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Clarity and Concision**

Say what you want clearly and directly

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A



**Empathy**

Capacity to place oneself in another's position

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A





**Open-Mindedness**

Receptiveness to new ideas

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A



**Social skills**

To communicate in an open and assertive way, both verbally and non-verbally, facing small or large audiences (e.g. Good presentation, representation).

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A



**Active listening**

Involves paying attention, withholding judgment, reflecting, clarifying, summarizing and sharing

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Interpersonal skills**

The behaviours and tactics a person uses to interact with others effectively. In the VET-WBL world the term refers to an employee's ability to work well with others, e.g. friendliness

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Effort on Work**

Understood priorities and completed assigned tasks in the allotted time period

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Independence**

Completed work independently

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**First attempt in Work Based Learning**

Developed skills pro-actively and learned from successes and failures to maximize productivity

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Personal Presentation**

Dressed professionally, spoke respectfully, and acted responsibly

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A





## 2.3 Hard Skills Work Based Learning Period

### Performance

A job well done and to understand the magnitude of some numbers

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A



**To speak and write fluently in one's national language**

Listening, reading, writing spoken production, spoken interaction

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A



**To speak and write in at least one foreign language**

Listening, reading, writing spoken production, spoken interaction

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A



**Editing**

To write and edit creative texts for online tools

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**IT Skills**

To use ICT tools and software, as an intermediate user: MS Office or similar

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A



**Software**

To use management software, databases, typing, word Processing, MS Excel, and client Server Management.

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



### Social Media

To master socialmedia from the business point of view (to stay in touch and reach out to customers in an appropriate professional way)

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Product Design Services**

To support the design, planning and management of online products and services

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A





**On Line Promotion**

To creatively promote and sell online products, services and tourism destinations according to customers' interests and needs

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            -N/A



**Event/Animation Management**

To promote online events and/or activities

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**On Line Marketing Planning**

To cooperate in the design of the organization's Online Marketing plan, as well as in the planning and implementation of specific Marketing events, namely gathering and organizing the required data

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**On Line Marketing Mix**

To operationalize the organization's Online Marketing Mix management policies, by performing sales analysis, prices and products tasks, and assess its impacts

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A



**Communication Policies**

To implement the organization's Online Communication policies, namely by contacting customers, suppliers or other entities linked directly or indirectly to the organization's activity

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



### Negotiation Skills

To take part in the Tourism business negotiations with customers and suppliers

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Customer Service**

To support in the definition of Customer Service, monitoring and customer loyalty policies

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**(Digital) Marketing Studies**

To collaborate in the preparation and conduction of online market studies

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A





**Digital Communication**

To master online communication tools, direct messaging tools such as WhatsApp, email, Messenger, etc.

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**SEO**

To master search engines

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



CRS

To Master Computer Reservation Systems

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Meta Search engines**

To master metasearch engines

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Digital Concierge**

To master Digital Concierge, to assist guests by booking tours, making theatre and restaurant reservations.

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Customer Relations Management**

To master Customer Relations Management: Improve business relationships. Stay connected to customers, streamline processes, and improve profitability.

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Digital Reputation Management**

To master online reputation

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**To master Channel Management**

Allows you to partner with large agents, such as OTAs, as well as smaller retail agents in different markets

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A





**Multi Media scripting**

To evaluate a multimedia script in order to establish the project path, synopsis development and storyboard execution;

(scale 1-5)   - 1   - 2   - 3   - 4   - 5   - N/A



**Multimedia strategy**

To propose and plan an integrated multimedia project, considering the product and its target audience

(scale 1-5)    - 1    - 2    - 3    - 4    - 5            - N/A



## Part III Journal Learner

