



**ARTS & SKILLS**

FORMAÇÃO, CONSULTORIA, INOVAÇÃO, LDA.

**REGULATION FOR THE  
ORGANIZATION OF  
INTERNATIONAL  
MOBILITIES**

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## CHAPTER I - POLICY AND STRATEGY FOR MOBILITY

### 1. MISSION

**ARTS & SKILLS** is an organization formed by a young, skilled and dynamic team, with great experience in management and development of training processes and international projects. It is very familiar with the business community in the North and Centre Region of Portugal and has a great ability to respond to projects regarding training, consultancy and international mobility, always focusing on innovation and excellent management of entities and/or human resources.

Therefore, **ARTS & SKILLS** intends to have a training and learning offer capable of providing a structured and efficient answer to the needs detected in its work market.

Within the Mission and Values of **ARTS & SKILLS**, the following strategic guidelines were defined:

- To be a model entity, from the technical and ethical point of view, adopting the most demanding patterns of professional performance;
- To be an entity oriented to the market, always considering the credibility of the provided service and always having in mind the needs from all stakeholders involved;
- To be an agile, flexible and effective entity in the identification, development and presentation of new products/services adapted to the market needs;
- Develop an organizational culture lined up with the business goals, always open to changes and maintaining continuously high levels of motivation and ambition.

### 2. TARGET AUDIENCE

One of the performance strategy pillars of **ARTS & SKILLS** is the focus on training and qualification of people and organizations as an instrument of personal and organizational development. Consequently, **ARTS & SKILLS** intends to continuously improve its intervention in order to achieve excellence in training and mobility projects developed.

The target audience of the International Mobility activity developed by **ARTS & SKILLS** consists of National and International Schools/organizations interested in sending their students/trainees to countries where they can continue their studies or have an international internship, as well as individuals from secondary and higher education, looking for an international training experience

### 3. LINES OF STRATEGIC ACTION

As an intermediary organization, **ARTS & SKILLS** has the following goals as guidelines:

- Foster personal and professional enhancement of participants involved in training experience /mobilities.
- Foster efficiency and effectiveness on participants/students;
- technical and pedagogical quality to the needs of the markets of intervention;

### 4. PRIMARY MOBILITY PROGRAMMES

The Erasmus+ programme, initiated in 2012 combines all the EU's current projects for education, training, youth and sport. It includes the Lifelong Learning Programme - Erasmus, Leonardo da Vinci, Comenius, Grundtvig, Youth in Action and five international co-operation programmes such as Erasmus Mundus, Tempus, Alfa and Edulink.

### 5. OFFICE HOURS AND CONTACTS

#### Office Hours:

Monday to Friday, from 9h00 to 18h00

#### Tutoring support:

Monday to Sunday 24h

#### Address:

Estrada Nacional 105, n.º 247 S 1.9 (Fabrica ASA) \* 4835-157 Guimarães

#### Contacts:

Mobile Phones: +351 938326704 / +351 939322448 / +351 966 173 455

E-mails: [geral@artsandskills.pt](mailto:geral@artsandskills.pt) / [paulapinto@artsandskills.pt](mailto:paulapinto@artsandskills.pt) / [mobilidade@artsandskills.pt](mailto:mobilidade@artsandskills.pt)

Website: [www.artsandskills.pt](http://www.artsandskills.pt)

## CHAPTER II - CONDITIONS FOR THE FUNCTIONING OF MOBILITIES

### 1. Selection Process OF HOST ORGANIZATIONS BY ARTS & SKILLS

- a) **ARTS & SKILLS** only works with Host Organizations with the capacity of receiving trainees/students and providing the necessary level of support;
- b) **ARTS & SKILLS** agrees with the Sending Organization in advance on the skills and personal attributes that the mobility participants need to demonstrate before the training placement.
- c) **ARTS & SKILLS** prepares preliminary enquiries to the Host Organization for intern evaluation;
- d) An agreement is created between **ARTS & SKILLS** and the Host Organization with all the possible details of the internship.

### 2. PROCESS OF SELECTION OF THE HOST ORGANIZATIONS BY THE SENDING ORGANIZATION

- a) **ARTS & SKILLS** sends to the Sending Organization a selection of profiles of potential Host Organizations;
- b) The Sending Organization selects the Host Organizations according to the profile and expectations of the trainees/students;
- c) **ARTS & SKILLS** negotiates with the Host Organization the working hours, conditions and tasks to be carried out by the mobility participant during the training period, including team and projects on which they will collaborate, as negotiated and established by the Sending Organization.

### 3. INDUCTION SESSION IN THE HOST ORGANIZATION

- a) **ARTS & SKILLS** monitors the process of training induction at the Host Organization, in the presence of components such as:
  1. Information about the history of the Organization and future plans;
  2. Information about products/services of the Organization;
  3. Information about other relevant elements of the code of practices at the Organization (e.g. dress code, schedule of breaks, etc.).
  4. The trainee's role during the training period;
  5. A tour to the Organization facilities;

#### 4. Tutoring by Arts & Skills

- a) **ARTS & SKILLS** guarantees adequate tutoring and supervision during the whole period of training, including an evaluation of the students' performance and the certification of the results achieved;
- b) **ARTS & SKILLS** ensures a regular communication with the Host Organization, especially with weekly or monthly reports. If any problem arises, regarding meeting the needs of the student or the employer, **ARTS & SKILLS** will act immediately.

#### 5. RIGHTS OF THE MOBILITY PARTICIPANT

- a) **ARTS & SKILLS** guarantees the issue of certificates concerning the skills acquired or practiced by each mobility participant, including any relevant references;
- b) Participation in the internship for which the mobility participant was selected, thus receiving the training according to the program, methodologies and work processes previously defined;
- c) Receive the necessary documents regarding the internship selected;
- d) Receive Europass documents, or similar certificates, signed by the Host Organization;
- e) Refuse activities that do not fit into the training programme;
- f) Complain to **ARTS & SKILLS** regarding any anomalies that, in the participant's opinion, may harm the goals of the training, provided that this complaint is presented in an appropriate form through the permanent assistance or via e-mail, if requested;
- g) Assurance of the confidentiality of the personal data provided in the registration;
- h) **ARTS & SKILLS** respects and enforces the hygiene and safety conditions at the work place to which it is obliged under legal terms.

#### 6. WITHDRAWAL, SUBSTITUTIONS AND CHANGES TO THE MOBILITY PROGRAMME

- a) In case of withdrawal, it is required to the Sending Organization to inform **ARTS & SKILLS** in writing and the reasons that led to the withdrawal;
- b) Any change to the Learning Agreement (Training Agreement) must be stated by the mobility participant and the tutor and informed to A&S;

- c) The mobility participant must submit the proposal of change to the Learning Agreement, duly certified by the tutors to **ARTS & SKILLS** by sending the Learning Agreement by e-mail or deliver it to **ARTS & SKILLS**
- d) It is **ARTS & SKILLS' responsibility** to evaluate and give formal opinion on such proposal and to inform the Sending Organization;
- e) In case a mobility participant initially enrolled cannot be present, the Sending Organization may appoint another mobility participant, provided that he/she fulfils all the necessary requirements for the participation.

## 7. CANCELLATION POLICY

- a) **ARTS & SKILLS** reserves the right to end the contract in case of non-compliance with the terms established in this regulation and/or in any other contract signed with **ARTS & SKILLS**;
- b) In case of cancellation, the amounts agreed in the contract/agreement, regarding **ARTS & SKILLS** supporting the development of the Internship, will be charged, namely the reservation of accommodation and the costs related to the work already done.

## CHAPTER III - PROCEDURES RELATING TO COMPLAINTS

### 1. FORMALIZATION OF COMPLAINTS

- a) Any complaint may be presented on the *Complaint Book* or in an appropriated form – Complaints Sheet;
- b) The presentation of a complaint in any other format may be sent to the **ARTS & SKILLS** contacts;
- c) The complaint(s) must be presented until 5 days after the occurrence of the event in the origin of that complaint.

### 2. RESPONSE TO COMPLAINTS

- a) The assessment of complaint(s) is carried out by **ARTS & SKILLS** Project Coordinator, who will proceed to the analysis of the situation. Whenever it is deemed necessary, **ARTS & SKILLS** convenes the complaining organization/participant for a meeting in order to access the origin of the complaint and its subsequent resolution;

- b) The final response to the complaint(s) is given by **ARTS & SKILLS** to the complaining organization/participant within a maximum of 5 days from the date the complaint was received.

## CHAPTER IV - DESCRIPTION OF THE RESPONSABILITIES OF THE MOBILITY AGENTS

### 1. THE INTERMEDIARY ORGANIZATION (ARTS & SKILLS), THE HOST ORGANIZATION (TRAINING PLACEMENT) AND THE SENDING ORGANIZATION/PARTICIPANT IN COLLABORATION.

- **Negotiate** a tailor-made training programme for each participant (if possible during the preparatory visits)
- **Define** the envisaged learning outcomes of the mobility period in terms of knowledge, skills and competences to be developed.
- **Establish** the Learning Agreement with the participant trainee or teacher to make the intended learning outcomes transparent for all parties involved.
- **Establish** appropriate communication channels to be put in place during the duration of the mobility and make these clear to participant.
- **Agree** monitoring and mentoring arrangements
- **Evaluate** the progress of the mobility on an on-going basis and take appropriate action if required
- **Arrange and document** the assessment of the learning outcomes, picking up on the informal and non-formal learning where possible. Recognize learning outcomes which were not originally planned but still achieved during the mobility.

### 2. THE INTERMEDIARY ORGANIZATION (ARTS & SKILLS)

- **Select** suitable host Organisations and ensure that they are able to achieve the placement objectives.
- **Provide** contact details of all parties involved and ensure that final arrangements are in place prior to participants' departure from their home country.

### 3. THE SENDING ORGANIZATION

- **Choose** the appropriate target countries and host country partners, project durations and placement content to achieve the desired learning objectives.



- **Select** the participating trainees or teachers and other professionals by setting up clearly defined and transparent selection criteria.
- **Define** the envisaged learning outcomes of the mobility period in terms of knowledge, skills and competences to be developed.
- If you send learners or teachers and other professionals who face **barriers to mobility**, special arrangements for those individuals must be made (eg those with special learning needs or those with physical disabilities).
- **Prepare** participants in collaboration with partner organisations for the practical, professional and cultural life of the host country, in particular through language training tailored to meet their occupational needs.
- **Manage** the practical elements around the mobility, taking care of the organisation of travel, accommodation, necessary insurances, safety and protection, visa applications, social security, mentoring and support, preparatory visits on-site etc.
- **Establish** the Learning Agreement with the participant trainee or teacher and the host organisation to make the intended learning outcomes transparent for all parties involved.
- **Establish** assessment procedures together with the host Organisation to ensure the validation and recognition of the knowledge, skills and competences acquired.
- **Establish** Memoranda of Understanding between the competent bodies if you use ECVET for the mobility.
- **Establish** appropriate communication channels to be put in place during the duration of the mobility and make these clear to participant and the host Organisation.
- **Establish** a system of monitoring the mobility project during its duration.
- When necessary for special learning needs or physical disabilities, use **accompanying persons** during the stay in the host country, taking care of practical arrangements.
- **Arrange and document** together with the host Organisation, the assessment of the learning outcomes, picking up on the informal and non-formal learning where possible. Recognize learning outcomes which were not originally planned but still achieved during the mobility.
- **Evaluate** with each participant their personal and professional development following the period abroad.
- **Recognise** the accrued learning outcomes through ECVET, Europass or other certificates.
- **Disseminate** the results of the mobility projects as widely as possible.
- **Self-evaluate** the mobility as a whole to see whether it has obtained its objectives and desired results.

#### 4. THE HOST ORGANIZATION

- **Foster** understanding of the culture and mentality of the host country.
- **Assign** to participants tasks and responsibilities to match their knowledge, skills and competences and training objectives as set out in the Learning Agreement and ensure that appropriate equipment and support is available.
- **Identify** a tutor or mentor to monitor the participant's training progress.
- **Provide** practical support if required including a clear contact point for trainees that face difficulties.
- **Check** the appropriate insurance cover for each participant

#### 5. MOBILITY PARTICIPANT

- **Establish** the Learning Agreement with the sending Organisation and the host organisation to make the intended learning outcomes transparent for all parties involved.
- **Comply** with all the arrangements negotiated for the training placement and to do his/her best to make the placement a success.
- **Abide** by the rules and regulations of the host Organisation, its normal working hours, code of conduct and rules of confidentiality.
- **Communicate** with the sending Organisation and host Organisation about any problems or changes regarding the training placement.
- **Submit** a report in the specified format, together with requested supporting documentation in respect of costs, at the end of the training placement.

#### 6. ACCOMPANYING TEACHER (When applied)

- As tutor from the Sending Organization, the accompanying teacher must be professional, experienced and competent. The tutor is responsible for monitoring, guiding and counselling the participant during the period of mobility in collaboration with ARTS&SKILLS;
- Gather information on all the details that describe the development of the training, checking the progress of the activities, in collaboration with ARTS&SKILLS;
- The process of monitoring involves a systematic and continuous control of the participant's progress during the whole period of mobility and, if necessary, correct any problem with the achievement of the goals previously settled, in collaboration with ARTS&SKILLS;
- The monitoring consists of supervising the development of activities, in comparison to the established training programme (training agreement/learning agreement), using all the information available to

- preserve it and, if necessary, improve the quality of the project, in collaboration with ARTS&SKILLS;
- Negotiate a custom training programme for each participant (preferably during the preparatory visits), in collaboration with ARTS&SKILLS;
  - To be knowledgeable of the Learning Agreement established for each participant, including the envisaged outcomes;
  - Establish appropriate means of communication to be used during the mobility period and make them clear to the Sending Organization, Host Organization, the participant and **ARTS & SKILLS**;
  - Be aware of all the documentation necessary during the mobility period and verify, in collaboration with ARTS&SKILLS, that all signatures are collected for the validation of that same documentation before returning to the country of origin;

## CHAPTER V - MOBILITIES AT THE ACCOMMODATION FACILITIES

### 1. PROCESS OF SELECTION OF ACCOMMODATION BY ARTS & SKILLS

When **ARTS & SKILLS** is responsible for the search and reservation of accommodation for mobility participants, it is guaranteed the safety and good conditions of the accommodation facilities and an adequate quality of the provided services:

- a) In order to ensure the quality of accommodation facilities, **ARTS & SKILLS** has a process in place that consists in:
  1. Initial monitoring visits to the accommodation facilities;
  2. At least one member of **ARTS & SKILLS** is responsible for monitoring the quality and safety of the accommodation facilities, in particular if complaints or reports about accidents or any other situation arise;
- b) During the process of gathering profiles on accommodation facilities, **ARTS & SKILLS** takes into account detailed and relevant information regarding the needs and expectations of the mobility participants;
- c) Upon the first meeting with the staff of **ARTS & SKILLS**, there is an appropriate process of induction at the accommodation facility;
- d) In case of medical situations during the mobility period, **ARTS & SKILLS** will provide the necessary changes or adaptation of the accommodation services according to the needs of the participant.

## 2. PROCESS OF SELECTION OF THE ACCOMMODATION BY THE SENDING ORGANIZATION

- a) **ARTS & SKILLS** sends to the Sending Organization a selection of potential accommodation facilities;
- b) The Sending Organization selects the Accommodation according to the profile and needs of the trainees
- c) The sending organizations informs A&S about the facilities to be booked for the participant/group.

## CHAPTER VI - TRAINING ACTIVITIES AND LANGUAGE TRAINING

- a) When language training, or any other specific training, is required by the sending organization, **ARTS & SKILLS** will organize and provide facilities to the development of the training
- b) **ARTS & SKILLS** ensures that the chosen facilities have the necessary equipment for the success of the training activity;
- c) **ARTS & SKILLS** guarantees the safety of the participants and staff during the training activity, by making sure that the chosen facility complies with current safety legislation;
- d) **ARTS & SKILLS** can ensure that the staff/teachers/trainers have the skills and knowledge necessary to be involved in the training activity;
- e) The objectives of the training activity are defined by concrete learning outcomes to be achieved by the mobility participants, and those involved are aware of the intended learning outcomes;
- f) A short language courses is included on *Welcome Day*:
  1. All necessary information and guidelines for a successful training period is delivered to the mobility participants;
  2. **ARTS & SKILLS'** team, responsible for the mobility, is presented to the mobility participants;
  3. There is a *Language Survival Course* with a Portuguese teacher – and a language booklet is delivered to the participants;
  4. The language training is focused on the specific vocabulary of the training field;
  5. Information about the training placements – including tutors and tasks to be developed are delivered to the participants;
  6. A tour around the city of Guimarães with the language teacher is planned – key spots such as restaurants, tourism office, important historical and cultural places, train and bus stations, among other places of interest for the students;
  7. Recognition of the exact locations where the mobility participants will catch the bus in order to get to the training facility, if necessary;
  8. Recognition of where and how to buy bus tickets;

**IMPORTANT NOTE:** These training activities will be tutored by the teacher and representatives of **ARTS & SKILLS**, who will motivate the mobility participants to use as much as possible the learned vocabulary of the Portuguese language during the mobility period;

## CHAPTER VII - INCLUSION OF PEOPLE WITH SPECIAL NEEDS

**ARTS & SKILLS** aims to promote equity and inclusion in all projects it develops. Thus, any participant with special needs will have the possibility to fully enjoy all the possibilities of learning and development, both personally and professionally.

- a) **ARTS & SKILLS** will pay special attention and ensure the best mobility experience to participants with:
  - visual impairments;
  - hearing impairments;
  - mobility impairments;
  - mild psycho-social disabilities;
  - learning disabilities;
  - mild intellectual disabilities.
  
- b) **ARTS & SKILLS** sends enquiries to all of the Sending Organization regarding the special needs category of the mobility participant;
- c) In case of a mobility project with participants with special needs, **ARTS & SKILLS** communicates with the Sending Organization and agrees on their role, needs, learning outcomes, adequate training programme, people who will be involved in the mobility and potential costs;
- d) **ARTS & SKILLS** sends enquiries to the mobility participant regarding particular requirements and needs;
- e) **ARTS & SKILLS** analyses the profile of every mobility participant in order to identify and address any obstacle to the experience of that mobility participant, including:
  1. Access to and easy movement within facilities such as the accommodation, training facilities, classrooms, workshops, study visits and cultural activities;
  2. Access to restrooms and washing facilities;
  3. Access to vehicles used for transportation;
  4. Opportunity of the mobility participant to learn together with the others.

- f) **ARTS & SKILLS** established a network within the community ensuring the access to support, equipment and expertise in order to promote equity and inclusion of the participants with special needs during the whole period of mobility;
- g) **ARTS & SKILLS** ensures, at least, one staff member as contact person that will be always available to meet the needs of the mobility participant and to handle with any situation, including emergencies and/or request a specialized service;
- h) If necessary **ARTS & SKILLS** can provide the equipment and/or adequate services for efficient training activities, study visits and cultural visits.

## CHAPTER VIII - OTHER PROVISIONS

### 1. SUGGESTIONS

Those involved in the mobility may present their suggestions at any time to improve the work developed by **ARTS & SKILLS**.

### 2. PUBLICITY

This regulation is delivered to all participants on mobility and available for consultation of those involved in the mobility or any other participant of the services provided by **ARTS & SKILLS**.

### 3. OMISSIONS

Any possible situation omitted in this regulation will be treated and settled by the responsible team of **ARTS & SKILLS**.