



Joint Short Term Staff Training #1 TUTORING AND MENTORING Lisbon, 06 to 10 March 2017

Select two persons from your group and simulate the conversation between you (Programme coordinator and the participant). The final outcome of your presentation can be whichever you want.

- One boy arrived in Portugal for a 14 weeks mobility programme
- He is a VET student from the sector: Hospitality - Reception
- He started his internship in a 4 star Hotel that is used to host other foreign students in the same conditions
- After one week, the participant demonstrated lack of practical knowledge, loss of interest and motivation
- For that, the hotel decided to change the tasks:
 - o Instead of working directly with customers, he would do back-office task and all around help in the Hotel
- Still, according to the hotel, the participant continued to show no interest or initiative
- For that, the hotel decided to cancel the internship
- The participant was called to EUROYOUTH to understand the situation and find an alternative solution:
 - o The participant thought that everything was OK with the internship
 - o Although his course was Reception (level IV), he confirmed that he had no experience in hotel work, his previous internships were in a supermarket
 - o The participant started a new internship in a Hostel, where he will do different task in a more informal environment



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How would you handle it?

The same situation can be handled differently depending on who is involved. Please read the scenario proposed and discuss it within your group, taking into consideration the following:

- What went wrong?
- What would you do differently?
- Have you ever faced a similar situation?
- What would you make to ensure a different ending?
- What personal characteristics do you encounter in each of the persons involved that might influence the outcome of the situation?
- What do you think is the role that both tutors (programme and internship) should have?
- What about the sending institution? What is the role of the programme coordinator?