



Liebherr-Verzahntechnik GmbH
Kempten (Deutschland)



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What does the term “quality” mean with regards to an exchange project and which quality criteria is our exchange project guided by?

The main goal of our exchange project is primarily of an intercultural manner. The project can be considered successful if we can reach through our exchange project that our apprentices

- can handle the journey on their own (they travel without attendant)
- can solve problems during the journey on their own
- can get along in a different school and in a different company
- speak English
- can integrate themselves into external working procedures
- make contacts

The objectives of our exchange project are primarily of an intercultural manner. The project can be considered successful if we can reach through our exchange project that our apprentices

- get along in a group for 4 weeks
- can handle homesickness
- plan collective weekend trips
- do household chores together such as shopping, cooking, washing, cleaning
- represent our company as an advertising medium
- loose the fear of staying abroad
- realise that there are interesting things to tell when they come home – and that they are not being excluded because they weren't at home for a few weeks.
- can learn topics which belong to their apprenticeship but which are difficult for us to teach at home

If our apprentices help arrange the return visit of the Norwegian students then I mean that

- our apprentices supervise the Norwegian students, when they are in our company
- in their own free time, our apprentices organise the whole free time programme for our guests
- they organise lifts to the individual events
- they organise activities such as skiing, sledge riding, swimming in indoor pools, visits to indoor icerink

If our apprentices help arrange the return visit of the Norwegian students then I mean that

- they go to carnival balls, go-cart and so on
- they cook together
- they take the Norwegian students to their football training or ice hockey training et cetera

If all this works then our criteria are fulfilled.

Which conditions ensure that high standards of quality can be achieved

- you need a project partner who you can rely upon completely.
- Several teachers and trainers must be involved in the exchange program who are known personally to the students and trainees and who can be available immediately in the event that the main project leader is unavailable for some reason
- The trainees need to know in advance what is awaiting them in Norway and for this reason all the trainees who were in Norway make a presentation to the other trainees and the management about their experience

Which conditions ensure that high standards of quality can be achieved

- In addition we hang up a poster in the trainee workshop which provides all the important information about the appointment, the application, financing and the rules of play
- The reports written by trainees who have already taken part in the exchange program are also available to be read by those who want to apply
- Tips are given on what to do in their free time
- The selection process of the participants must be made very carefully and the best scenario is that the applicants have been known personally for a long time.

Which conditions ensure that high standards of quality can be achieved

- It is important for us to know the facilities where the trainees are being placed. We currently have 5 facilities and 3 of those are being used for the first time
- We should know the contact person in the facilities personally and discuss with them before the program what exactly the trainees will be doing
- The measuring rod should not be set too high – the intercultural things are the most important part of the program and not the training components
- When we can arrange training elements at the foreign exchange partner which we can't cover here, for example if we can put our trainees into the repair and maintenance departments in Norway, which we don't have in Kempten

We can achieve the high expectations we have in the project if we provide the trainees and everybody else who is involved in the project with the important information they need for their time abroad

- Country information, please see www.auswaertiges-amt.de
- Journey / route plan
- Contact person
- Address and tel. no. at accommodation
- Who to contact in the event of an emergency
- Return journey
- How much money is available and where the subsidies come from
- Additional agreements
- Insurance
- What to do in the case of illness

Friendships have been formed; Norwegian students visited their friends in Kempten on their way home from Italy; trainees from Kempten who took part in the exchange program last year, visited their friends in Norway in August...

What more do we want?

**Many thanks for
your attention.**