

**Curriculum for Hotellklassen**

We based the various themes from working life on the working life section (Arbeidslivsdomenet) of the Curriculum for Norwegian language and Social Studies for Adult Immigrants, while some ideas are taken from working life knowledge section (Arbeidslivskunnskap, Kompetanse Norge). Teaching is adapted to the abilities of each participant. Furthermore, we have linked the basic skills to specific learning outcomes, and specified the methods that can be used with examples from authentic documents at the hotels. We refer you to the "Ressursbanken" resource centre to find the teaching plan we have prepared.

|  |  |
| --- | --- |
| **Theme/ learning objective** | **Learning objective** |
|
| **Career exploration in Norway** | * Learn about the various occupations within the hotel industry * Post and continuing education and training (opportunities for various certificate) |
| **Job search and CV** | * Learn about the personal qualities that are important within the hotel industry * Write your own CV for job-matching at the hotels (adapted level) |
| **The role of the job interview** | * Present yourself, your experience and skills to an employer * Answer various relevant questions related to recruitment in the hotel industry * Importance of good references and testimonials * Make a good first impression (i.e. shaking hands, eye contact) |
| **Culture, roles and expectations at the workplace** | * Norms and regulations in the hotel industry and the service industry, customer service * Take the initiative * Learn what is normal and what is uncommon in Norwegian working life * Punctuality and arriving late, as well as assessing the impact of this * Indirect communication |
| **Informal rules at the workplace** | * Communication and how to converse during breaks * Clarification strategies – when you do not understand * Personal hygiene, working clothes |
| **Employment contracts and wages** | * Taxes, and the consequences of undeclared work * Paycheck * contents of a standard employment contract * rules for working hours, the difference between full-time and part-time positions |
| **Confidentiality** | * What confidentiality means (signing and violating the agreement) |
| **Environment, Health and Safety (EHS)** | * Fire safety instructions * In-house courses * Characteristics of a good working environment * EHS work (Fire prevention and reaction, routines) |

|  |  |  |
| --- | --- | --- |
| **Basic skills** | **Milestones** | **Suggestions for authentic documents and methods** |
| **Listening** | * Can get the main point in short, simple messages and instructions at the workplace * Clarification strategies. What should you do when you do not understand? Ask someone with an accent or dialect repeat what they said for clarification. * Can understand common interview questions | * External visits * Video about a job interview * Role-play |
| **Conversations** | * Can present him/herself * Can inform others about basic skills and experience * Spelling out words to avoid misunderstandings * Can use a series of phrases and single sentences to describe own work tasks * English phrases, Norwegian phrases * Courtesy, culture. Greet, ask, answer * Small talk, conversations during breaks. What do you talk about with colleagues during breaks? What can you say/not say to hotel guests? How to speak with your supervisor? * Can repeat messages * Give a short, simple report * Use hotel verbs in present tense, past tense and future tense | * Prepare and ask questions to externals, such as the Tax Administration, a housekeeper or previous participant * Participants create questions and interview one other * The participants give each other feedback * Performance of own hotel and workplace * Quizlet for practising vocabulary * Language training entirely without using writing * Put words to work assignments when the teacher visits your traineeship * Tell about your own workday, with a point of departure in pictures |
| **Conversations** | * Can exchange direct and simple information * Participate in simple conversations with my colleagues, supervisor and hotel guests * Can make appointments * Can converse about work tasks * Give and receive feedback about work tasks * Answer questions * Express yourself positively, showing interest and curiosity * ask about help with and an explanation of the work tasks | * Experience from traineeship * Role-play * Speed dating with job interview questions * Discuss pictures from traineeship/practice * Discuss questions with point of departure such as: *Why do we pay taxes? What personal characteristics are important in the hotel industry?* * Social bingo |
| **Read** | * Read authentic documents at work * Understand signs, symbols etc. at the workplace * Read a traineeship contract * Read an employment contract * Checklists, washing lists * Text messages * Read leave-of-absence application, self-certification of illness form * Can use reading strategies * Can identify and distinguish specific information from a list or a simple overview, on paper and digitally | Reading comprehension tasks, and repeated reading:   * *Fire safety instructions* * *Employment instructions/staff manuals* * *Rules* * *Bulletin boards/Lookup* * *Routines* * *Brochures* * *Contracts* |
| **Write** | * Can fill in various forms and applications (non-conformance, self-certification) * Take notes on checklists, washing lists * Calendar, date, time * Write short notes * CV in hotel's CV database * Applications * Write simple messages on paper and SMS * Keep a logbook from a typical day at the traineeship/practice | * Logbook from traineeship/practice * Write text message to your supervisor * Write messages to the programme advisor * Write your own CV * Write text about own traineeship hotel * Write about the pictures from traineeship * Write about picture-tasks (a hotel room) |
| **Digital** | * Write a CV in Word or in databases * Find information on internet by using the search box * Navigate around the practice hotel's websites, find relevant information * Find the hotel on Trip Advisor * Change or order a new tax deduction card from Skatteetaten.no * Stamp in and out * Clear a room in the hotel's computer system | * Worksheets on webpages (A1-B1) * Find answers to questions about the practice hotel/Praksishotellet |
| **Math** | * Calculate the time needed to perform a task * Calculate the consumption of amenities and equipment * Assess proportions when using chemicals * Check your paycheck and time sheet | * Time sheets and pay slips * Safety data sheets |

**Other forms of competence**

In addition to the basic skills and the learning objectives laid out in the Curriculum for Norwegian and Social Studies for Adult Immigrants, we focus on competence aims that go beyond the actual objectives of the curriculum:

* *Cooperation skills*
* *Service skills*
* *Evaluation skills (assessing own skills and such things as the need for cleaning)*
* *Learning strategies – lifelong learning*
* *Initiative skills*

Disclaimer:

*The TALENTS project has been funded with support of the European Commission through the Erasmus+ programme and the German Ministry “Bundesministerium für Bildung und Forschung”. This publication reflects the views only of the author, and the European Commission cannot be held responsible for any use which may be made of the information contained therein.*



