

Tasks / Competences	Knowledge		Skills				Attitude	
	Knowledge of (higher) education in a national and global context, in particular re. internationalisation	Knowledge of structures, strategies & procedures of the home institution, in particular re. Internationalisation	Intercultural Skills	Communication Skills	English Language Skills	Digital Skills	Responsiveness, pro-activity & flexibility	Confidence, empathy & openness
Policy-related tasks								
Build up, support and maintain a network of partner institutions (and organisations/companies) including negotiating the content of collaboration agreements	Identify and interpret (developments in) the structure and situation of HE in Europe and beyond. Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy). Recognize and interpret relevant legal issues that may influence international collaboration.	Anticipate and handle differences in cooperation models and customs at partner institutions. Handle variety in negotiation cultures and manage different expectations re. contents of collaboration agreements.	Communicate in writing and orally with partner institutions in a constructive and appropriate manner. Discuss and edit the content of agreements	C1	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Demonstrate awareness of cultural and generational diversity in digital environments.	Anticipate in an appropriate manner possible differences in perspectives and expectations of different stakeholders. Negotiate in an proactive, open minded and respectful manner.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders. Be polite and show an emphatic attitude in disagreement situations.
Advise on, set up, and maintain the administration of collaboration agreements with partner institutions	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and handle differences in cooperation models and customs at partner institutions.	Formulate clear advise on (the administration of) collaboration agreements.	B2	Articulate information needs on the administration of collaborative agreements. Organise, store and manage data and information in a structured digital environment.	Advise in a proactive manner.	Act confidently when dealing with the administration of collaboration agreements.

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Apply for/ manage/report (mobility) funding at institutional level	Identify and interpret (developments in) the structure and situation of HE in Europe and beyond. Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences in managing (mobility) administration and funding schemes.	Understand, interpret and apply the application conditions and complete application forms and procedures. Write clear and credible reports.	B2	Organise, store and manage data and information in a structured digital environment.	Act proactively when applying for mobility funding.	Show confidence when applying and managing mobility funding.
Advise on, set up, and maintain an administrative system that includes mobility flows (student registration system, DS, ToR)	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences in managing (mobility) administration and funding schemes.	Express feedback on the use and maintenance of the system managing (mobility) administration in a constructive and appropriate manner.	B2	Articulate information needs on a digital system that administers mobility flows. Organise, store and manage data and information in a structured digital environment.	Show flexibility in using different administrative systems.	Confidently use the administrative system that includes mobility flows.

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Initiate and ensure institutional compliance with ECTS	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Not applicable: ECTS is ECTS.	Give information on ECTS in a target group oriented manner.	C1	Articulate information needs on a digital system that supports the implementation of ECTS.	Act proactively to ensure institutional compliance with ECTS.	Act confidently with a suitable degree of empathy and openness towards colleagues, students and other stakeholders.
Initiate and support curriculum reform for the purpose of mobility (mobility windows, exchange programmes, etc.)	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.) Identify and interpret (state-of-the-art) research and theoretical frameworks re. internationalisation of the curriculum.	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and handle differences in cooperation models and customs at partner institutions.	Explain curriculum reform for the purpose of mobility in a target group oriented manner.	B2	Identify and interpret information on digital innovations for education.	Pro-actively stimulate curriculum reform.	Act confidently while initiating and supporting curriculum reform.

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Manage, support, and advise on international collaborative study programmes (e.g. Erasmus Mundus, joint programmes)	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.) Interpret and apply relevant quality assurance methodologies, such as the European Approach for Quality Assurance of Joint Programmes.	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences between students re. communication, evaluation, financial needs.	Disseminate information on international collaborative study programmes in a target group oriented manner.	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Demonstrate awareness of cultural and generational diversity in digital environments.	Pro-actively give advise on international collaborative study programmes.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders. Demonstrate accuracy.
Before mobility Student-related tasks								
Raise awareness about the institutional internationalisation strategy and (mobility) opportunities	Identify and interpret (state-of-the-art) research and theoretical frameworks re. internationalisation of the curriculum.	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to interpretational differences about the institutional strategy.	Communicate in a target group oriented manner about the institutional internationalisation strategy and about (mobility) opportunities (orally and in writing).	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content.	Anticipate in an appropriate manner possible differences in perspectives and expectations of different stakeholders.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders.

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Advise students about international mobility as part of study programme and/or personal learning pathway	Identify and interpret (state-of-the-art) research and theoretical frameworks re. internationalisation of the curriculum.	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences between students re. communication, evaluation, financial needs.	Give oral and written advise to students about international mobility as part of their study programme	B2 with domestic students C1 with international students	Use appropriate digital tools and technologies to collaborate, share data, information and digital content.	Anticipate in an appropriate manner possible differences in perspectives and expectations of different stakeholders.	Act confidently and persuasively, with a suitable degree of empathy and openness, towards colleagues, students and other stakeholders.
Inform students about study abroad opportunities and relevance (where, when, etc.)	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences between students re. communication, evaluation, financial needs.	Clarify in detail the study abroad opportunities (orally and in writing).	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Organise, store and manage data and information in a structured digital environment.	Anticipate in an appropriate manner possible differences in perspectives and expectations of different stakeholders.	Act confidently and persuasively, with a suitable degree of empathy and openness, towards colleagues, students and other stakeholders.
Inform students about and support mobility procedures (e.g. grant application, approval of student's learning agreement, etc.)	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.). Recognise the relevance of innovations, such as ECTS, Erasmus Without Papers (EWP), Online Learning Agreement (OLA), etc.	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences between students re. communication, evaluation, financial needs.	Give clear instructions to students about mobility procedures (orally and in writing).	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Organise, store and manage data and information in a structured digital environment.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate a responsive attitude towards students' actions, questions and needs.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders. Demonstrate accuracy.

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Execute or support the selection of students for specific study places or opportunities, incl. pre-departure assessment of language skills and other pre-requisites	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.). Recognise the relevance of innovations, such as ECTS, Erasmus Without Papers (EWP), Online Learning Agreement (OLA), etc.	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences between students re. communication, evaluation, financial needs.	Evaluate the application forms of students. Analyze the pre-requisites of students. Inform students in a constructive matter about the selection.	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Organise, store and manage data and information in a structured digital environment.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate a responsive attitude towards students' actions, questions and needs.	Act confidently and conscientiously, with a suitable degree of empathy and openness, towards students and other stakeholders. Demonstrate accuracy
Provide assistance to incoming and outgoing students related to insurance, visa, accommodation, funding, (international) travel etc.	Identify and interpret relevant information that may influence the provision of facilities to students. Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences in expectations re. assistance and supervision.	Explain incoming and outgoing students what to do with regard to insurance, visa, accommodation, funding, travel etc. Answer questions of students (orally and in writing).	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Organise, store and manage data and information in a structured digital environment.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate a responsive attitude towards students' actions, questions and needs.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders.

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Advise on, (co-) organise, or support pre-departure activities for outgoing students (e.g. to increase intercultural skills, language skills)	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.). Identify and interpret relevant developments re. the training of intercultural and language skills.	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Identify the needs and expectations of your own outgoing students with regard to intercultural skills.	Notify students about pre-departure activities. Give (a) presentation(s) during pre-departure activities. Give clear instructions during activities.	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Identify and interpret information on digital innovations for education.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate a responsive attitude towards students' actions, questions and needs.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders.
During mobility Student-related tasks								
Provide direct response and (tailored) assistance in case of travel, medical, political, or social crisis situations for incoming and outgoing students	Identify and interpret relevant information that may influence the provision of facilities to students. Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences in expectations re. assistance and supervision.	Respond (orally or in writing) immediately when a quick decision is required. Analyze a critical situation and report about it orally or in writing).	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate the aspiration to assist students, displaying an appropriate degree of flexibility	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders.

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Monitor and supervise/mentor outgoing students during the period abroad	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Anticipate and respond to (cultural) differences in expectations re. assistance and supervision.	Interact with relevant stakeholders/parties in a constructive and appropriate manner (orally and in writing).	B2 with domestic students C1 with international students	Use appropriate digital tools and technologies to collaborate, share data, information and digital content.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate the aspiration to empower students in a the creative way.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders.
Provide appropriate (introduction) activities and guidance for incoming students	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Demonstrate sensitivity to the students' personal reference frameworks.	Notify incoming students about activities. Give (a) presentation(s) during activities for incoming students. Give clear instructions during activities.	B2 with domestic students C1 with international students	Use appropriate digital tools and technologies to collaborate, share data, information and digital content.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate the aspiration to make students feel at home and empower students in a creative way.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders.

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Support the integration of incoming students into the institution and social life of host town (e.g. buddy programme)	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Be able to offer (intercultural) support to buddies and others involved in supporting the integration of incoming students into the institution and social life.	Present (orally or in writing) usefull tips to support the integration of incoming students. Demonstrate awareness of non-verbal communication during presentations.	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate the aspiration to make students feel at home and empower students in a creative way.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders.
After mobility Student-related tasks								
Provide Transcripts of Records for incoming students	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Not applicable.	Explain the use and the set up of the Transcript of Records.	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Organise, store and retrieve data and information in a structured digital environment.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate a responsive attitude towards students' actions, questions and needs.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders. Demonstrate accuracy.

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Recognition of credits obtained abroad by outgoing students and grade conversion	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Demonstrate familiarity with the basics of intercultural communication in order to be able to communicate and collaborate with foreign counterparts.	Explain the used grade conversion.	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Organise, store and manage data and information in a structured digital environment.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate a responsive attitude towards students' actions, questions and needs.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders. Demonstrate accuracy.
Support the reintegration of outgoing students into the home university	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Demonstrate awareness of the concept of "reverse culture shock" and be able to apply it in supporting the reintegration of outgoing students.	Facilitate the reintegration of outgoing students.	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content.	Anticipate the (individual) needs and expectations of different stakeholders. Demonstrate the aspiration to make students feel at home and empower students in a creative way.	Act confidently and conscientiously, with a suitable degree of empathy and openness towards colleagues, students and other stakeholders.
Cross-cutting tasks								

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Communicate and collaborate with relevant parties within the university (including student organisations) concerning the needs of incoming and outgoing students	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Take into account differences in organisational cultures, also within one's own organisation.	Interact with relevant stakeholders/parties in a constructive and appropriate manner (orally and in writing).	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content.	Engage in a flexible way with colleagues and student representatives to pro-actively cater for the needs of incoming and outgoing students	Express empathy for the needs of incoming and outgoing students and be open to suggestions of colleagues and student representatives in this process.
Communicate and collaborate with partner institutions concerning the needs of incoming and outgoing students	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Demonstrate familiarity with the basics of intercultural communication in order to be able to communicate and collaborate with foreign counterparts	Interact with relevant stakeholders/parties in a constructive and appropriate manner (orally and in writing).	C1	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Demonstrate awareness of cultural and generational diversity in digital environments.	Show engagement with partner representatives to pro-actively cater for the needs of incoming and outgoing students.	Be open to suggestions of different stakeholders and confide in their professionalism.

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Administer mobility grant applications (registration of application, grant awarding, administration in appropriate registration and monitoring systems, e.g. Mobility Tool)	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Not applicable.	Understand, interpret and apply the application conditions and complete application forms and procedures. Write clear and credible reports.	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Organise, store and manage data and information in a structured digital environment.	Divert from strict procedures when necessitated by a specific situation or to anticipate possible problems.	Take the personal situation of a student into account if necessitated by a specific situation or to anticipate possible problems, eventually after a collegial consult.
Interact with the Erasmus National Agency and other relevant parties re. the management of funding programmes	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Not applicable.	Interact with relevant stakeholders/parties in a constructive and appropriate manner (orally and in writing).	B2	Use appropriate digital tools and technologies to collaborate, share data, information and digital content.	Show engagement with the Erasmus National Agency and other relevant parties re. the management of funding programmes.	Be open to suggestions of different stakeholders and confide in their professionalism.

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Interact with (foreign) embassies and consulates, governmental authorities, and other key stakeholders (housing authorities, banks, insurance companies, etc.)	Identify and interpret relevant information that may influence the provision of facilities to students. Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy)	Demonstrate familiarity with the basics of intercultural communication in order to be able to communicate and collaborate with foreign counterparts.	Interact with relevant stakeholders/parties in a constructive and appropriate manner (orally and in writing).	C1	Use appropriate digital tools and technologies to collaborate, share data, information and digital content. Demonstrate awareness of cultural and generational diversity in digital environments.	Show engagement with external stakeholders to pro-actively cater for the needs of incoming and outgoing students	Be open to suggestions of different stakeholders and confide in their professionalism.
Maintain appropriate communication related to incoming and outgoing mobility through web pages and social media	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Demonstrate awareness of different habits, customs, tools with regard to communication, quality assurance and monitoring.	Write well-structured and understandable information for web pages and social media (using text, symbols, pictures, logos etc.).	C1	Indicate ways to create and edit content in the most appropriate digital communication formats and media. Demonstrate awareness of cultural and generational diversity in digital environments.	Pro-actively and appropriately communicate with students and adjust your communication (style) when necessary	Identify with students to understand the impact of your communication with them.

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Initiate and support institutional and departmental data management & analysis, quality assurance, monitoring	Identify, interpret and apply information on mobility programmes (ECTS, relevant innovations etc.).	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy). Understand and interpret the basic principles of the institution's Business Information Management.	Demonstrate awareness of different habits, customs, tools with regard to communication, quality assurance and monitoring.	Write a clear analysis of collected data.	B2	Critically assess the credibility and reliability of sources of data, information and digital content. Perform the analysis, comparison and evaluation of sources of data, information and digital content.	Behave in a quality-driven manner and adapt your approach accordingly	Trust results of surveys and analyses and adapt your approach accordingly.
Remain up-to-date on relevant developments in (higher) education in a national and global context, in particular re. Internationalisation	Identify and interpret (developments in) the structure and situation of HE in Europe and beyond.	Understand and interpret the (developments in the) home institution's structures, strategies & procedures (relating to educational policy, student affairs & services, quality assurance mechanisms, marketing & communication, financial policy).	Demonstrate awareness of recent developments on intercultural communication in relation to internationalisation.	Analyse up-to-date information on relevant developments and make notifications.	B2	Use appropriate digital tools and technologies to access digitally provided information. Critically assess the credibility and reliability of sources of data, information and digital content.	Adapt your approach according to relevant developments in (higher) education, in particular re. internationalisation.	Be open towards the possible positive impact of external push and pull factors.