

University	Vistula School of Hospitality
Faculty	Tourism and Recreation
Field of Study	Tourism and Hospitality, second degree studies <i>(for training cycle starting in the academic year 2022/2023)</i>
Specialty	1. Management in Tourism 2. Management in the Hospitality and Catering Industry 3. Event Management
Mode of Study	Second-cycle studies (full-time and part-time)
Degree profile	Practical
PROGRAM OF VOCATIONAL STUDENT INTERNSHIPS (valid for students starting vocational training from 1.10.2023)	
Legal basis for internships completion	
<ol style="list-style-type: none"> 1. Act of 20 July 2018 - Law on Higher Education and Science (Journal of Laws of 2018, item 1668) as amended. 2. Terms and Conditions of Study at Vistula School of Hospitality adopted by Resolution No. 1/18.06/2019 of the Vistula School of Hospitality Senate of 18 June, 2019, changed by Resolution No 1/29.05/2023 of the Vistula School of Hospitality Senate of 29 May, 2023. 3. Terms and Conditions of Vocational Student Internships of the Vistula School of Hospitality in Warsaw introduced by Order No. 2/05/2023 of the Rector of the Vistula School of Hospitality of 09 May 2023. 4. Curriculum of studies. <p>For internships commenced by 30.09.2023, the provisions of the Programme of Vocational Training, constituting an Appendix to Resolution No. 3/29.06/2022 of the Vistula School of Hospitality Senate of 29 June 2022.</p>	
Duration of internships	
Duration of internships – 3 months - 2 nd year, 3 rd semester (360 h)	
Place of internships (type of institution, department/departments in which internships will take place)	
<ul style="list-style-type: none"> ✓ hotels and other hotel facilities ✓ holiday, sanatorium and spa treatment or training and recreation centres ✓ camp centres, shelters ✓ conference and business centres and training centres ✓ hostels and apartments ✓ private accommodation and agritourism facilities ✓ event agencies and units operating in the event organization sector ✓ wellness centres ✓ sports and recreation centres, fitness clubs, sports clubs ✓ travel agencies - tourism organizers, agency sales outlets ✓ restaurants, bars, canteens, food companies or catering establishments ✓ transportation companies providing tourist services and travel service locations (e.g. airports, stations) ✓ places of sale of tourist services and tourist insurance ✓ tourist attractions and enterprises / entities providing tourist services (e.g. pilotage and guidance) 	

- ✓ non-governmental organizations operating in the sphere of tourism and recreation
- ✓ tourist information centres and points
- ✓ government and local-government administration bodies

Goals

(divided into areas, e.g. theoretical knowledge / practical skills / social competences)

Goals in the area of knowledge:

- knowledge of the general principles of organization and functioning of tourism enterprises of various profiles and scopes of activities (including entities offering on-line services) and other entities providing tourist services, especially from the point of view of the specificity of entities' management;
- knowledge of the methods of preparing offers and promotional campaigns in units providing tourist, hotel, gastronomic services and operating in the field of meetings industry;
- knowledge of the principles of financial management of various types of tourism, hotel, catering and meetings industry units;
- knowledge of customer service standards and relationship management in various enterprises in the field of tourism, including hotel and meetings industry.

Goals in the area of skills:

- ability to manage various tourist, sports and business events and services;
- ability to use in professional work / during internships the knowledge acquired during studies to solve various types of problems;
- ability to expand knowledge and social competences as well as to use the available information sources;
- ability to work in a team, manage a group and build relationships in an international and multicultural environment.

Goals in the area of social competences:

- ability to organize one's own and a team's work in the workplace, in accordance with the health and safety principles;
- ability to recognize problems regarding the performance of a profession related with tourism, including hotel and business tourism services, and to attempt to solve them;
- ability to cooperate with clients and manage relations with them using various tools and methods;
- ability to formulate and present opinions in selected cases related to tourism, including hotel and business tourism services, especially within a specific specialty;
- showing respect for the workplace and clients through good manners and appropriate dress code.

Intern's tasks and duties

The basic **task** of the internship participant is to achieve the assumed goals of the internship as well as the learning outcomes in all areas in accordance with the chosen specialty.

The student may choose one of the following modes of completing student internships:

1. Completion of student internships in two parts (total internships duration: 3 months – 360 h)
 - a) general internships for the field of *Tourism and Hospitality* in business units providing services in the field of tourism for the minimum period of 1,5 months,
 - b) specialty business internships in units related to the specialty chosen by the student for the minimum period of 1,5 months;
2. Completion of the whole student internship (3 months – 360 h) in units related to the specialty chosen by the student.
3. Credit of student internships on the basis of work or other activities (e.g. volunteering or training in the field of tourism and recreation) in accordance with the Terms and Conditions of Vocational Student Internships of the Vistula School of Hospitality in Warsaw – 3 months – 360 h.

Educational content - general, profiled depending on the place of internship and the specificity of a given institution:

- Getting acquainted with the organization, activities and workflow of a given unit operating in the field of broadly understood tourism, along with the development of management skills in various aspects of the company's operation and its individual departments;
- Understanding the responsibilities and specific character of work in specific positions in the field of tourism combined with the development of management skills;
- Getting acquainted with the marketing tools and strategies of a unit providing services in the area of tourism, including the hotel industry and the meetings industry, and developing the ability to co-create and implement them independently;
- Getting acquainted with the methods of managing a unit and tools necessary for its daily operation, with particular emphasis on IT systems and solutions responsible for managing relations with clients and contractors;
- Acquiring the skills of analysing and assessing the socio-economic environment of a given unit providing services in the field of tourism, including the hotel industry and the meetings industry, and the current trends shaping the tourism market, and using them in the practical management of individual aspects of the company's operation.

Methods of working with students: hands-on working experience in an institution, engagement in its functioning, cooperation with the internship supervisor.

Tools and techniques for working with students: discussions, case studies, individual and group projects. Sample tasks and areas of responsibility:

- Cooperation in the development of operational programs and studies;
- Cooperation in the creation of financial and settlement documents;
- Cooperation in the design of promotional graphics and texts;
- Analysis of legal and operational documents;
- Cooperation in the implementation of individual tasks and obligations arising from work in a given enterprise.

The intern's duties are set out in §9 of the Terms and Conditions of Vocational Student Internships of the VSH.

The student's responsibilities include, in particular:

- 1) to familiarise themselves with the rules of professional practice;
- 2) to be conscientious and diligent in the performance of the duties assigned during the placement;
- 3) systematic, daily completion of the Student Daily Report, the specimen of which is attached as Appendix No. 5 to the Terms and Conditions of Internships at SGTiH Vistula;
- 4) provide the Faculty Supervisor of Vocational Student Internships with an opinion of the Institution/Enterprise and a certification of the achieved learning outcomes immediately after the completion of the placement;
- 5) observe the work order and discipline established by the host Institution/enterprise and work discipline;
- 6) observe the rules of occupational health and safety and fire protection;
- 7) observe the principles of official and state secrecy and protect the confidentiality of data to the extent specified by the host Institution/enterprise;
- 8) maintain regular contact with the Student Professional Practice Supervisor.

Basis and conditions for completing internships

The basis and conditions for obtaining a credit for internships are defined in §12 of the Terms and Conditions of Vocational Student Internships of the Vistula School of Hospitality in Warsaw

Obtaining credit for internships is subject to the following conditions:

- 1) internships must be completed within the set deadline;
- 2) the student must accomplish the tasks provided for in the internships program;
- 3) the student must submit the Contract on the organization of student vocational internships – in the case of students undergoing organized internships in the form specified in § 8 sec. 2 points 1-2;
- 4) the student must submit a document certifying completion of internships to the Field Supervisor of Vocational Training:
 - a) confirmation of completing internships - in the case of students engaged in internships organized in the form specified in § 8 section 2 points 1-2 - in accordance with the template attached as Appendix No. 6 to these Terms and Conditions
 - b) student's declaration - in the case of students completing internships in the form specified in § 8 section 3 points 1-3 - on completing vocational internships in line with the field of study and the supervisor's opinion on the course of employment, volunteering, job placement or a declaration on completing vocational internships together with a document confirming the student's business activity in line with the field of study - in accordance with the template attached as Appendix No. 7 to these Terms and Conditions;.
- 5) the student must submit internship reports in the form of the Daily Report, - in the case of students undergoing organized internships in the form specified in § 8 sec. 2 points 1-2 - in accordance with the template attached as Appendix No. 5 to these Terms and Conditions, bearing the seal of the host Enterprise/Institution and signed by a representative of the host Enterprise/Institution;
- 6) the student must obtain the acceptance of the report by the Field Supervisor of Vocational Training – in the case of students undergoing organized internships in the form specified in § 8 sec. 2 points 1-2.

The documents referred to in section 1 must be submitted within three weeks after the student completes internships.

The Field Supervisor of Vocational Training decides upon awarding the student with a credit for the internships.