

<b>University</b>	Vistula School of Hospitality
<b>Faculty</b>	Tourism and Recreation
<b>Field of Study</b>	<b>Tourism and Recreation</b> <i>(for training cycles starting in the academic year 2023/2025 and beyond)</i>
<b>Specialty</b>	<ol style="list-style-type: none"> <li>1. Hospitality and gastronomy</li> <li>2. Leisure tourism</li> <li>3. Business tourism</li> <li>4. Recreation in tourism Mode of Study</li> <li>5. First degree studies (full-time and</li> </ol>
<b>Mode of Study</b>	First degree studies (full-time and part-time)
<b>Degree profile</b>	Practical

## PROGRAM OF VOCATIONAL TRAINING

### Legal basis for internships completion

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,
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.

### Type and duration of internships (number of weeks and hours) and year/semester of study

Duration of internships – **6 months (720 h)**:

- 1st year, 2nd semester – 3 months (360 h)
- 2nd year, 3rd semester – 3 months (360 h)

### Place of internships

**(type of institution, department/departments in which internships will take place)**

- 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

<b>Goals (divided into areas, e.g. theoretical knowledge / practical skills / social competences)</b>
<p><b>Goals in the area of knowledge</b></p> <ul style="list-style-type: none"><li>• 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 (including hotels and other accommodation facilities, congress centres, training facilities, event agencies and enterprises involved in the organization of events and meetings, restaurants, catering food companies and facilities, tourist attractions, transport enterprises and traveller service places, wellness centres, clubs fitness etc.);</li><li>• knowledge of the ways to prepare offers and promotional campaigns in units providing tourist, recreational and gastronomic services;</li><li>• knowledge of the principles of financing and accounting for tourist, recreational and gastronomy units;</li><li>• knowledge of organizational methods for the provision of various types of tourist services (including, among others: knowledge of the system of travel agencies organization, drawing up contracts, calculating events, order processing, reception service, etc.);</li><li>• knowledge of customer service standards in various enterprises in the field of tourism and recreation;</li><li>• knowledge of the principles of nutrition in catering establishments;</li><li>• knowledge of modern food safety and nutrition assurance systems;</li><li>• knowledge of the methods of assessing clients' needs/preferences regarding the selection of appropriate forms of leisure, travel and stay organization as well as methods/means of transportation;</li><li>• knowledge of the general principles of organizing congresses and conferences, events and meetings, including the creation of budgets, work schedules considering all key elements;</li><li>• knowledge of global trends in the aspect of information technologies used during the implementation of leisure and business events;</li><li>• knowledge of the importance of tourism in local and regional development.</li></ul>
<p><b>Goals in the area of skills:</b></p> <ul style="list-style-type: none"><li>• ability to design and organize tourist, recreational, sports and business events;</li><li>• ability to identify and analyse factors affecting the quality of customer service in the area of tourism and recreation;</li><li>• ability to recognize and meet clients' needs in the area of tourism and recreation;</li><li>• ability to apply nutritional recommendations and standards in tourism and recreation;</li><li>• ability to adjust the types of transportation to the activities in the field of tourism and recreation,</li><li>• ability to use selected sales and booking systems for tourist services, at the basic level;</li><li>• ability to use the knowledge of relationships and interdependencies between social, political, administrative and economic entities, in professional work;</li><li>• ability to use knowledge acquired in the course of studies to recognize problems arising during internships;</li><li>• ability to operate basic technical equipment used during the organization of business and tourist events;</li><li>• ability to expand one's knowledge and social competences, as well as to use available information techniques;</li><li>• ability to acquire data to carry out assigned tasks;</li><li>• ability to organize tasks according to the degree of importance and implementation of the set goal;</li><li>• ability to work in an international and multicultural environment.</li></ul>

**Goals in the area of social competences:**

- awareness of the need for continuous learning, active attitude on the labour market;
- ability to organize one's own work in the workplace, considering health and safety principles;
- ability to cooperate in a group, taking on different roles and solving problems related to the implementation of a given task;
- ability to work with clients;
- ability to recognize problems related to the profession of tourism and recreation and to attempt to solve them;
- manifesting the need to engage in achieving the goals and tasks of the business unit;
- appreciating the value of entrepreneurial thinking and action taking; a tendency to take risk related to the pursued activity and bear responsibility for one's own or the team's actions;
- ability to formulate and present opinions in selected cases related to tourism and recreation, especially within a specific specialty;
- showing respect for the workplace and clients through good manners and appropriate dress code;
- awareness of the ethical dimension of professional activity.

**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: 6 months – 720 h)
  - a) general internships for the field of Tourism and Recreation in business units providing services in the field of tourism and recreation for the minimum period of 3 months – 360 hours (in accordance with the study program and in accordance with the program of general internships for the field of study),
  - b) specialty business internships in units related to the specialty chosen by the student for a minimum period of 3 months – 360 hours (in accordance with the study program and in accordance with the internships program defined for a given specialty);
2. completion of the whole student internship (6 months – 720 hours) in business units related to the specialty chosen by the student (in accordance with the study program and in accordance with the internships program defined for a given specialty).
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 – 6 months – 720 h.

Specific goals of student internships within the allocated number of hours:

1. ***General internships for the field of Tourism and Recreation (min. 3 months - 360 h.):***
  - putting into practice the knowledge acquired during studies;
  - acquiring practical skills in work related to tourism and recreation activities;
  - getting acquainted with the organization, activity and course of work of a given unit operating in the field of tourism and recreation;
  - learning the responsibilities and specifics of work in given positions in the field of tourism and recreation;
  - becoming familiar with marketing plans and development strategies of a given unit providing services in the area of tourism and recreation;
  - acquiring skills in the analysis and assessment of basic phenomena and trends occurring on the tourism market.

2. ***Specialty internships (1) – Hospitality and gastronomy (min. 3 months – 360 h)***

- learning about issues related to the functioning of the hotel market;
- learning the structure and organization of work in a hotel facility;
- learning the principles of managing a hotel facility;
- practical knowledge on the work of the hotel reception (work organization, documentation, customer service, booking systems, etc.);
- learning the functional and communication system of the hotel establishment (residential, utility, general use, etc.);
- practical knowledge of hotel facility cleaning systems and techniques;
- practical knowledge of the organization of work in the catering facilities in a hotel facility, e.g. restaurant room, buffet, cocktail bar, etc.,
- acquiring skills in working in the basic organizational departments of a hotel facility (including at reception, concierge services, floor service, sales department etc.)
- gaining practical knowledge of the work of gastronomic facilities and methods of preparing dishes;
- gaining practical knowledge of the forms, techniques and organization of service for individual and group guests as well as special event, catering and outdoor receptions;
- learning the ways of arranging and equipping the kitchen;
- participation in the organization and implementation of kitchen supplies with raw materials and food products necessary to implement dietary recommendations;
- participating in food preparation and learning food preparation techniques, including the use of modern technologies;
- participation in portioning, distributing and serving meals;
- participation in organizing proper conditions for meal consumption;
- learning the principles of waste management.

3. ***Specialty internships (2) - Leisure time tourism (min. 3 months – 360 h)***

- learning about practical problems related to establishing, running and handling a tourist enterprise, in the stationary and virtual version (among others: required permits, scope of the enterprise's activity, scope of employee competences, responsibility towards clients, financing of ventures, insurance, etc.);
- learning about issues related to the practical preparation and organization of tourist events (event program, meals, transportation, reservations, cost calculation, insurance, etc.);
- practical methods and techniques of selling tourist events, including the use of digital channels and tools;
- acquiring basic skills in current marketing activities (creating tourist offers, cooperation with agents, preparing promotional campaigns, preparing advertising materials, cooperation with advertising agencies, participating in fairs, etc.) and creating long-term marketing strategies for the company;
- practical knowledge of issues related to the creation and use of customer databases, tourist facilities, companies operating in the field of tourism and recreation; acquiring the ability to apply the provisions of the GDPR;
- acquiring the ability to apply legal provisions related to the organization and operation of tourist traffic;
- acquiring the ability to organize and define the scope of activities of tourist information points and centres;
- getting acquainted with the nature and specificity of work of the staff employed in tourism, and above all the duties of a tour guide, tourist guide and resident of a travel agency, also from the perspective of formal cooperation (employment, qualifications, scope of duties, etc.).

4. **Specialty internships (3) - Business tourism (min. 3 months – 360 h)**

- getting familiar with the types of business events/congresses (congresses, conferences, training sessions, conventions, fairs, events, incentive trips, etc.) and their specificity;
- practical knowledge of the ways to organize events/business events;
- practical knowledge of the conference centre organization rules;
- getting familiar with the principles of business customer service, including the scope of services provided by the concierge; expanding knowledge to acquire skills through practical experience;
- strengthening knowledge about the organization of business events, taking into account the principle of corporate social responsibility (CSR);
- acquiring skills in operating equipment and technical devices used during the implementation of business events;

5. **Specialty internships (4) - Recreation in tourism (min. 3 months – 360 h )**

- practical knowledge of the forms of physical recreation;
- practical verification of knowledge about places of physical recreation (among others, wellness centres, spa facilities, sports and recreation centres, fitness clubs, city squares, etc.);
- knowledge about equipment and devices for recreation and acquiring skills in using the equipment;
- acquiring the ability to recognize the needs and capabilities of participants of physical recreation classes and selection of appropriate forms of animation;
- improving the skills of organizing and managing a recreational event (among others ensuring the safety of the event, medical assistance, preparation of the scenario of the event; preparation of the opening/closing ceremony of the event, preparation of awards, diplomas);
- acquiring skills in event promotion;
- practical improvement of skills in preparing class schedules and constructing groups of class participants;
- knowledge about forms and methods of physical activation of different age groups.
- getting acquainted with various forms of recreation in accommodation facilities - including hotels, spa and wellness centres

**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 Vistula School of Hospitality in Warsaw**

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.