

**Work Placement II**

Code: 104968  
ECTS Credits: 12

Degree	Type	Year	Semester
2500894 Tourism	OB	3	2

**Contact**

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**Use of Languages**

Principal working language: catalan (cat)  
Some groups entirely in English: Yes  
Some groups entirely in Catalan: No  
Some groups entirely in Spanish: No

**Teachers**

Gemma Sagué Pla

**Prerequisites**

There are no prerequisites

**Objectives and Contextualisation**

- To approach the student to the real labour market situation of the sector
- To broaden and apply the theoretical knowledge on the various topics covered during the degree
- To get the experience and the knowledge from a real professional environment
- To facilitate the development of professional skills
- Comply with the conception of the teaching cycle for that subject

**Competences**

- Apply the competences acquired to the placement workplace.
- Behave ethically and adapt to different intercultural contexts.
- Behave responsibly towards the environment.
- Develop a capacity for independent learning.
- Display a customer service orientation.
- Have a business vision, pinpoint the customer's needs and pre-empt possible changes in the environment.
- Manage human resources in tourism organisations.
- Plan and manage activities on the basis of quality and sustainability.
- Plan, organise and coordinate a work team, creating synergies and showing empathy.
- Self-assess the knowledge acquired.
- Take decisions in situations of uncertainty, taking into account potential consequences of these decisions in the short, medium and long term.
- Use ICT tools (reservations software, travel agency and hotel management packages, etc.) in tourism management, planning and products.
- Use communication techniques at all levels.

## Learning Outcomes

1. Apply the competences acquired to the placement workplace.
2. Behave ethically and adapt to different intercultural contexts.
3. Behave responsibly towards the environment.
4. Develop a capacity for independent learning.
5. Display a customer service orientation.
6. Have a business vision, pinpoint the customer's needs and pre-empt possible changes in the environment.
7. Manage human resources in tourism organisations.
8. Plan and manage activities on the basis of quality and sustainability.
9. Plan, organise and coordinate a work team, creating synergies and showing empathy.
10. Self-assess the knowledge acquired.
11. Take decisions in situations of uncertainty, taking into account potential consequences of these decisions in the short, medium and long term.
12. Use communication techniques at all levels.
13. Use the software and other communication tools needed in professional practice.

## Content

The practical training consists of 250 hours training in a company within the tourist sector. The content of this subject includes the internship period (250h), the memorandum report, the completion of the workshops and activities related to this subject, and the attendance to various events and in-class sessions organized during the year (50h) designed with the aim to assess the student on his/her career objectives.

At the end of the internship period, the student will need to deliver the tutor performance assessment. The survey will be required too.

The practical training pursues the student to know the organization, operation and management of companies within the tourist sector, covering the guest attendance, the organization and promotion of tourist products or services, etc.

If needed, the EUTDH will offer a range of partner companies to achieve these learning goals. To this extend, we highlight the *Workshop-Trobada Empreses-Escola* that takes place in February each year amongst the activities and events the student must complete and attend in order to pass the subject.

With a vision to promote our students to develop their management skills we also encourage them to act as consultants and develop an intrapreneurship project in the organization where they performed the Practicum I internship.

The practical training consists of 250 hours training at a company of the tourist sector. The content of this subject includes the internship period, the completion of the workshops and activities related to this subject, and the attendance to various events and sessions organized during the year. At the end of the internship period, the student will need to deliver to the academic tutor the Internship Memorandum, as well as the document filled in by the company tutor with the assessment of the student's performance. The survey will be required too. The practical training pursues to know the organization, operation and management of companies of the tourist sector, covering the guest attendance, the organization and promotion of tourist products or services, etc. If needed, the EUTDH will offer a wide range of partner companies that will collaborate to achieve these learning goals. To this extend, amongst the activities and events the student must complete and attend in order to pass the subject, we highlight the *Workshop-Trobada Empreses-Escola* that takes place in February each year.

## Methodology

The course will be taught using three different teaching methodologies:

a) Learning by doing - practical training at a professional environment, duly monitored and tutored by an expert on the professional field.

b) Self-assessment and self-analysis tasks.

c) Autonomous work after being in contact with industry professionals to better understand the business operations and the professional profiles that better match each role and type of company.

Additionally, the student will have to be adapted to the culture of the organization, its internal regulation and values while considering the tutor instructions and the EUTDH main rules

## Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Practical training in companies	250	10	3, 2, 4, 7, 1, 12, 8, 9, 11, 10, 5, 6, 13
Type: Supervised			
Attendance events/activities classroom	10	0.4	3, 2, 4, 1, 12, 8, 9, 10, 5
Tutoring	10	0.4	2, 4, 9, 11, 5
Type: Autonomous			
Internship Memorandum report	10	0.4	3, 2, 4, 1, 12, 8, 10, 5, 13

## Assessment

The assessment will include:

a) The company tutor assessment of the student's performance.

b) The Internship Memorandum elaborated by the student.

c) The ongoing assessment and evaluation of the student performance considers the attendance to classroom sessions and workshops, such as the opening session of the subject, individual interview with the academic tutor, and any other events organized by the EUTDH (i.e. Workshop-Trobada Empreses-Escola

In order to pass the subject "Practicum", the student must get the minimum score of 5 either in the Internship Memorandum, the company tutor assessment and the in-class sessions.

- The Memorandum represents 50% of the final grade and the Tutor evaluation a 40%.
- The rest (10%) is linked to the sessions organized during the course.
- The student enrolled in this subject has the obligation to attend the working sessions (workshops and other familiarization sessions), as well as seminars, talks and external presentations organized by the institution.

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## Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
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Attendance and participation events/activities classroom	10%	10	0.4	7, 1, 12, 9, 10, 5, 6
Company tutor evaluation	40%	5	0.2	3, 2, 4, 7, 1, 12, 8, 9, 10, 5, 6, 13
Internship Memorandum	50%	5	0.2	4, 7, 1, 12, 8, 9, 11, 10, 5, 6, 13

## Bibliography

- Kinni, T. (Updated version 2011): Be our guest; perfecting the art of customer service by the Disney Institute.
- Mullins, Laurie J., Dossor, Penny (Jun 2013, 5th Edition): Hospitality Management and Organisational Behaviour.
- Knowles, Tim (Feb 1998, 2nd Edition): Hospitality Management: An Introduction.

Additional learning materials in digital format, as well as links to websites, will be provided via the Virtual Campus.