

University	VISTULA School of Hospitality recruitment 2019/2020
Faculty	Tourism and Recreation
Field of Study	First Degree Studies Tourism and Recreation (<i>recruitment from 2019/2020 academic year</i>)
Specialty	<ol style="list-style-type: none"> 1. Hotel and catering business 2. Leisure time tourism 3. Business tourism 4. Recreation in tourism
Mode of Study	<ul style="list-style-type: none"> - Full-Time - Part-Time
Degree profile	Practical
PROGRAM OF VOCATIONAL STUDENT INTERNSHIPS	
Legal basis for internships completion	
<ol style="list-style-type: none"> 1. Act of 20 July 2018 - Law on Higher Education (Journal of Laws of 2018, item 1668), 2. Order No. 1/09/2014 of the Rector of the WSTHM in Warsaw of 1 September 2014 on the introduction of the Terms and Conditions for Vocational Student Internships at the Warsaw School of Tourism & Hospitality Management in Warsaw, 3. Terms and Conditions of Study at the Warsaw School of Tourism & Hospitality Management in Warsaw, 4. Education program 	
Type and duration of internships (number of weeks and hours) and year/semester of study	
Duration of internships – 6 months (750 h) – 1 st year, 2 nd semester (350 h) and 2 nd year, 3 rd semester (400 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) 	

<ul style="list-style-type: none"> ✓ 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

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Goals	
(divided into areas, e.g. theoretical knowledge / practical skills / social competences)	
<p>Goals in the area of knowledge</p> <ul style="list-style-type: none"> • 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.) • knowledge of the ways to prepare offers and promotional campaigns in units providing tourist, recreational and gastronomic services; • knowledge of the principles of financing and accounting for tourist, recreational and gastronomy units; • 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.); • knowledge of customer service standards in various enterprises in the field of tourism and recreation; • knowledge of the principles of nutrition in catering establishments; • knowledge of modern food safety and nutrition assurance systems; • 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; • knowledge of the general principles of organizing congresses and conferences, events and meetings, including the creation of budgets, work schedules considering all key elements; • knowledge of global trends in the aspect of information technologies used during the implementation of leisure and business events; • knowledge of the importance of tourism in local and regional development. <p>Goals in the area of skills:</p> <ul style="list-style-type: none"> • ability to design and organize tourist, recreational, sports and business events; • ability to identify and analyse factors affecting the quality of customer service in the area of tourism and recreation; • ability to recognize and meet clients' needs in the area of tourism and recreation; • ability to apply nutritional recommendations and standards in tourism and recreation; 	

- ability to adjust the types of transportation to the activities in the field of tourism and recreation,
- ability to use selected sales and booking systems for tourist services, at the basic level;
- ability to use the knowledge of relationships and interdependencies between social, political, administrative and economic entities, in professional work;
- ability to use knowledge acquired in the course of studies to recognize problems arising during internships;
- ability to operate basic technical equipment used during the organization of business and tourist events;
- ability to expand one's knowledge and social competences, as well as to use available information techniques;
- ability to acquire data to carry out assigned tasks;
- ability to organize tasks according to the degree of importance and implementation of the set goal;
- ability to work in an international and multicultural environment.

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)
 - 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 - 350 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 - 400 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 - 750 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. Completion of student professional internships based on work or other activities (e.g. volunteering in the field of tourism and recreation) - 6 months - 750 hours (in accordance with the study program and in accordance with the internships program defined for a given specialty)

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

1. General internships for the field of Tourism and Recreation (min. 3 months - 350 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) – Hotel and catering business (min. 3 months – 400 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;

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Director of the Program
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Tourism and Recreation

prof. Elżbieta Biernacka
Chair
of the Faculty Program Committee

- learning the principles of waste management.

3. Specialty internships (2) - Leisure time tourism (min. 3 months – 400 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 – 400 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 – 400 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

The intern's **duties** are set out in §7 of the Terms and Conditions of Vocational Student Internships of the VSH

The intern is obliged to:

1. complete internships in accordance with the internship program,
2. comply with the good order and discipline of work set out by the Company,
3. comply with the health and safety regulations and fire protection regulations,
4. comply with the rules of professional and state secrecy and protection of confidentiality of data in the scope specified by the Company and the GDPR regulations,
5. comply with the remaining rules and regulations applicable at the premises of the Company,
6. comply with the rules of internships set out by the University.

Basis and conditions for completing internships

The basis and conditions for obtaining a credit for internships are defined in §8 of Terms and Conditions of Completing Vocational Student Internships of the WSTHM.

Internships are credited on condition of:

- 1) submitting a contract for internships organization before their commencement for the acceptance of the Faculty Supervisor of Vocational Student Internships,

Students cannot commence internships without complying with the requisite formalities

- 2) completing internships in the agreed number of hours, scope and time schedule provided for in the study program,
- 3) performing the tasks provided for in the internships program,
- 4) submitting a document confirming the completion of internships,
- 5) submitting a properly completed Daily Report of vocational student internships, submitting photographic and/or film documentation on a digital medium confirming the place and scope of completed internships,
- 6) obtaining a positive decision of the Faculty Supervisor of Vocational Student Internships on completing the internships.

Regulations regarding an alternative mode of completing internships, failing to complete internships, dismissal from internships

1. Terms and Conditions of Vocational Student Internships of the Warsaw School of Tourism & Hospitality Management in Warsaw - §8 *Conditions for obtaining credit for internships,*
2. Resolution No. 59 / NK / 2014 of the Senate of the Warsaw School of Tourism & Hospitality Management in Warsaw of 9 October 2014 on defining the conditions for exempting students from obligatory vocational internships.

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