

General information		
Course instructor	Ivana Ivančić, Ph.D., Assistant Professor	
Name of the course	Practical Work Experience	
Study programme	Undergraduate study: Business Economics in Tourism and Hospitality Module: Hospitality Management	
Status of the course	compulsory	
Year of study	4 TH	
ECTS credits and manner of instruction	ECTS credits	14 ECTS
	Number of class hours (L+E+S)	420 (0+420+0)
1. COURSE DESCRIPTION		
<i>1.1. Course objectives</i>		
To enable students to acquire practical knowledge and skills by working at tasks in hospitality facilities providing accommodation services, food and beverage services, within the framework of tourist boards, with various types of intermediaries in organizing tourist travel (travel agencies and tour operators), in banks and in other businesses involved in tourism and hospitality.		
<i>1.2. Course enrolment requirements</i>		
No special requirements.		
<i>1.3. Expected learning outcomes</i>		
<p>After completion 420 hours of practical work experience students will be able to:</p> <ol style="list-style-type: none"> 1. Identify and present elements of the management process of human, financial, material and information resources; 2. Identify and differentiate business system elements and evaluate different organizational solutions in tourism and hospitality facilities; 3. Analyse macro and microeconomic environment, models and policies in tourism and hospitality; 4. Describe and analyse management function in tourism and hospitality facilities; 5. Apply information and communication technology in tourism and hospitality industry business; 6. Explain the legislation and standards in tourism and hospitality; 7. Take personal and team responsibility on the principles of ethical and social responsibility in order to manage professional development; 8. Apply social, communication and interpersonal skills in personal and professional development. 		
<i>1.4. Course content</i>		
<ul style="list-style-type: none"> • Hospitality facility management and control. • Management and executive information systems in hospitality facilities. • Organizing and managing the process functions of preparing and providing accommodation services (marketing, selling, booking, front office, back office operations). • Organizing and managing the process functions of preparing and providing food and beverage services (procurement, preparing and serving food and beverages, costing, analysis). • Organizing and managing other supportive process functions (animation, recreation, sports, culture, wellness, etc.). • Intermediaries in tourism (travel agencies, tour operators). 		

<ul style="list-style-type: none"> Commercial banks (departments dealing with tourism and hospitality). Town, municipal and county tourist boards. 							
1.5. <i>Manner of instruction</i>	<input type="checkbox"/> lectures <input type="checkbox"/> seminars and workshops <input type="checkbox"/> exercises <input type="checkbox"/> distance learning <input type="checkbox"/> fieldwork			<input type="checkbox"/> individual assignments <input type="checkbox"/> multimedia and network <input type="checkbox"/> laboratories <input type="checkbox"/> mentorship <input checked="" type="checkbox"/> PRACTICAL WORK			
1.6. <i>Comments</i>	The Committee for Organizing and Monitoring Professional Practical Training (appointed by the FTHM Council) manages the professional practical training of students in collaboration with licenced mentors in hospitality and tourism businesses. Students may choose to have practical training a) during the summer (after the end of the sixth semester), b) during the seventh and eighth semesters, or c) after the end of the eighth semester (during the summer by 1 September at the latest). Professional practical training is carried out in accordance to the provisions of the "Regulations on the Organization and Monitoring of Professional Practical Training of Full-time FTHM Students".						
1.7. <i>Student responsibilities</i>							
Students are obliged to attend and complete a total of 420 hours of practical training, based on the required documentation and in accordance with predetermined time schedules for professional practical training. Students are also obliged to carry out practical training pursuant to the valid regulations of their practical training provider.							
1.8. <i>Monitoring of student work¹</i>							
Class attendance		Class participation		Seminar paper		Experimental work	
Written exam		Oral exam		Essay		Research	
Project		Continuous assessment		Report		Practical work	14
Portfolio							
1.9. <i>Assessment of learning outcomes in class and at the final exam (procedure and examples)</i>							
Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on students' evaluation at the Faculty of Tourism and Hospitality Management. For each course there is a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.							
1.10. <i>Mandatory literature (at the time of submission of study programme proposal)</i>							
1.11. <i>Optional/additional literature (at the time of submission of the study programme proposal)</i>							

¹ IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.

<i>1.12. Number of assigned reading copies in relation to the number of students currently attending the course</i>		
<i>Title</i>	<i>Number of copies</i>	<i>Number of students</i>
<i>1.13. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences</i>		
The quality of the program, the teaching process, the teaching skills and the level of the material acceptance will be established by means of a written evaluation of the extensive questionnaires and in other ways envisaged by the accepted standards, in accordance with the Rulebook on Quality Assurance and Improvement of the University of Rijeka and the Quality Assurance and Improvement of the Faculty of Tourism and Hospitality Management.		