

1. BASIC INFORMATION

Course	Internship
Degree program	Tourism and Leisure Management
School	Social Science
Year	4rth
ECTS	18
Credit type	Compulsory
Language(s)	English
Delivery mode	On Campus
Semester	1st & 2nd
Academic year	2024-25
Coordinating professor	María Sánchez de Mora
Professor	María Sánchez de Mora

2. PRESENTATION

This subject places the student facing a learning scenario in a real work environment that allows him/her to build and apply knowledge in an inclusive manner and involve him/her in the professional reality.

The internship subject is divided into 3 blocks (I, II and III) that represent 450 hours in total. The student can do all the hours in the same company or do each subject in a different company, although we recommend that they be done in the same company in order to optimize this period.

Students must be fully integrated into the normal working life of a company, properly identified as interns and, under the direction of their company supervisor, must learn and perform the duties assigned to them. Ideally, you will rotate through the different departments to optimize your learning.

Students will have the opportunity to carry out these professional internships both in Spain and in other countries through the agreements that the Universidad Europea maintains with national and international institutions and entities.

The internships are face-to-face.

3. COMPETENCIES AND LEARNING OUTCOMES

Core competencies:

CB2: That students know how to apply their knowledge to their work or vocation in a professional manner and possess the skills that are usually demonstrated through the development and defense of arguments and problem solving within their field of study.

CB3: That students should have the ability to gather and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant social, scientific or ethical issues.

CB4: That student can transmit information, ideas, problems and solutions to a specialized and nonspecialized public.

CB5: That students have developed those learning skills necessary to undertake further studies with a high degree of autonomy

Cross-curricular competencies:

CT2: Autonomous learning: Set of skills to select strategies for searching, analyzing, evaluating and managing information from different sources, as well as to independently learn and put into practice what has been learned.

CT6: Oral communication / written communication: ability to transmit and receive data, ideas, opinions and attitudes to achieve comprehension and action, oral being done through words and gestures and, written, through writing and / or graphic supports.

CT8. Entrepreneurial spirit: Ability to assume and carry out activities that generate new opportunities, anticipate problems or imply improvements.

CT9. Global Mindset: Being able to show interest in and understand other standards and cultures, recognize one's own biases, and work effectively in a global community.

Specific competencies:

CE2- Ability to analyze the impact generated by tourism in a given place, from an economic and social point of view.

CE3- Ability to analyze the factors that influence the location of tourism activity in a specific territory.

CE4- Ability to analyze, qualitatively, the positive and negative impacts of tourism and leisure activities in the territory.

CE5 Ability to identify the tourism and leisure activities that are accessible, sustainable and respectful of the environmental, cultural and demographic values of a given territory.

CE6 Ability to identify the needs of technical planning of tourist infrastructures and facilities

CE7 Ability to use information and communication technologies (ICT) in the different areas of the tourism and leisure sector.

CE8 Ability to perform measurement techniques to interpret data and analyze the impacts generated by tourism and leisure activities.

CE9. Ability to handle the basic tools of customer orientation, knowing the particularities of the tourist and leisure service, the different types of customers, their needs and demands

CE10 Knowledge of the English language that allows the understanding, expression and adequate use of the specific terminology related to tourism and leisure

CE11 Ability to understand the legal framework that regulates tourism and leisure activities.

CE12 Ability to recognize the main agents of the public and private tourism market in order to access the relevant sources of information for tourism and leisure management.

CE14 Ability to evaluate the tourism potential of a territory

CE16 Ability to apply quantitative and qualitative methodologies to research in the tourism sector by means of: Case study, Delphi method, in-depth interview and/or Focus-group.

CE19 Ability to develop a plan to direct and manage a company in the tourism and leisure sector.

CE20- Ability to seek information on the performance of destinations, their tourism structures and their business sectors.

CE21 Ability to draw up a human resources management plan for a tourism and/or leisure company.

CE22 Ability to manage the financial resources of tourism organizations.

CE26 Ability to understand the basic concepts of tourism marketing and its application in the commercial planning of tourism and leisure destinations both nationally and internationally.

CE27- Ability to be enterprising and creative in the field of tourism

CE29 Ability to use quality certification standards in tourism planning.

CE30 Ability to understand the richness of the diversity of socio-cultural environments in the field of tourism and leisure.

CE33- Ability to understand the operating procedures of the different companies and institutions of tourism distribution and intermediation and the relationships between their operating areas.

Learning outcomes:

L01- Apply and integrate the knowledge and skills acquired in the study of the Degree.

L02- Solve problems within the business environment.

L03- Transmit information, ideas, problems, solutions and results to clients/users, suppliers, direct managers...

L04 Develop skills and abilities that are only acquired in "action", and that focus on caring for people..

The following table shows the relationship between the competencies developed during the course and the learning outcomes pursued:

Competencies	Learning outcomes
CB2, CB3, CB4, CB5 CT2, CT6, CT8, CT9	<p>L01-Apply and integrate the knowledge and skills acquired in the study of the Degree.</p> <p>L02- Solve problems within the business environment.</p> <p>L03- Transmit information, ideas, problems, solutions and results to clients/users, suppliers, direct managers...</p> <p>L04 Develop skills and abilities that are only acquired in "action", and that focus on caring for people..</p>
CE1, CE2, CE3, CE4, CE5, CE6, CE7, CE8, CE9, CE10, CE11, CE12, CE14, CE16, CE19, CE20, CE21, CE22, CE26, CE27, CE29, CE30, CE33	<p>L01-Apply and integrate the knowledge and skills acquired in the study of the Degree.</p> <p>L02- Solve problems within the business environment.</p> <p>L03- Transmit information, ideas, problems, solutions and results to clients/users, suppliers, direct managers...</p> <p>L04 Develop skills and abilities that are only acquired in "action", and that focus on caring for people..</p>

4. CONTENT

The student will be assigned a supervisor from the company and a tutor from the university.

It is the student's responsibility to find a company to carry out their internship (either at their own proposal, or by choosing it from the existing list provided by the university), and contact their tutor to inform them of the chosen company, start date and date. of end and contact details of the supervisor of the company.

The person who tutors and the person who supervises, will establish a work plan in which the student must develop and must report any setback, incident that may arise in the process.

The student must create an internship diary in which they compile their experiences, their learning and their proposals.

At the end of the internship period, the student must send both the internship diary and the internship report to the tutor.

The practice memory is a document with different sections (see attached document) detailing the main lessons learned, problems that have occurred and how they have been solved, and a proposal for

improvement. This proposal for improvement/innovation in some area of the company must have been detected by the student in consensus with his/her supervisor.

For example, the creation of an organizational chart if it does not exist, ideas to optimize the company's resources, digitization of processes, etc. Always in line with the company's philosophy and fulfilling at least one of the SDG objectives.

5. TEACHING-LEARNING METHODOLOGIES

The types of teaching-learning methodologies used are indicated below:

- Simulation environments
- Field experiences

6. LEARNING ACTIVITIES

Listed below are the types of learning activities and the number of hours the student will spend on each one:

Campus-based mode:

Learning activity	Number of hours
Autonomous work (research of documentation, company, negotiations with university)	5 h
Reports and writings (elaboration of internship report and diary)	10 h
Tutoring (3 face-to-face hours with the tutor, 2 hours of preparation of these tutorials)	5 h
In-company internship (face-to-face work in a company)	130 h
TOTAL	150

7. ASSESSMENT

Listed below are the assessment systems used and the weight each one carries towards the final course grade:

Campus-based mode:

Assessment system	Weight
Reflective student journal (student self-analysis and writing about their own learning process)	20
External internship tutor report	45
Internship student report	35
Reflective student journal (student self-analysis and writing about their own learning process)	20

When you access the course on the *Campus Virtual*, you'll find a description of the assessment activities you have to complete, as well as the delivery deadline and assessment procedure for each one.

7.1. First exam period

To pass the course in the first exam period, you must obtain a final course grade of at least 5 out of 10 (weighted average).

In any case, you will need to obtain a grade of at 5.0 in the final exam in order for it to count towards the final grade along with all the grades corresponding to the other activities.

7.2. Second exam period

To pass the course in the second exam period, you must obtain a final grade of at least 5 out of 10 (weighted average).

In any case, you will need to obtain a grade of at 5.0 in the final exam in order for it to count towards the final grade along with all the grades corresponding to the other activities.

The student must deliver the activities not successfully completed in the first exam period after having received the corresponding corrections from the professor, or those that were not delivered in the first place.

8. SCHEDULE

The schedule for the final degree project will be established in collaboration with each student's supervising professor, who is responsible for designing a tailored work plan. Since the project involves continuous work and is adapted to the individual needs and availability of each student, the schedule will be customized accordingly. This approach ensures that the evaluation reflects the unique progress and challenges faced by each student throughout the course.

The internship report with all its annexes and sections must be submitted no later than 15 days after the end of the internship and in no case can it be submitted after August 31, 2025

This schedule may be subject to changes for logistical reasons relating to the activities. The student will be notified of any change as and when appropriate.

9. BIBLIOGRAPHY

The specific documents to face this subject are available in the Virtual Campus, such as the style guide and the basic information for External Internships.

EDUCATIONAL GUIDANCE DIVERSITY AND INCLUSION UNIT

From the Educational Guidance, Diversity and Inclusion Unit we offer support to our students throughout their university life to help them reach their academic achievements. Other main actions are the students' inclusions with specific educational needs, universal accessibility on the different campuses of the university and equal opportunities.

From this unit we offer to our students:

1. Accompaniment and follow-up by means of counselling and personalized plans for students who need to improve their academic performance.
2. In terms of attention to diversity, non-significant curricular adjustments are made in terms of methodology and assessment for those students with specific educational needs, pursuing an equal opportunity for all students.
3. We offer students different extracurricular resources to develop different competences that will encourage their personal and professional development.
4. Vocational guidance through the provision of tools and counselling to students with vocational doubts or who believe they have made a mistake in their choice of degree.

Students in need of educational support can write to us at:

orientacioneducativa.uev@universidadeuropea.es

ONLINE SURVEYS

Your opinion matters!

The Universidad Europea encourages you to participate in several surveys which help identify the strengths and areas we need to improve regarding professors, degree programs and the teaching-learning process.

The surveys will be made available in the "surveys" section in virtual campus or via e-mail.

Your assessment is necessary for us to improve. Thank you very much for your participation.