UAB
Universitat Autònoma de Barcelona

Work Placement II

Code: 104968
ECTS Credits: 12

2024/2025

Degree	Type	Year
2500894 Tourism	OB	3

Contact

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Teachers

Gemma Sagué Pla

Teaching groups languages

You can view this information at the end of this document.

Prerequisites

Students must pass Workplacement I to be eligible for an enrollment.

Objectives and Contextualisation

- To approach the student to the reality of the industry
- 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 training continues its path after the self-awareness work started in class the previous year with the aim to define the students' internship objectives and to support the development of their skills as well as their future career goals.

The practical training consists of 250 internship hours performed in a company within the tourism industry.

The content of this subject includes the internship period, the completion of the memorandum report and the attendance to the workshop, as well as other events and activities organized during the year. After the internship period, the student will have to deliver the Internship Memorandum report, and check that the tutor performance assessment is delivered to the university in time for its evaluation. The survey will be required too.

The practical training pursues the student to get to know the organization, operations, and management basics within the tourism industry, covering areas such as guest services, back-office, and/or the organization and/or promotion of products/services. If necessary, the university will offer a wide range of partner companies for the students to achieve their internship goals. To this extend, we highlight the *Workshop University-Company encounter* that takes place in February,amongst the activities and events that the student must attend in order to pass the subject.

Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
Type: Directed			

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

The course will be using three different teaching methodologies:

- Self-evaluation and self-awareness exercises to focus on the student's professional objectives.

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

- Learning by doing - practical training at the workplace, duly monitored and tutored by an expert in the field.

In addition, the student will have to adapt to the organization's culture and its values, its internal regulations, policies, and procedures as well as to consider the tutor instructions and the university main guidelines.

Language:

Grau de Turisme: Spanish

Bachelor's degree in Tourism: Main language will be English, while it will be adapted to the needs of each session.

Annotation: Within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

Assessment

Continous Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Attendance and participation events/activities classroom	20%	10	0.4	1, 5, 6, 7, 9, 10, 12
Company tutor evaluation	40%	5	0.2	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 12, 13
Internship Memorandum	40%	5	0.2	1, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13

This subject does not consider the single assessment system.

The evaluation consists of:

a) The control and monitoring of student attendance at meetings, gatherings and events assigned by the center.

b) The control and follow-up of the internship performance and the Tutor Evaluation report.

c) Writing of the Internship Memo Report by the student.

A follow-up by the academic tutor with the student, and/or the company tutor during the internship period may be considered as an additional element.

- The student enrolled in this subject has the obligation to attend the sessions (workshops and other), as well as the seminars, talks and external presentations organized by the institution. For instance, the University-Company Meeting Workshop.
  The student's attendance to the meetings, events and other sessions stipulated by the center has a value of 20% of the total grade.
- The Memo report will represent 40%.
- The Tutor Internship Evaluation tutor constitutes 40%.

The grade for the subject will be NOT EVALUABLE when the student attends less than half of the assessment activities and/or does not attend the final exam.

IMPORTANT: In order to pass the subject, the requirements for the three blocks mentioned above must be met. It is also necessary to underline that the student will have at his/her disposal the key datesof the course, which will act asexam datesfor all purposes, and are decisive for the students to be eligiblefor a final evaluation at a later stage.

Bibliography

- Arturo, Ana Amo (2019). *Reclutamiento y selección de personal*. Editorial Elearning, SL.
- Bariso, J. (2020). *Inteligencia emocional para la vida cotidiana: Una guía para el mundo real*. Editorial Sirio Sa.
- Espinosa, J. A. G., & Fernández, E. S. (2017). *La entrevista en las organizaciones*. Editorial El Manual Moderno
- Hatum, A., & Marchiori, E. (2021). *Gestión de personas en organizaciones innovadoras: manual de teoría y práctica profesional*. Ediciones Granica.
- Peláez, J. J. (2019). *La nueva gestión humana: Cómo liderar el cambio en un mundo empresarial con marea emocional*. Caligrama.
- Puchol Moreno, L. (2017). *El libro de la entrevista de trabajo: Cómo superar las entrevistas y conseguir el trabajo que deseas*. Ediciones Díaz de Santos.

Other materials in digital format and web references will be presented throughout the course via the Moodle classroom.

Software

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Language list

Name	Group	Language	Semester	Turn

(TE) Theory	1	Catalan	annual	morning-mixed
(TE) Theory	2	English	annual	morning-mixed