UAB
Universitat Autònoma de Barcelona

Work Placement II

Code: 104968
ECTS Credits: 12

2025/2026

Degree	Type	Year
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 *Practicas Externas I/Work Placement I* to be eligible for enrollment.

Objectives and Contextualisation

- Bring students closer to the professional reality of the sector.
- Expand and apply the theoretical knowledge gained throughout the degree.
- Gain experience and insight into the real professional world, including through visits from guest professionals in the classroom.
- Support the development of professional skills, self-awareness, and self-management.
- Fulfill the educational purpose of the internship cycle.

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 communication techniques at all levels.
- Use ICT tools (reservations software, travel agency and hotel management packages, etc.) in tourism management, planning and products.

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 begins with a self-awareness period in the classroom, aimed at defining the students' professional goals, supporting the development of competencies, and guiding the focus of their future career path.

The practical component consists of a 250-hour training placement in a company within the tourism industry.

The content of this course includes, in addition to the internship period, participation in classroom sessions and completion of subject-related activities, as well as attendance at various events and workshops organized throughout the year. At the end of the internship, the student must submit the *Memo Internship Report* to the academic tutor and ensure that the company's internship supervisor completes and sends the student's performance evaluation to the university within the established deadline (see exam calendar). The student is also responsible for completing the internship evaluation survey.

The aim of the practical training is to gain insight into the organization, operation, and management of companies in the sector, covering areas such as customer service, product or service organization and promotion, or back-office department management. If necessary, the university will provide a wide range of partner companies to help achieve these learning objectives. In this regard, among the activities and events the student must complete and attend in order to pass the course, the *Setmana de la Professionalització* and the *Trobada Universitat-Escola-Empresa* held every February are particularly noteworthy.

Activities and Methodology

Title	Hours	ECTS	Learning Outcomes

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

The course will be delivered using three teaching methodologies:

a) Self-assessment and self-analysis tasks, aimed at focusing students' professional goals. Students will also be prepared to successfully navigate a selection process in all its stages.

b) Independent work - After engaging with professionals from the sector, who will serve as references to understand industry operations and professional profiles, students will be encouraged to work independently -with support from the tutor if necessary- to define their career objective.

c) Experiential learning - Practical training in a professional environment, properly supervised and mentored by an expert in the field chosen by the student, with academic follow-up by the course tutor.

During the internship, each student must observe the organization's culture and values, and follow the work and personal conduct rules established by the host company. The internal internship regulations of the institution, as well as the instructions provided by the academic tutor, will also apply.

IMPORTANT: The use of mobile phones, tablets, laptops, or any other digital device in the classroom or at the workplace is strictly limited to the instructions explicitly given by the tutor (both from the institution and the host company). Unauthorized use of these devices may result in academic consequences in accordance with the regulatory framework of the institution and each organization.

Language of instruction:
Tourism Degree: Spanish
Bachelor's Degree in Tourism: English

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	7, 1, 12, 9, 10, 5, 6
Company tutor evaluation	40%	5	0.2	2, 3, 4, 7, 1, 12, 8, 9, 10, 5, 6, 13
Internship Memorandum	40%	5	0.2	4, 7, 1, 12, 8, 9, 11, 10, 5, 6, 13

This subject does not consider the single assessment system.

The evaluation is based on the following components:

a) Attendance and participation in meetings, workshops, seminars, events, and activities organized by the Center, including those held during the Professionalization Week (such as the University-Industry Workshop). This component accounts for 20% of the final grade.

b) Monitoring of the internship and the evaluation report completed by the company tutor, which must be submitted no later than the official exam date (see exam calendar). This component represents 40% of the final grade.

c) Internship report written by the student, also to be submitted no later than the official exam date. This report constitutes the remaining 40% of the final grade.

Additional follow-up by the academic tutor with the student and/or the company tutor may be considered during the internship period. The use of this support is encouraged, especially when facing challenges, as it promotes the development of key professional competencies.

The subject will be marked as Not Assessable if the student completes less than half of the assessment activities and/or does not attend the final exam.

Important:

- To pass the subject, students must pass all three components mentioned above.
- Students will be provided with the key course dates, which serve as official exam dates and are essential for eligibility for final evaluation.

Bibliography

- Timothy, L., Cain, M., Kitterlin, M., & Williams, J. (2025). *Professional Development for Hospitality and Tourism*
- Puhr, A. (2023). *Student Readiness to Enter Tourism and Hospitality Industry*
- The Travel Institute (2020). *Travel Career Development* (11th Edition)
- Bariso, J. (2020). *Inteligencia emocional para la vida cotidiana: Una guía para el mundo real*
- Hatum, A., & Marchiori, E. (2021). *Gestión de personas en organizaciones innovadoras: Manual de teoría y práctica profesional*
- Arturo, A. A. (2019). *Reclutamiento y selección de personal*
- Peláez, J. J. (2019). *La nueva gestión humana: Cómo liderar el cambio en un mundo empresarial con marea emocional*
- Firth, M. (2019). *Employability and Skills Handbook for Tourism, Hospitality and Events*
- Page, S. (2019). *Tourism Management*
- Espinosa, J. A. G., & Fernández, E. S. (2017). *La entrevista en las organizaciones*
- Puchol Moreno, L. (2017). *El libro de la entrevista de trabajo: Cómo superar las entrevistas y conseguir el trabajo que deseas*

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

Software

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Groups and Languages

Name	Group	Language	Semester	Turn
(TE) Theory	1	Catalan	annual	morning-mixed
(TE) Theory	2	English	annual	morning-mixed