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| University | WSGE University of Euroregional Economy in Józefów |
| Field of study | Management |
| Major in | Zarządzanie w biznesie / Business Administration |
| Level of study | 2nd cycle |
| Profile | Practical |
| PROGRAM OF PROFESSIONAL STUDENT INTERNSHIP | |
| **Legal basis for the internship** | |
| * • The Act of July 20, 2018, Law on Higher Education (Journal of Laws of 2018, item 1668, as amended), * • Ordinance No. 27/2021 of the Rector of the University of Euroregional Economy Alcide De Gasperi in Józefów of September 29, 2021 on the introduction of the Regulations of professional student internships at the University of Euroregional Economy named after Alcide De Gasperi in Józefów. | |
| **Type and duration (number of weeks and hours) and semester of study** | |
| The student takes 390 hours of internship (150 hours in the 3rd semester - 5 weeks 30h each; 240h in the 4th semester - 8 weeks 30h each). Interns are assigned 13 ECTS points (5 points assigned to the third semester and 8 points assigned to the fourth semester). Student internships may take place during the summer holidays or during the academic year. Internships must be completed and credited before the end of the semester, the program of which provides for its implementation.  The internship may not interfere with other classes in the course of studies, and the student may not refer to the internship as a circumstance justifying failure to perform any other student's duties. In order to facilitate internships, it is planned to plan one day off from classes, which the student can devote to the internship. | |
| **The venue**  **(type of institution, department / departments in which the internship will take place)** | |
| Placement of internships: micro, small, medium and large enterprises from various industries, banks, financial, control and advisory institutions, audits, associations, non-governmental and church organizations, state offices, local government units, government agencies and their local branches  Internship departments: HR departments, financial and accounting departments, customer service departments, commercial departments, marketing and sales, promotion, PR, risk management analysis departments, in the management, production, procurement, design departments and other practices consistent with the direction and objectives.  Internships can be carried out in domestic or foreign organizational units,  in which the student can obtain appropriate education in the field of organization management.  \* the student may also carry out an internship in other departments, apart from those mentioned, resulting from the specificity of a given organization / enterprise. | |
| **Objectives**  **(broken down into areas, e.g. theoretical knowledge / practical skills / social competences)** | |
| **General goals:**  **The purpose of professional student internships is:**  broadening the knowledge and practical skills acquired during studies and shaping competences appropriate for a specific scope of studies; familiarizing the student with the specificity of the professional environment; shaping specific professional skills directly related to the place of internship; learning about the functioning of the organizational structure, principles of work organization and division of competences, procedures, work planning and control processes; shaping the ability to communicate effectively in the organization; improving the skills of organizing one's own work, team work, effective time management, diligence, responsibility for entrusted tasks; improving the ability to use a foreign language in professional situations; multifaceted familiarization with the activity profile of the entity hosting the student for internships, learning the specifics of work at various positions; broadening knowledge, practical skills and gaining experience helpful in choosing a career path; collecting experiences and materials that can be used when writing a diploma thesis.  **Detailed objectives (depending on the scope implemented):**  **Theoretical knowledge**   |  |  |  | | --- | --- | --- | | K2P\_W02 | has extensive knowledge of the basics of legal sciences, including knowledge of the conditions and the impact of legal norms and rules on management; has in-depth knowledge of selected systems of norms and rules (legal, organizational, professional, moral, ethical) organizing social structures and institutions, knows the basic Occupational Health and Safety norms and regulations and applies them in their professional work | P7S\_WG  P7S\_WK | | K2P\_W13 | has in-depth knowledge of the selected field of study | P7S\_WG  P7S\_WK |   **Detailing:**  broadening the theoretical knowledge in the field of economic organization management, learning the basic concepts, processes and principles of business management in areas such as: corporate finance, international finance, information technology; confrontation of theoretical knowledge with economic practice; acquiring knowledge on the interpretation of the principles of functioning of the modern world economy, including international trade in goods; getting to know the organizational structure of the company, principles of work organization and division of competences, procedures, the process of work planning, control; deepening specialist knowledge used in practice and gaining experience helpful in choosing a career path; gathering experiences and materials that can be used when writing a diploma thesis, understanding the importance of new management concepts and methods for the development of the organization and forecasting its development.  **Practical skills**   |  |  |  | | --- | --- | --- | | K2P\_U02 | uses the acquired theoretical knowledge in the field of management and quality sciences, extended with a critical analysis of its effectiveness and usefulness and skills acquired during professional practice, for a detailed description and practical analysis of social processes and phenomena, and formulates his own opinions; critically selects data and methods of analysis, as well as appropriate methods and tools, including advanced information and communication techniques (ICT); puts forward and verifies simple research hypotheses; has research skills allowing to solve problems in the field of management and quality sciences (problem formulation and analysis, selection of research methods and tools, preparation of results) | P7S\_UW | | K2P\_U06 | performs tasks in an innovative manner in unpredictable conditions, appropriately defines priorities for the implementation of a task set by himself or others, takes responsibility for the tasks entrusted to him; works in a group, taking various roles in it, incl. manages a team of people in various situations, including extreme ones; characterizes the structures of state defense control systems and analyzes and interprets the principles of organizing and functioning of command in the armed forces | P7S\_UO | | K2P\_U12 | understands the need for lifelong learning, plans and implements it independently, can inspire and organize the learning process of other people, understands the importance of new concepts and management methods for the professional and intellectual development of human resources of the organization, as well as in economic activity (in particular, systematically supplements knowledge and improve skills in the field of management and quality sciences extended by an interdisciplinary dimension) | P7S\_UU | | K2P\_U13 | has in-depth skills in the selected field of study | P7S\_UW  P7S\_UK  P7S\_UO  P7S\_UU |   **Detailing:**  familiarizing the student with the specificity of the professional environment; shaping specific professional skills in the areas of organizational strategy management, financial management, human resources management, production management, advertising and marketing management; improving the skills of organizing own work; improving the ability to use a foreign language in professional situations; multi-faceted familiarization with the activity profile of the entity hosting the student for internships, learning the specifics of work at various positions in the enterprise; acquiring the ability to analyze existing systems; preparing graduates to work as an advisor, consultant, specialist, middle and senior manager in the management of organizations, enterprises, state security structures and public institutions.  **Social competence**   |  |  |  | | --- | --- | --- | | K2P\_K01 | recognizes the importance of knowledge in solving cognitive and practical problems, and at the same time critically evaluates the possessed knowledge and the perceived content | P7S\_KK | | K2P\_K03 | has a well-established sensitivity to social problems, fulfills social obligations, inspires and organizes activities for the social environment, initiates activities for the public interest, participates in the preparation of projects and social tasks related to management, taking into account economic, environmental, legal and political aspects | P7S\_KO | | K2P\_K04 | performs professional roles responsibly, taking into account the changing social needs, is aware of the importance of behaving in a professional manner, developing the achievements of the profession and maintaining the ethos of the profession, acts in accordance with the principles of professional ethics, develops them and acts to comply with these principles; is loyal to the company for which he works and open to suggestions and proposals from employees of various levels, as well as clients | P7S\_KR | | K2P\_K05 | has in-depth social competences in the selected field of study | P7S**\_**KK  P7S\_KO  P7S\_KR |   **Detailing:**  shaping the competences of effective communication in the organization; acquisition of teamwork competences, effective time management, habits of diligent, timely work, responsibility for entrusted tasks; acquiring the competence to shape good interpersonal relations in the organization, being open to the needs of employees (including the need to raise the level of their knowledge and professional qualifications) and being sensitive to irregularities in the field of human resource management; understanding the importance of knowledge and innovation in the management of an organization. | |
| **Schedule and program of internships for individual scopes**  **(with the tasks and duties of the apprentice)** | |
| 1. Meetings concerning the course and completion of the internship   Organizational and information training organized before each type of internship in the amount of 2 hours. Consultation with the Student Internship Tutor to discuss the course of the internship.   1. Internship in the company's secretary's office   Getting to know the organization and the specificity of the company's operation, goals and mission of the organization, learning about its organizational structure, instructions, regulations, schedules, corporate documentation circulation system, correspondence management rules, issuing company documentation.  After the period of observation and learning, the student should perform the work ordered by the internship tutor from the secretariat department.   1. Internship in the financial and accounting department   Getting to know the organization of the financial and accounting department, getting to know the accounting documentation and reporting, learning the principles of operation of the financial and accounting program, learning the principles of drawing up a financial plan, budget; learning about the principles of controlling functioning in the enterprise; getting to know the tax system and the rules of settling accounts with the tax office in the field of taxes; acquiring the ability to recognize and analyze financial and accounting data, especially in terms of revenues, costs, financial results, financial liquidity and efficiency of the company's operation.  After the observation period, the student should perform the work assigned to him in the financial and accounting department.   1. Internship in the HR and payroll department   Getting to know the organization of the HR and payroll department, getting to know the HR and payroll documentation, getting to know the rules of remuneration of employees, the remuneration system, getting to know the recruitment and selection plans of employees as well as their training plans, getting to know the systems of evaluation and motivating employees. Observation of the human resource management process.  After the observation period, the student should perform the work assigned to him in the HR and payroll department.   1. Internship in the procurement department   Familiarization with the organization of the procurement department, the documentation present there, observation of the organization of work of the procurement department employees, learning about the principles of organization of deliveries and health and safety rules.   1. Internship in the production department   Getting to know the organization of the production department, documentation, requirements for employees in the field of production organization, health and safety, ergonomics and environmental protection, analysis of the factors motivating employees to work; observation and analysis of production management methods used in the enterprise   1. Internship in the sales department   Getting to know the organization of the sales department, observing the requirements for employees of the sales department, learning about the documentation in the sales department, acquiring the skills to prepare a marketing plan, familiarizing yourself with the concept of distribution, selection of distribution channels, the principle of storage, familiarization with the company's promotional and advertising materials and product offer and services as well as corporate image management processes.   1. Internship in the Public Relations department   Getting to know the organization of the PR department and activities aimed at creating a positive image of the company by shaping relations with the closer and more distant environment of the organization / company / enterprise: press meetings, conferences, fairs, media relations, etc., as a key element of business management.   1. Board internship   Observing the processes of strategic and tactical organization management, acquiring the ability to draw up plans using modern methods and techniques (SWOT analysis, BCG); acquiring knowledge about selected systems of standards and rules (legal, organizational, professional, moral, ethical), gaining knowledge of the basics of integrated management (including quality management, environmental management and OSH management), learning methods and tools of information management, analysis and synthesis of processes and information systems; gaining knowledge about selected methods of supporting decision-making processes; if possible, participation in the meetings of the management board and supervisory boards.  Throughout the duration of the internship, the student should observe, notice, interpret and explain social phenomena (cultural, political, legal, economic) and the mutual relations between them; should try to forecast and model complex social processes and predict their practical effects, including social phenomena, using advanced methods and tools appropriate for management sciences; should be able to diagnose and solve complex problems of human, material, financial and information resource management.  If the student is interning in state administration offices, local government offices, government agencies and their local branches, non-governmental and church organizations in which there are no separate departments above, he should participate in the work of the departments there and, if possible, gain the above-mentioned experience. | |
| **The basis and conditions for completing the internship** | |
| * Student internships take place in conditions enabling direct performance of relevant practical activities by students. * Internships may take place in the form organized by the universities - the student uses the internship offer prepared by the University, resulting from the concluded contracts; * In the case of studies with a general academic profile, student internships may also be implemented in the form of participation in research works, including laboratory or field classes, didactic trips, science or science and technology camps. * The prerequisite for completing the internship is:   - completion of the internship on a date and size consistent with the study plan,  - carrying out the tasks provided for in the internship program;  - submission of the internship diary confirming completion of the internship, appropriate for the field of study and scope of study, positively assessed by the student internship tutor.  - Submission of documents confirming the achievement of learning outcomes specified in the study program for professional internships – i.e., the period of professional activity and information about its nature, position, detailed scope of tasks allowing for the assessment of the degree of achievement of the intended learning outcomes outlined in the internship program, as well as a statement of completing an internship in line with the profile, scope, and direction of studies, and an opinion on the course of employment, volunteering, or internship, or a statement of completing an internship and a document confirming the student's business activity – in the case of students conducting business consistent with the profile, scope, and direction of their studies.   * An entry on crediting the internship is made once or twice during the course of studies - in accordance with the study program for a given field of study, upon presentation of documents confirming the completion of internships, within 3 months of the student achieving the total number of internships required by the study program. * Student internships are assigned ECTS credits. * Information about the place and duration of the internship is recorded in the supplement to the diploma. | |
| **Regulations regarding failure to complete internships, apprenticeships** | |
| * In justified cases, the student may apply for: * a) rescheduling the internship or * b) postponing its implementation to a year of study other than that provided for in the study program. * The term of the internship may be arranged individually in the case of individual organization of studies. * The consent is given by the Vice-Rector for Education, after consulting the Student Internship Tutor. * A student may be granted permission to practice at the place and time indicated by him, provided that the nature of the work performed is consistent with the internship program appropriate for his field of study. * At the request of the Institution where the student is interning, the University may recall the student   from practice, if he violates the regulations in force in this plant.   * The University has the right to terminate the internship before the deadline, when:   a) the student violates the discipline or order adopted in the Institution;  b) the student's behavior is not in keeping with the nature of the Institution;  c) the institution will not allow the student to undertake the internship;  d) the student has not insured himself / herself against accidents to the extent required.   * Discontinuation of the internship is tantamount to the recognition that the student has not completed the internship. * The student internship must be completed and credited before the end of the year in which the study plan and internship program provide for its implementation. * Failure to complete the internship is tantamount to the need to repeat it and fail the year of studies. | |

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| University | WSGE University of Applied Sciences in Józefów |
| Field of study | Management |
| Major in | Menedżer hotelarstwa i turystyki / Hospitality and Tourism Management |
| Level of study | 2nd cycle |
| Profile | practical |
| PROGRAM OF PROFESSIONAL STUDENT INTERNSHIP | |
| **Legal basis for the internship** | |
| * The Act of July 20, 2018, Law on Higher Education (Journal of Laws of 2018, item 1668, as amended), * Ordinance No. 27/2021 of the Rector of the University of Euroregional Economy Alcide De Gasperi in Józefów of September 29, 2021 on the introduction of the Regulations of professional student internships at the University of Euroregional Economy named after Alcide De Gasperi in Józefów. | |
| **Type and duration (number of weeks and hours) and semester of study** | |
| The student takes 390 hours of internship (150 hours in the 3rd semester - 5 weeks 30h each; 240h in the 4th semester - 8 weeks 30h each). Interns are assigned 13 ECTS points (5 points assigned to the third semester and 8 points assigned to the fourth semester). Student internships may take place during the summer holidays or during the academic year. Internships must be completed and credited before the end of the semester, the program of which provides for its implementation.  The internship may not interfere with other classes in the course of studies, and the student may not refer to the internship as a circumstance justifying failure to perform any other student's duties. In order to facilitate internships, it is planned to plan one day off from classes, which the student can devote to the internship. | |
| **The venue**  **(type of institution, department / departments in which the internship will take place)** | |
| **Placement of internships:** organizations and economic entities operating in the field of tourism and recreation (tour operators and tourist agencies), hotel centers for the organization and service of events (units responsible for organizing conferences, congresses, visiting the city and region, servicing business guests, etc.), tourist information, organizations and associations operating in the field of tourism service and tourism promotion (e.g. PTTK, POT, tourist chambers), conference and congress centers, fair centers, institutions and entities involved in organizing and servicing events generating tourist traffic (e.g. championships , olympics, rallies, festivals), e.g. hotel facilities, travel agencies, sports and recreation centers, wellness & spa centers, tourist information points, agritourism farms, non-governmental organizations and associations operating in the field of tourism (ROT, LOT, PZH, PIT, PTTK, PTSM and others), the ministry responsible for sport and tourism, unit local government units (marshal offices, poviat starosty offices, city and commune offices) and institutions subordinate to local governments (e.g. Sports and Recreation Center, cultural institutions, etc.).  **Internship departments:** department responsible for strategic management, secretariat and administrative department, logistics and procurement department, financial and accounting department (FK), HR and payroll department, HR department, marketing and sales department, PR department, including "Biznes centrum" - organization of events conference, customer service department and reception, and other similar to the scope of studies and internship objectives.  Internships can be carried out in domestic or foreign organizational units,  in which the student can obtain appropriate education in the field of organization management.  \* the student may also carry out an internship in other departments, apart from those mentioned, resulting from the specificity of a given organization / enterprise. | |
| **Objectives**  **(broken down into areas, e.g. theoretical knowledge / practical skills / social competences)** | |
| **General goals:**  **The purpose of professional student internships is:**  broadening and consolidating skills in work in the hotel industry and tourism (in the country and in the world); shaping the features of a modern manager; familiarizing the student with the specificity of the professional environment; shaping specific professional skills directly related to the place of internship; learning about the functioning of the organizational structure, improving the ability to use a foreign language in the hotel industry and tourism; multifaceted familiarization with the activity profile of the entity accepting the student for internships, learning about the specificity of work at various job positions in the hotel and tourism industry; broadening knowledge, practical skills and gaining experience helpful in choosing a career path; collecting experiences and materials that can be used when writing a diploma thesis; broadening the knowledge and practical skills acquired during studies and shaping competences appropriate for a specific scope of studies; principles of work organization and division of competences, procedures, work planning process, control; shaping the ability to communicate effectively in the organization; improving the skills of organizing one's own work, teamwork, effective time management, diligence, responsibility for entrusted tasks in the field of hospitality and tourism.  **Detailed objectives (depending on the scope implemented):**  **Theoretical knowledge**   |  |  |  | | --- | --- | --- | | K2P\_W02 | has extensive knowledge of the basics of legal sciences, including knowledge of the conditions and the impact of legal norms and rules on management; has in-depth knowledge of selected systems of norms and rules (legal, organizational, professional, moral, ethical) organizing social structures and institutions, knows the basic OHS norms and regulations and applies them in their professional work | P7S\_WG  P7S\_WK | | K2P\_W13 | has in-depth knowledge of the selected field of study | P7S\_WG  P7S\_WK |   **Detailing:**  broadening theoretical knowledge in the field of managing economic organization in the hotel and tourism industry; learning the basic concepts, processes and principles of management in business related to the hotel industry and tourism, relating to areas such as: corporate finance, international finance, information technology; confrontation of theoretical knowledge with economic practice; deepening specialist knowledge practically used in the hotel industry and tourism and gaining experience helpful in choosing a career path; collecting experiences and materials that can be used when writing a thesis, understanding the importance of new management concepts and methods for the development of the organization and forecasting its development; acquiring knowledge on the interpretation of the principles of the functioning of the modern world economy in the field of hotel and tourism, including international tourist exchange; learning the organizational structure of offices (a), principles of work organization and division of competences, procedures, work planning process, control.  **Practical skills**   |  |  |  | | --- | --- | --- | | K2P\_U02 | uses the acquired theoretical knowledge in the field of management and quality sciences, extended with a critical analysis of its effectiveness and usefulness and skills acquired during professional practice, for a detailed description and practical analysis of social processes and phenomena, and formulates his own opinions; critically selects data and methods of analysis, as well as appropriate methods and tools, including advanced information and communication techniques (ICT); puts forward and verifies simple research hypotheses; has research skills allowing to solve problems in the field of management and quality sciences (problem formulation and analysis, selection of research methods and tools, preparation of results) | P7S\_UW | | K2P\_U06 | performs tasks in an innovative manner in unpredictable conditions, appropriately defines priorities for the implementation of a task set by himself or others, takes responsibility for the tasks entrusted to him; works in a group, taking various roles in it, incl. manages a team of people in various situations, including extreme ones; characterizes the structures of state defense control systems and analyzes and interprets the principles of organizing and functioning of command in the armed forces. | P7S\_UO | | K2P\_U12 | understands the need for lifelong learning, plans and implements it independently, can inspire and organize the learning process of other people, understands the importance of new concepts and management methods for the professional and intellectual development of human resources of the organization, as well as in economic activity (in particular, systematically supplements knowledge and improve skills in the field of management and quality sciences extended by an interdisciplinary dimension) | P7S\_UU | | K2P\_U13 | has in-depth skills in the selected field of study | P7S\_UW  P7S\_UK  P7S\_UO  P7S\_UU |   **Detailing:**  familiarizing the student with the specificity of the professional hotel and tourism environment; shaping specific professional skills in the areas of strategy management of hotel and tourism organizations, financial management, human resource management, advertising and marketing management; improving the skills of organizing own work; improving the ability to use a foreign language in professional situations; multi-faceted familiarization with the activity profile of the entity hosting the student for internships, learning the specificity of work at various positions in a hotel and tourist institution; acquiring the ability to analyze existing systems; preparing graduates to work as an advisor, consultant, specialist, middle and senior manager in organizations and public institutions.  **Social competence**   |  |  |  | | --- | --- | --- | | K2P\_K01 | recognizes the importance of knowledge in solving cognitive and practical problems, and at the same time critically evaluates the possessed knowledge and the perceived content | P7S\_KK | | K2P\_K03 | has a well-established sensitivity to social problems, fulfills social obligations, inspires and organizes activities for the social environment, initiates activities for the public interest, participates in the preparation of projects and social tasks related to management, taking into account economic, environmental, legal and political aspects | P7S\_KO | | K2P\_K04 | performs professional roles responsibly, taking into account the changing social needs, is aware of the importance of behaving in a professional manner, developing the achievements of the profession and maintaining the ethos of the profession, acts in accordance with the principles of professional ethics, develops them and acts to comply with these principles; is loyal to the company for which he works and open to suggestions and suggestions of employees at various levels, as well as customers | P7S\_KR | | K2P\_K05 | has in-depth social competences in the selected field of study | P7S**\_**KK  P7S\_KO  P7S\_KR |   **Detailing:**  shaping the competences of effective communication in the hotel and tourist organization; acquisition of teamwork competences, effective time management, habits of diligent, timely work, responsibility for entrusted tasks; acquiring the competence to shape good interpersonal relations in a hotel and tourist organization, being open to the needs of customers (including the need to increase the level of meeting their needs and expectations) and being sensitive to irregularities in the field of human resource management; understanding the importance of knowledge and innovation in the management process of a tourism and hospitality institution. | |
| **Schedule and program of internships for individual scopes**  **(with the tasks and duties of the apprentice)** | |
| 1. Meetings concerning the course and completion of the internship   Organizational and information training organized before each type of internship in the amount of 2 hours. Consultation with the Student Internship Tutor to discuss the course of the internship.   1. Internship in the department responsible for strategic management   Observation of the processes of strategic and tactical organization management on the hotel and tourism market, acquiring the ability to prepare plans using modern methods and techniques of strategic planning, acquiring knowledge about selected systems of norms and rules (legal, organizational, professional, moral, ethical), gaining knowledge in the field of basics of integrated management in an organization (quality management, environmental management and health and safety management, corporate social responsibility - CSR), gaining knowledge about selected methods of supporting decision-making processes; if possible, participate in meetings of management, project groups, boards, etc.   1. Internship in the secretary's office and in the organizational and administrative department   Getting to know the organization and the specificity of the organization's functioning, its goals and mission, getting to know the organizational structure, instructions, regulations, schedules, corporate documentation circulation system, correspondence management rules, issuing company documentation; getting acquainted with the processes of administrative and legal services of the organization.   1. Internship in the financial and accounting department   Getting to know the organization of the financial and accounting department, learning about the accounting and reporting documentation, learning the principles of the financial and accounting department program, learning the principles of drawing up a financial plan, budget; learning the principles of controlling functioning in the organization; getting to know the tax system and the rules of settling accounts with the tax office in the field of taxes; acquiring the skills to recognize and analyze financial and accounting department data, especially in the field of revenues, costs, financial results, financial liquidity and efficiency of the organization.   1. Internship in the HR and payroll department   Getting to know the organization of the HR and payroll department, getting to know the HR and payroll documentation, getting to know the rules of remuneration of employees, the remuneration system, getting to know the recruitment and selection plans of employees as well as their training plans, getting to know the systems of evaluation and motivating employees. Observation of the human resource management process broken down into individual personnel functions: employment planning, recruitment, introduction to work, training and development, periodic assessment, etc.   1. Internship in the logistics and procurement department   Getting to know the organization of the logistics and supply department dedicated to mass customer service, reading the applicable documentation of the department, observing the organization of work and the logistics and procurement planning processes performed, learning about the rules of organizing deliveries, including compliance with health and safety rules.   1. Internship in the marketing and sales department   Getting to know the organization of the marketing and sales department, observing the requirements for employees of the sales department, learning about the documentation in the sales department, acquiring the skills to prepare a marketing plan and initiating sales projects, familiarizing yourself with the concept of hotel and tourist services distribution and selection of appropriate distribution channels for these services, familiarization with with the company's promotional and advertising materials and the service offer.   1. Internship in the PR department   Getting to know the organization of the PR department and the possibilities of activities aimed at creating a positive image of the organization by shaping relations with its closer and more distant environment: press meetings, conferences, fairs, media relations, etc., getting acquainted with the implementation processes of managing the image of the organization on the market hotel and tourism.   1. Internship in customer service and reception   Getting to know the organization and processes of indirect and direct customer service of an organization operating in the hospitality and tourism market, including the processes of communication with the client, learning and implementing the principles of integrated cooperation between marketing, sales and customer service, including collecting feedback on the performance of the service and customer satisfaction, participation in direct customer service, including responding to non-standard customer needs and expectations, including crisis situations.  Throughout the duration of the internship, the student should observe, notice and interpret and explain social phenomena (cultural, political, legal, economic) and the mutual relations between them; should try to forecast and model complex social processes and predict their practical effects, including social phenomena, using advanced methods and tools appropriate for management sciences; should be able to diagnose and solve complex problems of human, material, financial and information resource management.  If a student completes an internship in state administration offices, local government offices, government agencies and their local branches, non-governmental and church organizations, in which there are no separate departments above, he should participate in the work of the departments present there and, if possible, to gain the above-mentioned experiences. | |
| **The basis and conditions for completing the internship** | |
| * Student internships take place in conditions enabling direct performance of relevant practical activities by students. * Internships may take place in the form organized by the universities - the student uses the internship offer prepared by the University, resulting from the concluded contracts; * In the case of studies with a general academic profile, student internships may also be implemented in the form of participation in research works, including laboratory or field classes, didactic trips, science or science and technology camps. * The prerequisite for completing the internship is:   - completion of the internship on a date and size consistent with the study plan,  - carrying out the tasks provided for in the internship program;  - submission of the internship diary confirming completion of the internship, appropriate for the field of study and scope of study, positively assessed by the student internship tutor.  - Submission of documents confirming the achievement of learning outcomes specified in the study program for professional internships – i.e., the period of professional activity and information about its nature, position, detailed scope of tasks allowing for the assessment of the degree of achievement of the intended learning outcomes outlined in the internship program, as well as a statement of completing an internship in line with the profile, scope, and direction of studies, and an opinion on the course of employment, volunteering, or internship, or a statement of completing an internship and a document confirming the student's business activity – in the case of students conducting business consistent with the profile, scope, and direction of their studies.   * An entry on crediting the internship is made once or twice during the course of studies - in accordance with the study program for a given field of study, upon presentation of documents confirming the completion of internships, within 3 months of the student achieving the total number of internships required by the study program. * Student internships are assigned ECTS credits.   Information about the place and duration of the internship is recorded in the supplement to the diploma. | |
| **Regulations regarding failure to complete internships, apprenticeships** | |
| * In justified cases, the student may apply for:   a) rescheduling the internship or  b) postponing its implementation to a year of study other than that provided for in the study program.   * The term of the internship may be arranged individually in the case of individual organization of studies. * The consent is given by the Vice-Rector for Education, after consulting the Student Internship Tutor. * A student may be granted permission to practice at the place and time indicated by him, provided that the nature of the work performed is consistent with the internship program appropriate for his field of study. * At the request of the Institution where the student is interning, the University may recall the student * from practice, if he violates the regulations in force in this plant. * The University has the right to terminate the internship before the deadline, when:   a) the student violates the discipline or order adopted in the Institution;  b) the student's behavior is not in keeping with the nature of the Institution;  c) the institution will not allow the student to undertake the internship;  d) the student has not insured himself / herself against accidents to the extent required.   * Discontinuation of the internship is tantamount to the recognition that the student has not completed the internship. * The student internship must be completed and credited before the end of the year in which the study plan and internship program provide for its implementation. * Failure to complete the internship is tantamount to the need to repeat it and fail the year of studies. | |