



Table 2

Basic description		
Course coordinator	Ph.D. Ivana Ivančić, Assistant Professor	
Course title	Practical work experience	
Study programme	MANAGEMENT OF SUSTAINABLE DEVELOPMENT	
Course status	compulsory	
Year	4 <sup>TH</sup> (Undergraduate Studies)	
ECTS credits and teaching	ECTS student 's workload coefficient	14 ECTS
	Number of hours (L+E+S)	350 (0+350+0)

## 1. COURSE DESCRIPTION

### 1.1. Course objectives

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.

### 1.2. Course enrolment requirements

No special requirements.

### 1.3. Expected course learning outcomes

After having completed 350 hours of professional practical training, students should be able to compare and distinguish between previously acquired theoretical knowledge and newly acquired practical knowledge. They will have created the preconditions needed to identify those areas of newly acquired practical knowledge which coincide with their personal preferences concerning their future profession and area of work. They should be able to take on more-complex tasks in hospitality facilities providing accommodation services, in facilities providing food and beverage services, in tourist boards, banks and in travel agencies.

### 1.4. Course content

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). Commercial banks (departments dealing with tourism and hospitality). Town, municipal and county tourist boards.

### 1.5. Teaching methods

- |  |  |
|--|--|
| <input type="checkbox"/> lectures                | <input type="checkbox"/> individual assignment     |
| <input type="checkbox"/> seminars and workshops  | <input type="checkbox"/> multimedia and network    |
| <input type="checkbox"/> exercises               | <input type="checkbox"/> laboratories              |
| <input type="checkbox"/> long distance education | <input type="checkbox"/> mentorship                |
| <input type="checkbox"/> fieldwork               | <input checked="" type="checkbox"/> PRACTICAL WORK |

### 1.6. Comments

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 FTTHM Students”.

**1.7. Student's obligations**

Students are obliged to attend and complete a total of 350 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. Evaluation of student's work**

Course attendance		Activity/Participation		Seminar paper		Experimental work	
Written exam		Oral exam		Essay		Research	
Project		Sustained knowledge check		Report		Practice	14
Portfolio							

**1.9. Assessment of learning outcomes in class and at the final exam (procedure and examples)**

Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on evaluation of students at the Faculty of tourism and hospitality management. For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.

**1.10. Assigned reading (at the time of the submission of study programme proposal)**

**1.11. Optional / additional reading (at the time of proposing study programme)**

**1.12. Quality monitoring methods which ensure acquirement of output knowledge, skills and competences**

The quality of the programme, teaching process, *teaching* skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management.