|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **COURSE SYLLABUS** | | | | | | | | | | | | | | | |
| *Course name:*  **INTERNSHIP** | | | | | | | | | | | | | | | |
| *Field of study:*  **MANAGEMENT** | | | | | | | | | | | | | | | *Degree profile:*  *Master* |
| *Language of instruction:*  **english** | | | | | | | | *Study profile:*  **Practice** | | | | | | | *Program name module:*  **speciality** |
| *Assessment:* | | | | | | | | *Study year:II*  *Semester: III* | | | | | | | *ECTS:*  **15** |
| *Tryb studiów* | | | *Teaching methods* | | | | | | | | | | | | *Total numer of hours* |
| *L* | *Ex* | *E-learning* | *Lab.* | *Language courses* | | *CONSULTATION* | | | | *INTERNSHIP* | |  |
| *Full time study* | | |  |  |  |  |  | | **10** | | | | **375** | | **385** |
| *Extramural studies* | | |  |  |  |  |  | | **6** | | | | **375** | | **381** |
| *Course coordinator (e-mail):* MA Ludmiła Majewska e-mail: ludmila.majewska@handlowa.eu; phone number. +48 71 333 11 08; +48 71 333 11 03 | | | | | | | | | | | | | | | |
| **COURSE OBJECTIVES:** | | | | | | | | | | | | | | | |
| O1. | The use of major and specialization knowledge in the field of organizations’ management and their functioning in the micro and macro environment. | | | | | | | | | | | | | | |
| O2. | Verification and deepening of practical skills, in particular in the field of analysis, diagnosis and solving organizational and management problems of various organizations | | | | | | | | | | | | | | |
| O3. | Acquisition of social competences necessary for future employees of the organization including  understanding the need for development and group work, and shared responsibility for the effects of this work. | | | | | | | | | | | | | | |
| O4. | Collecting data and information needed for preparing the master thesis and other tasks | | | | | | | | | | | | | | |
| **PREQUITES:** | | | | | | | | | | | | | | | |
| Meeting with the Internship coordinator | | | | | | | | | | | | | | | |
| **LEARNING OUTCOMES** | | | | | | | | | | | | | | | |
|  | **III semester** | | | | | | | | | | | | | | |
| **Lp.** | **Course learning outcomes** | | | | | | | | **Reference to field learning outcomes** | | | | | | |
| LO1 | Acquires information from a place of an internship, integrates it, including:  a) Discusses the principles of the industry in which the organization operates and the specifics of its activities  a) Discusses the legal form of the organization and the documentation required to work in various positions  b) Familiarize with the OSH rules in the organization  c) Defines the organizational structure, including the principles of work organization in individual departments and the division of competences  d) Knows the techniques of keeping and archiving documentation in the workplace and is able to perform office work in this area  e) Discusses organization management methods and concepts | | | | | | | | **K2\_U02**  **K2\_K08** | | | | | | |
| LO2 | Performs an in-depth analysis of organizational problems in the area of study specialty, correctly defining the priorities for the implementation of tasks | | | | | | | | **K2\_U06** | | | | | | |
| LO3 | Is able to organize and manage team work and settle problems in the work environment by communicating with people inside and outside the organization, also in an intercultural environment | | | | | | | | **K2\_U14**  **K2\_U16**  **K2\_K05** | | | | | | |
| LO4 | He sees the need for continuous learning and can do independently | | | | | | | | **K2\_U17**  **K2\_K01** | | | | | | |
| **OURSE CONTENT:** | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | |
| |  |  | | --- | --- | | L.p. | **LECTURE** | | P1 | To acquaint students with the Rectors Regulation and Internship syllabus | | P2 | Internship documentation and passing rules | | P3 | Learning outcomes and their achievement | | P4 | Settlement of internship documentation and its completion | | **Assesment methods: MO 16 -** | | | | | | | | | | | | | | | | | | |
| **DIDACTICAL METHODS** | | | | | | | | | | | | | | | | |
|  | **Description** | | | | | | | | | | | | | | | |
|  | **Case method** | | | | | | | | | | | | | | | |
|  | **Practical** | | | | | | | | | | | | | | | |
| **STUDENT WORKLOAD:** | | | | | | | | | | | | | | | | |
| **Workload structure** | | | | | | | | | | | | **Number of hours** | | | | |
| **Full time studies** | | | **Extramural studies** | |
|  | Contact hours with the teacher (consultations and project). Preparing documentation | | | | | | | | | | | 10 | | | 6 | |
|  | Internship and consultations with the coordinator | | | | | | | | | | | 375 | | | 375 | |
| **Total numer of hours** | | | | | | | | | | | | **385** | | | **381** | |
| **ECTS** | | | | | | | | | | | | **15** | | | **15** | |
| **COMPULSORY READINGS:** Rectors Regulation 16/19/20 dated on 14 November 2019 r. | | | | | | | | | | | | | | | | |
| **SUPLEMENTARY READINGS:** Study Regulations of WSH | | | | | | | | | | | | | | | | |
| **ASSESSMENT METHODS:** | | | | | | | | | | | | | | | | |
| **Learning outcomes** | | **Final mark 2** | | | | **Final mark 3** | | | | | **Final mark 4** | | | **Final mark 5** | | |
| **Learning Outcomes for a semester** | | The lack of achieving learning outcomes <=50% | | | | Achieving learning outcomes without taking into account some less important aspects or with serious inadequacy  >=50-70% | | | | | Achieving learning outcomes without taking into account some less important aspects  >=70-85 | | | Achieving learning outcomes covering all relevant aspects  >=85% | | |
| **Assessment of the internship on the basis of the documents** | | The assessment of the Internship = 0,8 Skills + 0,2 Social competences of the Learning Outcomes | | | | | | | | | | | | | | |
| **Assessment of the Intenrship** | | The Assessment of the Internship = 0,7 the Coordinator + 0,3 The company  The Assessment made by the Coordinator = 0,8 Skills + 0,2 Social competences | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | |
| **OTHER IMPORTANT ISSUES:** | | | | | | | | | | | | | | | | |
|  | | Materials for the Internship are posted by the Coordinator to the class representative by email | | | | | | | | | | | | | | |
|  | | The study plan and learning outcomes are available to students on the e-learning platform  and in the Didactics Office. | | | | | | | | | | | | | | |
|  | | The dates of contact hours are reported to the Didactics and are posted in the Virtual Deans' Office. | | | | | | | | | | | | | | |
|  | | The internship documentation is available for students at the Dean's office and at the Coordinator | | | | | | | | | | | | | | |
|  | | The results of passing the Internship are given to students immediately after submitting  final documentation for a given semester. | | | | | | | | | | | | | | |
|  | | All needed documents are attached to this syllabus | | | | | | | | | | | | | | |
| ……………………………………………….  Signature of the course coordinator | | | | | | | | | | ……………………………………………….  Signature of the Head of the Faculty | | | | | | |

*Attachment no 2*

**INTERNSHIP AGREEMENT**

concluded on……………… in Wroclaw between:………………………………………………………………………………………

with its registered Office in……………………………………………………………………

hereinafter referred to as 'the entity' represented by:

………………………………………………………………………………………………

………………………………………………………………………………………………

and the University of Business in Wroclaw at Ostrowskiego 22 Street, hereinafter referred to as the "university", represented by the Dean of the Faculty of Management and Economics

**D.E. Halina Węgrzyn**

§1

The subject accepts, and the university directs the student to undergo an internship:

………………………………………………………………………………………………

Student’s book no ……………………. Tourism and Leisure

within: from ………………… to………………………………………

§2

The entity in which the student is undergoing internship will provide the conditions necessary to conduct the internship, in particular:

* providing suitable workplaces in line with the framework program regarding internship.
* familiarizing the student with the applicable work regulations, provisions regarding occupational health and safety issues and the protection of the state and official secrets.

§3

During the internship in regard of order, discipline and working time, the student is subordinate the management of the organizational unit in which they are undergoing the internship at the given time.

§4

The university prepares an internship program, determining the necessary scope of issues that the student should become familiar with while working in individual organizational units.

§5

The university allows the possibility of accepting the internship program taking into account the specificity of the organization, presented by the entity in which the student is interning.

§6

During the internship, the student performs the tasks ordered by the entity in which the student is interning and draws up a report on the internship. The report may be used by the entity in which the student is practicing.

§7

The representative of the entity, in which the student performs the internship, certifies the fact of the internship by the "Confirmation" form, making an annotation about:

* period of internship
* positions at which the student underwent apprenticeship
* tasks assigned to be performed
* student assessment.

§8

The basis for the crediting of internship completion lies in the "Confirmation" certified by the entity in which the student performs the internship and the report on the internship presented by the student's to Plenipotentiaries for Student Internship.

§9

The didactic and educational supervision over the course of the internship on the part of the university is exercised by the Rector's Plenipotentiary for Student Apprenticeships - MA Ludmiła Majewska e-mail: ludmila.majewska@handlowa.eu; phone number. +48 71 333 11 08; +48 71 333 11 03. Aforementioned person is authorized to settle matters related to the course of the internship jointly with the management of the entity where the student is interning.

§10

The agreement was drawn up in two identical copies, one for each party.

…………………………………………

Representative of the entity in which the student undergoes an internship …………………………………

On behalf of Dean

The Faculty of Economics and Management

*Attachment no 3*

**MAJOR OF MANAGEMENT, SPS/S, SPS/N semester 3 and 5**

**INTERNSHIP REPORT NO 1**

**Name and surname**

**Student’s book no ………………..**

**Summary**

The following sections of this report will discuss the organization, in which the apprenticeship was implemented, its history and the most important directions of activity ("Presentation of the organization"), the organizational structure of the entity will be described along with an indication of its advantages and disadvantages ("Organizational structure of the entity"). In the section "Setting priorities to be implemented during the internship", an issue will be raised regarding {insert the relevant issue}. At the end (in the section "Analysis of the organization and its environment - SWOT"), the SWOT analysis of {name of the organization} will be presented, (optional SWOT decision).

**Presentation of the organization - the tourist enterprise**

<Present the history of the creation of the organization, its organizational and legal form, mission, the most important areas of activity, main clients and competitors, and the company's achievements to date

**Organizational structure of the entity**

<Characterize the current organizational structure (e.g. type, complexity). Using a diagram, present the organizational structure of the entity (current organigram - it can be abbreviated). Discuss the tasks of the most important departments, as well as indicate the advantages and disadvantages (strengths and weaknesses) of the existing structure - e.g. lack of marketing and promotion structures>

**Setting priorities to be implemented during internship**

During meetings with the Plenipotentiary for internships and the internship supervisor on the part of the economic entity, the following priorities were established to be implemented as part of the internship:

< Determining the main task / or tasks to be performed as part of the internship in accordance with the field of study, e.g.:

* characteristics of marketing activities in the organization with an indication of the advantages and disadvantages as well as improvement proposals,
* communication within the framework of organization - advantages, disadvantages - improvement proposal
* financial analysis of the business entity
* evaluation of the IT system - indicating advantages and disadvantages
* other, according to the field of study.

**Analysis of the organization and its environment – SWOT**

This subsection focuses on a detailed analysis of the entity, including the macro environment and the immediate competitive environment, which will allow to develop the strengths and weaknesses of the organization as well as its opportunities and threats (SWOT method).

The organization analysis includes the assessment of the following areas of the entity's activities:

* "human resources" (including the motivational system and training) - <make an assessment, 3-5 sentences>
* "organizational culture" <make an assessment, 3-5 sentences>
* "property" (including intangible assets, quality management system) <make an assessment, 3-5 sentences>
* "IT" <make an assessment, 3-5 sentences>
* "management information / controlling" <make an assessment, 3-5 sentences>
* "marketing processes" <make an assessment, 3-5 sentences>
* "relations with external stakeholders" <make an assessment, 3-5 sentences >

The analysis of the environment concerns the following factors:

* "political and legal" <make an assessment, 3-5 sentences>
* "economic" <make an assessment, 3-5 sentences>
* "social" <make an assessment, 3-5 sentences>
* "technological" <make an assessment, 3-5 sentences >

In the organization being analyzed, the following strengths and weaknesses as well as opportunities and threats can be distinguished (table x):

Table x. SWOT analysis {type organization’s name}

|  |  |
| --- | --- |
| **Strenghts** | **Weaknesses** |
|  |  |
| **Oprtunities** | **Threats** |
|  |  |

Source: own study based on the organization's materials

Note: The description of the performed tasks is prepared by the student in accordance with the arrangements discussed with the Internship Plenipotentiary, taking into account the learning outcomes and the syllabus provided for internships in a given semester and field of study.

|  |
| --- |
| **Learning outcomes of an internship and the third semester - confirmation of their achievement** |
| Student knows, understands and obtains information from the place of internship, integrates it:   1. Discusses the principles of the industry operations in which the organization operates and the specifics of its activities 2. Discusses the legal form of the organization and the documentation required to work in various positions 3. Becomes familiar with the health and safety rules within the framework of the organization 4. Defines the organizational structure, including the rules of work in individual departments as well as the division of competences 5. Student knows the techniques of keeping and archiving documentation at the workplace and has the ability to perform office work in this area   Discusses the methods and concepts of organization management |
| *Description of tasks performed during the internship corresponding to the learning effect* ………………………………………………………………………………………………… |
| Analyzes data and information from various departments of the organization and has the ability to draw conclusions regarding their practical use, using the theoretical knowledge obtained |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… |
| Expands his professional competences by participating in organized education in the place of internship (training, courses, meetings) |
| *Description of tasks performed during the internship corresponding to the learning effect* ………………………………………………………………………………………………… |

…………………………………………….

Legible student’s signature

**Assessment of the Employer's Representative - feedback for the student regarding the course of the internship (insert x)**

|  |  |
| --- | --- |
| **Learning outcomes second semester** | **Representative’s grade**  **2,0 3,0 3,5, 4,0 4,5 5** |
| Student knows, understands and obtains information from the place of internship, integrates it:   1. Discusses the principles of the industry operations in which the organization operates and the specifics of its activities 2. Discusses the legal form of the organization and the documentation required to work in various positions 3. Becomes familiar with the health and safety rules within the framework of the organization 4. Defines the organizational structure, including the rules of work in individual departments as well as the division of competences 5. Student knows the techniques of keeping and archiving documentation at the workplace and has the ability to perform office work in this area   Discusses the methods and concepts of organization management |  |
| Analyzes data and information from various departments of the organization and has the ability to draw conclusions regarding their practical use, using the theoretical knowledge obtained |  |
| Expands his professional competences by participating in organized education in the place of internship (training, courses, meetings) |  |

**Total evaluation of the internship. Grading scale (insert X):**

**2 – unsatisfactory; 3- satisfactory; 3,5 – satisfactory plus; 4-good; 4,5 – fairly good; 5-very good**

|  |  |  |
| --- | --- | --- |
| ……………………………………………  Place, date    Company seal | ……………………………………………  Legible signature of entity’s representative  ……………………………………………  Phone number, mail | |
| **Learning outcomes of an internship and the fifth semester - confirmation of their achievement** | |
| Uses data and information from various departments of the organization and, applying theoretical knowledge in the field of the studied specialization, possesses the ability simple problems | |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… | |
| Develops practical skills in the field of the studied specialization, by participating in the implementation of assigned tasks | |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… | |
| Uses information technology used in management processes within the framework of the organization | |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… | |
| Understands the need for lifelong learning | |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… | |

**Assessment of the Employer's Representative - feedback for the student regarding the course of the internship (insert x)**

|  |  |
| --- | --- |
| **Learning outcomes** | **Representative’s grade**  **2,0 3,0 3,5, 4,0 4,5 5** |
| Uses data and information from various departments of the organization and, applying theoretical knowledge in the field of the studied specialization, possesses the ability solve simple problems |  |
| Develops practical skills in the field of the studied specialization, by participating in the implementation of assigned tasks |  |
| Uses information technology used in management processes within the framework of the organization |  |
| Understands the need for lifelong learning |  |

**Total evaluation of the internship. Grading scale (insert X):**

**2 – unsatisfactory; 3- satisfactory; 3,5 – satisfactory plus; 4-good; 4,5 – fairly good; 5-very good**

|  |  |
| --- | --- |
| ……………………………………………  Place, date    Company seal | ……………………………………………  Legible signature of entity’s representative  ……………………………………………  Phone number, mail |

*Attachment no 5*

# **Questionnaire for a student regarding the course of internship**

**Optional survey**

**Possible answers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly disagree** | **Disagree** | **Hard to say** | **Agree** | **Strongly agree** |

**In your opinion:**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| 1. Formalities related to the preparation of documents necessary for the implementation of apprenticeships were understandable and easy to complete. |  |
| 2. The workplace / internship has been properly prepared. |  |
| 3. Student internships took place in accordance with the presented internship program. |  |
| 4. During the internship, you used the knowledge or skills acquired during your studies. |  |
| 5. The theoretical preparation gained during the studies was useful during internship activities. |  |
| 6. Thanks to the internships, you have acquired new skills that will be useful in your future work. |  |
| 7. Tasks performed as part of internship were in line with the profile of studies and may be used by you in your professional work. |  |
| 8. The work atmosphere was favorable for the performance of your duties. |  |
| 9. The designated supervisors of the student internships were characterized by kindness and commitment. |  |
| 10. The completed internship confirmed the correctness of the choice of the field of study made by you |  |
| 11. If there were such a possibility, you would be interested in taking up employment in the place of the internship |  |

*Attachment no 6*

# **Survey for employers**

**Optional survey**

**Dear Sir or Madam,**

Thank you for accepting students of the University of Business in Wroclaw for student internships. We would like to hear your opinions regarding the organization, course and program of student internships. Your feedback shall allow us to adjust our offer to your needs. The team of the WSH Career Office in Wroclaw

**Company’s name:……………………………………………………………………………..**

**Line of business:……………………………………………………………………………………**

**Name of the contact person …………………………………………..**

**E-mail and phone number…………………………………………….**

1. Do you wish to cooperate further in scope of the admission of WSH students to student internships: YES / NO
2. How many students during the calendar year would you like to enroll for a student internship ……………………… (number)
3. Regarding the organization of internships – what kind of support would you expect from the part of the University? .......................................................................................................................................
4. Please indicate the two most important competences that a student, who wants to take up internships in your company, ought to have: 1…………………………, 2………………………………
5. To what extent was the WSH student, interning in your company / enterprise, substantively prepared?

a) insufficient

b) sufficient

c) good

d) very good

1. How do you rate the performance of duties done by the student during the internship:

a)very good

b) good

c) sufficiently

d) insufficiently.

1. Has the WSH student, during an internship, shown himself as a potential candidate for work after graduation? YES/NO

*Attachment no 7*

…………………………………………..

Place, date

…………………………………………..

Name and surname

…….………………………………

Student’s book no/major/specialization

……………………………………

Year and form of studies

Rector's Plenipotentiary for Internships for the field of study ………………………………………

PhD Dariusz Socha

# **APPLICATION**

**for crediting professional work as compulsory internship.**

Pursuant to § 15 of the Study Regulations, I am, hereby, asking for crediting towards the obligatory internship my professional work/ internship / business activity / other forms of organized activity[[1]](#footnote-1)

**Description of the employer**: (full name and address of the institution, legal form, industry, territorial scope of activity)

…………………………………………………………………………………………………

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**Description of the position / positions in which the student is / was employed:**

…………………………………………………………………………………………………

**Employment period - corresponding to the conditions of an internship in a given semester:**

…………………………………………………………………………………………………

|  |
| --- |
| **Learning outcomes of an internship and the third semester - confirmation of their achievement** |
| Student knows, understands and obtains information from the place of internship, integrates it:   1. Discusses the principles of the industry operations in which the organization operates and the specifics of its activities 2. Discusses the legal form of the organization and the documentation required to work in various positions 3. Becomes familiar with the health and safety rules within the framework of the organization 4. Defines the organizational structure, including the rules of work in individual departments as well as the division of competences 5. Student knows the techniques of keeping and archiving documentation at the workplace and has the ability to perform office work in this area   Discusses the methods and concepts of organization management |
| *Description of tasks performed during the internship corresponding to the learning effect* ………………………………………………………………………………………………… |
| Analyzes data and information from various departments of the organization and has the ability to draw conclusions regarding their practical use, using the theoretical knowledge obtained |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… |
| Expands his professional competences by participating in organized education in the place of internship (training, courses, meetings) |
| *Description of tasks performed during the internship corresponding to the learning effect* ………………………………………………………………………………………………… |

|  |
| --- |
| **Learning outcomes of an internship and the fifth semester - confirmation of their achievement** |
| Uses data and information from various departments of the organization and, applying theoretical knowledge in the field of the studied specialization, possesses the ability simple problems |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… |
| Develops practical skills in the field of the studied specialization, by participating in the implementation of assigned tasks |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… |
| Uses information technology used in management processes within the framework of the organization |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… |
| Understands the need for lifelong learning |
| *Description of tasks performed during the internship corresponding to the learning effect*  ………………………………………………………………………………………………… |

…………………………………………….

Legible student’s signature

**Certification of the job description done by the Employer**

|  |  |
| --- | --- |
| ………………………………………………….  Place, date    Company seal | …………………………………………………..  Legible signature of entity’s representative  …………………………………………………..  Phone number, mail |

**REQUIRED ANNEXES**

1. Scan of the employment contract / order or employment certificate issued by the employer

2. A copy of the National Court Register or CEIDG or a foreign register, e.g. https://usr.minjust.gov.ua/

1. Delete where inapplicable [↑](#footnote-ref-1)