



# INTERNSHIP MANUAL

Valid for students enrolled in the Modul University Vienna programs

**BBA Tourism & Hospitality Management**

**BBA Tourism, Hotel Management and Operations**

Curricula Versions 114 + 115

Version: Fall 2020

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## OVERVIEW

Internships are supervised, practical training periods for which BBA students earn academic credits. Internships provide excellent opportunities for students to put into practice much of the knowledge and skills acquired during their studies and to gain firsthand knowledge of the tourism and hospitality industry. It is also an opportunity for employers to observe the student in the work environment and evaluate their management potential for possible future employment.

Modul University Vienna requires that BBA students complete a **min. 900-hour internship (equal to 29 ECTS)** as part of their study program. It can be completed in **one part (min. 6 months alias 900 hours)** or in **two equal parts (min. 3 months alias 450 hours each)**. The organization selected for the internship can range from large destination marketing organizations and major hotel chains to small and medium-sized enterprises.

It is each **student's own responsibility to find an internship placement**. Modul University Vienna maintains relationships with a wide range of internship partners who are listed on the internal career platform [JobTeaser](#). It is also possible that a student proposes to do an internship at a company which is not listed in the database, if it is relevant to their studies. The **Internship Preparatory Course (IPC)**, taking place every semester, is a mandatory pre-requisite in order to get the internship contract signed. Modul Career Services Center provides extensive support on [Jobteaser](#) accessible with the student login.

## OBJECTIVES & BENEFITS

Modul University Vienna interns are encouraged to actively participate in different work environments linked to their studies and to assume a major role in the delivery of related services. The company providing the internship is committed to maintain an internship program that facilitates learning and professional development for Modul University Vienna interns. This includes creating an environment that is professionally stimulating and sufficiently flexible to accommodate individual training needs.

### **MU students benefit through:**

- Acquiring experience in a real-life work environment
- Having the chance to put theory into practice, demonstrating significant understanding of own learning strategies to cope with the requirements of the work environment
- Increasing the level of maturity and grasp business culture
- Developing vocational and personal skills
- Enhancing career opportunities and establishing useful contacts in the industry
- Developing, reflecting and evaluating on the strategies to achieve own career goals
- Having the opportunity to travel, earn a salary and enjoy an independent and different way of life

### **Companies and organizations benefit through:**

- Employer branding
- Establishing academic partnerships
- The input of fresh, innovative ideas through talented students
- Gaining additional manpower during critical times
- Developing a pool of talent from which to recruit once students graduate
- The opportunity to give feedback to the university about knowledge and skills

## **CODE OF CONDUCT**

Similarly, to on campus behavior, interns must act accordingly to the Modul University's code of conduct during their internship. This includes following points:

1. Students' conduct and performance represents not only themselves but also Modul University Vienna. Before, during and after the internship, students are effectively an ambassador for the university and should act accordingly
2. Students must adhere to the Study contract signed with Modul during the internship.
3. Students must respect the laws of the country where they perform their internship. You can find more information about various countries [here](#).
4. Students must dress appropriately for their position. If you are unsure about your dress code contact the Career Services Manager or your internship supervisor at the company before the start of your internship.
5. Students must complete the internship under the conditions in the internship contract signed between the company, the student and the Modul Career Services Center.
6. Students must hand in all relevant documents within the given time frame as required in this Internship Manual (see pages 7 and pages 10-11).

Failure to comply with these rules may result in no ECTS points being awarded at the conclusion of the internship.

## BEFORE THE INTERNSHIP

### Non-EU students

- **In Austria**

Non-EU students can **work full-time in Austria** as part of their internship contract, if the **company informs the AMS** in writing regarding the employment.

- **Abroad**

Non-EU students doing their **internship outside of Austria**, are **self-responsible** to ensure scheduling their internship according to the regulations of the **MA35**, as students are not allowed to be out of the country for longer than 6 months in order to keep their residence permit for Austria.

### Transferring credits for internships

**Practical experience** acquired by the student prior to enrollment may be credited towards an internship if compliant with the respective study regulations and the requirements outlined in the Internship Manual and in accordance with the Modul Career Services Center.

If the student has completed **at least 900 working hours, the student must submit:**

1. Application Form for Credit Transfer available on MU website
2. Reference Letter or Certificate from the employer confirming the workplace, the student's duties and the time period of work
3. Internship Presentation as per the guidelines stated on page 11
4. Project Report as per the guidelines stated on page 12

If the student has completed **at least 450 working hours, the student must submit:**

1. Application Form for Credit Transfer available on MU website
2. Reference Letter or Certificate from the employer confirming the workplace, his/her duties and the time period of work
3. Internship Presentation as per the guidelines stated on page 11
4. The students has to do another internship for which the students need to submit an internship report (see page 12).

Applications for credit transfers must be submitted to the Academic Office **prior to the study start at MU** and **prior to the beginning of the first semester at MU** to make their request eligible, and to allow enough time for the administration involved. More information can be found on the MU website. The Modul Career Services Center will decide if the internship qualifies to be transferred.

With a positive decision, either **30 ECTS** will be transferred towards the mandatory 900 hours internship, or **14 ECTS** will be transferred towards the completed 450 hours.

## INTERNSHIP REQUIREMENTS

	DUE DATE	REQUIREMENT	IMPORTANT
	<b>PRIOR TO INTERNSHIP</b>		
○	RECOMMENDED 6 MONTHS BEFORE START OF INTERNSHIP	1. Internship Preparatory Course	Follow the guidelines on p. 7
○	PRIOR TO 1 <sup>st</sup> DAY OF INTERNSHIP	2. <u>Internship Contract</u>	To be signed by the company, the student and Modul Career Services Center
	<b>START OF INTERNSHIP</b>		
○	1 MONTH AFTER STARTING INTERNSHIP	3. <u>Project Proposal Form for the internship</u>	To be signed by the student and Modul Career Services Center
	<b>END OF INTERNSHIP</b>		
○	2 MONTHS AFTER END OF INTERNSHIP	4. <u>Appraisal Form</u>	To be filled out and signed by supervisor at company
○		5. Reference / Confirmation Letter	To be provided by the company
○		6. Internship Presentation	Follow the guidelines on p. 11
○		7. Project Report	Follow the guidelines on p. 12

### FICTIONAL EXAMPLE:

DUE DATE	REQUIREMENT
<b>OCTOBER 2020</b>	1. Internship Preparatory Class
<b>PRIOR TO MARCH 1<sup>st</sup>, 2021</b>	2. <u>Internship Contract</u>
<b>MARCH 1<sup>st</sup>, 2021</b>	<b>START OF INTERNSHIP</b>
<b>APRIL 1<sup>st</sup>, 2021</b>	3. <u>Project Proposal Form for the internship</u>
<b>AUGUST 31<sup>st</sup>, 2021</b>	<b>END OF INTERNSHIP</b>
<b>OCTOBER 31<sup>st</sup>, 2021</b>	4. <u>Appraisal Form</u> 5. Reference / Confirmation Letter 6. Internship Presentation 7. Project Report

## INTERNSHIP PREPARATORY COURSE | 1 ECTS

This is a **mandatory** core course which BBA students must attend **PRIOR** to doing an internship. The main goal of this workshop is to help BBA students prepare for the internship by providing resources, guidelines, and support to assist students in applying to companies of their choice in the industry. The workshop consists of 15 units, split into 4 sessions, and students must register for them on Moodle **during course registration**, where dates and times are provided.

### Teaching approach

A mixture of lectures, in-class discussions, case studies and critical questions of the material covered, role plays as well as group work.

### Learning objectives

Upon successful completion of this Internship Preparatory Course (IPC), students will be able to:

- Establish a professional and personal goal for their internship experience
- Understand Modul University's requirements in terms of the internship
- Apply strategies and resources necessary to find an internship
- Use the job platform [JobTeaser](#)
- Create [LinkedIn](#) profile
- Prepare their Curriculum Vitae and a Cover Letter
- Prepare successfully for an interview
- Handle various interview questions including salary negotiation
- Identify and apply the rules of business etiquette
- Understand how the selection process works
- Know how to act during the first days on the job
- Select a topic for their Project Report and understand the writing guidelines
- Know which documents are required to get ECTS points for their internship

## MANDATORY INTERNSHIP | 29 ECTS

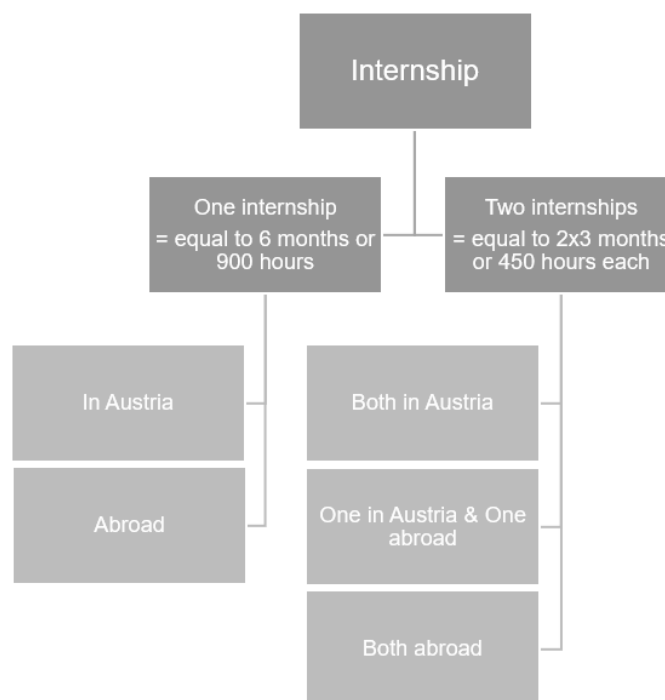
According to the curricula 114 and 115 of the BBA study programs at Modul University Vienna, an internship with a time investment of at least **900 hours (29 ECTS)** must be completed in the field of study relevant to the study program, such as:

- Hotel
- Travel agency
- Airline
- Online booking portal
- Tourist board
- Event management
- Hospitality consulting company

Job offers and partner companies can be found on [JobTeaser](#). If it is unclear if an organization fulfills the requirements for an internship provider, please consult Modul Career Services Center.

This internship can be completed **domestically or abroad**. The internship can be completed in **one part** of at least **900 hours**, or in **two equal parts** of at least **450 hours** each. **Being able to split the mandatory min. 900 hours into two equal parts** is a rule accommodating student's flexibility. Nevertheless, the grade book will only portray the completion of one internship with 29 ECTS after both internships have been successfully completed.

**900 hours = approx. 6 months** (24 weeks x 40 hours/week minus vacation days)  
**450 hours = approx. 3 months** (12 weeks x 40 hours/week minus vacation days).





## Overview of internship requirements

### 1. Internship Preparatory Course

Attending the Internship Preparatory Course **prior to the start of the internship** is required. Registration is required via Moodle during course registration and **early course registration is advised**.

### 2. Internship contract

The selection of the company requires the approval of Modul University Vienna. This means that the Internship Contract, signed by the student and the company, must be submitted to the Career Services Manager at Modul University Vienna **PRIOR to starting the internship**. The number of total working hours must be stated in the Internship contract. The contract is only valid if it is signed by all 3 parties (the student, the company and Modul Career Services Center). The contract is available for download on [JobTeaser](#).

If the student chooses to perform **two internships of min. 450 hours** in duration each, the **internship contract must be submitted for each internship**.

### 3. Project Proposal Form

The student must hand in a Project Proposal Form **latest 1 month after starting their internship**. The student will choose a subject, or a specific aspect/ problem related to his/her internship (e.g. e-commerce, CRM, quality management, employee motivation, etc.). The student's supervisor at the company may help in the selection of a topic and assist the student during the internship. The project needs approval from the Modul Career Services Center. The Project Proposal Form is available for download on [JobTeaser](#).

If the student chooses to perform **two internships of min. 450 hours** in duration each, the **Project Proposal Form must be submitted only once**, for one of the internships.

### 4. Appraisal form

The Internship Appraisal Form must be filled out and signed by the student's direct supervisor. The form is available download on [JobTeaser](#).

If the student chooses to perform **two internships of min. 450 hours** in duration each, the **appraisal form must be submitted for each internship**.

## 5. Reference Letter

The completion of the internship is to be proven through a Confirmation or Reference Letter issued by the organization where the student completes his or her internship. This confirmation must contain information of the internship period as well as internship duties.

If the student chooses to perform two internships of min. 450 hours in duration each, the reference letter must be submitted for each internship.

## 6. Internship Presentation

The student needs to apply for the public internship presentation **within 1 month of completion of the internship**. Guidelines for the content of the presentation can be found on **p.11**.

If the student chooses to perform **two internships of min. 450 hours** in duration each, **the internship presentation must be undertaken once for both internships**.

## 7. Project Report

The student must submit his or her **Internship Presentation File/s** and the **Project Report within 2 months of completion of the internship**. Guidelines for writing the reports can be found on **p. 12**.

If the student chooses to perform **two internships of min. 450 hours** in duration each, **the project must be undertaken only once**, during one internship, which the student chooses.

## Procedure of submission of internship documents

Following documents must be submitted electronically (via email) to the Career Services Manager within **2 months after completion of the internship**:

- Reference Letter/s
- Appraisal Form/s
- Internship Presentation File/s
- Project Report

Modul University Vienna reserves the right to supervise the internship throughout the entire process.

## EVALUATION & REPORTS

### Internship Presentation

The internship presentation aims at demonstrating the student's knowledge expanded throughout the internship as well as to showcase the student's social capacity and presentation skills. After finishing the internship, the student will have to apply for a public internship defense date, which is offered **three times every semester** in order to hold a public presentation about the internship maximum **2 months** after completing the internship. Dates will constantly be posted on [JobTeaser](#).

Additionally, to the presentation, the student needs to **submit the presentation files max. 2 months** after finishing the internship.

The student will be asked to prepare the presentation based on following topics:

#### a. A summary of the organization's activities

This section provides an insight into the current business environment in which the company is operating. It also includes the company's profile (history and key facts), its major operations (e.g. innovation, technology, and environmental issues), its corporate strategies (e.g. marketing) and some financial figures (as per the company's annual report).

#### b. A report of the student's activities during the internship

In this section the student explains what her/his duties and tasks were during the internship, and she/he also critically assesses the effectiveness of his/her work within the company.

#### c. A personal evaluation of the internship

This section reflects the student's personal analysis and evaluation of the whole internship experience. It includes the student's expectations prior to the start of the internship as well as an evaluation of the skills, competencies, training, problem resolution, objectives, strengths and weaknesses experiences through the placement.

#### d. Conclusions and Recommendations

This section should include any concluding remarks that a student may have regarding their internship experience. It should also include recommendations regarding what could have improved their internship, what worked well in their internship, and if they would recommend interning at the same place to other students.

## Project Report

The Project Report is an essay for which students must choose a specific subject, aspect or problem related to their internship and elaborate it academically. (see formal requirements below). The Project Report is based upon the Project Proposal Form available on [JobTeaser](#) which students need to submit after one month of doing the internship to the Career Services Manager who needs to give approval.

The student's supervisor at the company may help and assist in the selection of a topic (e.g. e-commerce, CRM, quality management, employee motivation).

### Examples of projects for the optional internship are:

- Creating a new website
- Creating a new company / events brochure
- Setting up a social media campaign
- Working on a project on how to improve employee motivation
- Participating in the project of implementing a balanced scorecard
- Creating a new manual for a department
- Participating in a project of launching a new F&B outlet
- Redesigning certain processes and procedures
- Analyzing the business strategy and giving recommendations
- Undertaking a competitive analysis and giving recommendations

The detailed Project Report is **due 2 months** after **completing the internship** and needs to be **submitted electronically** (via email) to the Career Services Manager.

### Formal requirements:

- Times New Roman, 12 pt., 1.5 line spacing
- 5000 words (without bibliography)
- Use APA citation style

### Structure:

- a. Preliminaries
  - i. Title Page
  - ii. Acknowledgement and Endorsement
  - iii. Executive Summary
  - iv. Table of Contents
- b. Main Text
  - i. Introduction (Explanation of the project and topic, justification of project and research subject, relevance of the project)
  - ii. Body (Theoretical background, state of the art, applied methods, results and findings of the project)
  - iii. Discussion, conclusions and recommendations (What the findings indicate and how to put findings into practice)
- c. Reference Material
  - i. References
  - ii. Glossary
  - iii. Appendices

If the student decided to split the mandatory 900 work hours, the student will only have to undertake **one project during any of the two internships**.

## ASSESSMENT

Academic credits (**30 ECTS**) are earned through the completion of the min. 900 internship-working hours if all following criteria are fulfilled:

- Completion of Internship Preparatory Course (IPC) **1 ECTS**
- Successful completion of internship + submission of all necessary documents (**29 ECTS**)

**The internship grade is based upon the following evaluation criteria:**

- **Appraisal Form** (40% of overall grade)
  - Provided by internship company
  - Includes information about the successful completion of 900 hours of internship (as one internship or two internships à 450 hours)
- **Internship presentation** (20% of overall grade)
  - Grade percentage is composed of: Presentation skills, Structure and presentation form, Quality of content
- **Internship Report** (40% of overall grade)
  - Grade percentage is composed of: Content, Structure and Form of representation, Academic writing and referencing, Critical reflection
- **Submission of all required documents within given time frame**

If the student has achieved all required criteria successfully, the internship grade will be entered in the grade book and the respective ECTS points will be granted.

If the internship was terminated early by either party, or if another element stated in the contract were not fulfilled, the decision to grant ECTS points is up to the internship coordinator.

## LIABILITY

### University's responsibilities

Modul University Vienna does its very best to assist students in finding suitable internships within a safe working environment. The university arranges guest speakers, on-campus interviews and company presentations during the Modul Career Fair that takes place each fall. The Internship Preparatory Course (IPC) helps students to go through the application process.

However, the university does not allocate students to internships. The Career Services Manager will offer guidance and assistance, but it remains the student's responsibility to find a suitable internship.

## Employer's responsibilities

The organization shall treat the student as an employee on a short-term contract in accordance with the organization's policies and the country's legislation. The student shall have the same level of liability and insurance coverage provided for all employees at that level. The employer is expected to provide a safe working environment in conformity with Health and Safety legislation.

A full induction into the organization and its working practices should be offered. The employer will put together a training plan for the period of the internship. The employer will also nominate a supervisor who will be responsible for conducting regular training and supervise the intern's work and give him/her advice and guidance.

The employer may assist in finding suitable accommodation for the intern and assisting with travel as well as visa arrangements. The employer is expected to assume the selection of a suitable candidate, agree upon the conditions of employment and the level of remuneration to be awarded. In cases of contract violations or misconduct of the student, the employer shall advise and consult with the Career Services Manager at Modul University Vienna.

## Student's responsibilities

The student must not start employment until the contract has been signed by the 3 parties (the student, the company, and Modul Career Services Center). The student must follow the terms stated in the internship contract and comply with all company rules and policies (e.g. working hours, confidentiality, health and safety procedures).

The student must not work for another company while doing the internship unless written permission is granted by the company and Modul Career Services Center. Any changes in the internship such as changes in the time period, employer, conditions, etc., shall be discussed with the Modul Career Services Center before any decision is made.

## CONTACT

The Modul Career Services Center is located on the ground floor in **Room 2.01** and available by appointment.

### Jasmin Séra

Career Services Manager

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T: +43 (1) 3203555 209

## USEFUL LINKS

All jobs:

- <https://www.linkedin.com/>

Jobs in Austria:

- <https://www.karriere.at/>
- <https://jobs.derstandard.at/jobsuche>
- <https://www.monster.at/>
- <https://www.xing.com/>
- <https://www.stepstone.at/>
- <https://at.indeed.com/>

Student Jobs in Austria:

- <https://www.unijobs.at/>
- <https://www.studentjob.at/>

Hotel-related jobs in Austria:

- <https://www.hotelcareer.at/>
- <https://www.rollingpin.at/>

English-speaking jobs in Austria:

- <https://www.jobsinvienna.com/>
- <https://www.karriere.at/jobs/english-student/wien>
- <https://www.stepstone.at/jobs/Wien--English-Speaking.html>