



INTERNSHIP MANUAL

MSc International Tourism Management
MSc Sustainable Development, Management and Policy
MSc Management
(Version Aug. 2016)

Valid for students who enrolled in the MSc programs as of **Fall 2016**

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OVERVIEW

Internships are supervised, practical training periods for which MSc 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 offers the opportunity for MSc students to complete a 340 hour internship as part of their study program. The organization selected for the internship can range from large organizations to small and medium-sized enterprises that relate to the study program of the student.

It is each student's own responsibility to find an internship placement. MODUL University Vienna maintains relations with a wide range of internship partners who are listed under www.modulcareer.at. It is also possible that a student proposes to do an internship at a company which is not listed in the database, as long as it is relevant to their studies. MSc students who are interested in doing an internship are strongly encouraged to attend the MSc Career Workshop offered by MODUL Career. MODUL Career provides a wide range of support on www.modulcareer.at accessible with the MODUL Career student login.

OBJECTIVES & BENEFITS

Students benefit through:

- Acquiring experience in a real-life work environment
- Having the chance to put theory into practice
- Grasping business culture
- Developing vocational and personal skills
- Enhancing career opportunities
- Establishing useful contacts in the industry
- 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

1. Students' conduct and performance represents not only themselves but also MODUL University. Before, during and after the internship, students are effectively an ambassador for the university and should act accordingly
2. Students must adhere to the MODUL University's code of conduct during the internship
3. Students must respect the laws of the country where they perform their internship
4. Students must dress appropriately for their position
5. Students must complete the internship under the conditions in the contract.

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

MSc CAREER WORKSHOP

MODUL Career offers the MSc students a workshop, which they can attend before going on an internship. The main goal of this workshop is to help MSc students prepare for the internship by providing resources, guidelines, and support to assist students in applying to companies of their choice in the industry. Students should register by e-mail to the MODUL Career office, if they want to participate in this workshop. Dates and times will be provided at the beginning of each semester.

Learning objectives

Upon successful completion of this workshop, 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
- Be clear on strategies and resources necessary to find an internship
- Use the job platform on www.modulcareer.at
- Prepare their Curriculum Vitae and a cover letter
- Successfully prepare for an interview
- Understand more about business etiquette and how to handle various interview questions including salary negotiation
- Understand how the selection process works
- Know how to act during the first days on the job
- Know which documents are required to get ECTS points for their internship

INTERNSHIP FRAMEWORK

1. According to the curricula of the MSc study programs, an internship with a time investment of at least **340 hours (6 ECTS)** can be completed instead of 2 enrichment courses **in the field of their study program** (international tourism management, management, or sustainable development, management & policy). If it is unclear if an organization fulfills the requirements for an internship provider, MODUL Career can be consulted.
2. This internship can be completed domestically or abroad. **The internship must be completed in one part.** The number of working hours must be stated in the Internship Contract and the Appraisal Form.
3. The student can choose the appropriate time period to complete the internship (min. 2 months full-time or min. 4 months part-time).
4. Attending the **MSc Career Workshop** prior to the internship is recommended. Registration is possible per e-mail to the MODUL Career office.
5. The approval of the Dean of the Graduate Program is required. This means that the **Internship Contract**, signed by the student and the Human Resources Manager of the company, has to be submitted to one of the Career Officers **PRIOR to starting the internship**. The contract is available for download on www.modulcareer.at and only valid, if it is signed by all 3 parties (the student, the company, and MODUL University).
6. 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 has to contain information of the internship period as well as internship duties. The student also has to submit the **Internship Appraisal Form** filled out and signed by his or her direct supervisor. In addition, the student must write an **Internship Report** on his or her internship. The guidelines for writing the Internship Report are mentioned on page 6 of this manual.
7. **These 3 documents have to be submitted to MODUL Career within one month after completion of the internship.**
8. The student will then be invited to hold a presentation about their internship
9. Academic credits (**6 ECTS**) are earned through the completion of the internship if all mentioned criteria are fulfilled, if the percentage on the Appraisal Form is **61% or above** and the Dean of the Graduate Program deems the Internship Report as appropriate. Then the mandatory internship will be entered in the grade book as “completed” and the student will earn 6 ECTS points.

Useful tips

- **340 hours equate to about 2 months** (8 weeks x 40 hours/week minus vacation days).
- It is advised to start thinking about when and where to do the internship during the first semester, as this will affect other decisions, such as courses to register for.
- Job offers and partner companies can be found on the MODUL Career Website www.modulcareer.at
- Students must log into the MODUL Career website to download documents and access the job platform

INTERNSHIP REPORT

Writing your report is an important step in completing your internship. It is through the formulation of your report that you are able to demonstrate an understanding and mastery of connecting important theoretical contexts and practice. It proves that you are capable of dealing with theoretical knowledge in a practical manner. The report involves research to answer a specific, relevant problem you worked on during your internship.

The following provides you with a step-by-step guideline on how to write your report.

1. Choosing a Subject

Identifying what you wish to write about is the first step in the process. In your internship you may have completed various tasks ranging from marketing to finance or human resource management. It is recommended that in your report you deal with one topic in depth. Make sure that you narrow down your topic because if your topic is too broad it is easy to get overwhelmed with the great volume of literature that will be available for your literature review.

2. Organizing Support

Make sure that you have data and insights available from your internship which you can use for your report. You can also consult with your internship coordinator at the firm you are working at or with your supervisor at MODUL University.

3. Scope and Structure of the Report

Your report should deal with a topic relevant in your internship and also from a theoretical perspective. You first describe the firm you are working at, then the tasks covered in your internship. In this section you provide an introduction to the topic you select for your report including the motivation why you chose the topic. This is followed by a literature review relevant to the central question you chose. This theoretical part is followed by your description of what you did in the organization and how the topic was approached/resolved. The report, however, should go beyond your immediate working environment and include the organization as a whole. This is followed by a conclusion, including your specific recommendation as a manager. The report closes with a bibliography and in some instances an appendix. The following points A-D provide you with questions that should be answered in the four main chapters of your report.

Detailed Structure:

A) The Organization (Company history, growth, customer base and mix, company operations)

How did the firm develop? How has the firm grown/shrunk/stagnated during the past? What is it doing now? What are the trends for the future? How are customers identified? Which segments are targeted? What is the customer mix like? How does the firm operate?

B) The Job (roles covered during the internship)

What are your duties and responsibilities? Provide a description how and if the company trained you. What is the function of your department and how is it related to the other departments? How are you evaluated by the company? Is there an opportunity for advancement?

C) Evaluation and Critique of the Operation in the Focus Area (e.g. Marketing, Finance, HR...)

Include a short literature review on the chosen topic. How is the literature linked to the challenges in the specific field? Which approaches could help solve areas for improvement you identified? How could models or theories help solve issues for the company? What is done well? What is done poorly? Which recommendations would you as a manager (drawing on theories from the literature) give?

Every business has either problems or at least fields for improvement. The expectation is that the student identifies at least three-five problems and offers solutions for each. Potential areas for improvements could be: cost reduction, guest relations, communication, quality control, product development, supervision, orientation and training. (Please mind that the above are just examples and this list is by no means exhaustive. The purpose is to jog your mind to identify fields for improvement in your company)

D) Conclusion

Please evaluate your own performance. Would you recommend this firm for other students at MODUL University?

Report Specifications

- Typical page length is 20-30 without supplementary materials
- Quality paper with 1 inch margins, 1.5 line spacing, font 12 times new roman or comparable.
- Include a title page consisting of: your name, student number, course number and term enrolled, name of the company, the location of the company, date the report is submitted
- Headings must be Capitalized and numbered
- Sources (books, journal articles, and websites) must be cited. Please consult the thesis manual for referencing guidelines.
- The report must be written in English. Please pay attention to linguistic quality and style.

DOCUMENTS & RESOURCES

A [list of MODUL Career industry partners](#) and their [current vacancies](#) as well as the [download area](#) can be accessed with the **individual student login** on www.modulcareer.at. Contact MODUL Career office if you do not know your login details.

| DOCUMENT | LOCATION / SOURCE | DEADLINE |
|---------------------------------|--|---|
| Internship Contract | available for download at www.modulcareer.at | prior to starting the internship |
| Appraisal Form | available for download at www.modulcareer.at | latest 1 month after completing the internship |
| Reference / Confirmation Letter | a template can be downloaded at www.modulcareer.at | latest 1 month after completing the internship |
| Internship Report | follow the guidelines stated on page 8 | latest 1 month after completing the internship |

ASSESSMENT

The student will be assessed in the company via the Appraisal Form by his/her supervisor and will be given a final evaluation based upon the intern's attendance, skills and attitudes as well as his/her achievements.

The student has to submit the Appraisal Form, the Reference Letter and his/her Internship Report to the MODUL Career Office within one month after completion of the internship.

The Appraisal Form has to state **61% or above** and the Dean of the Graduate Program reviews the Internship Report to deem it appropriate. The internship will then be entered in the grade book as "completed" and the respective ECTS points will be granted.

In case the score on the Appraisal Form is 60% or below, or if the internship was terminated early by either party, or if another element stated in the contract was not fulfilled, **no ECTS points** will be granted and the student will have to do another internship. In case the Internship Report is not satisfactory, the student will be asked to re-write and re-submit it.

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 Preparation Workshop helps students to go through the application process. However, the university does not allocate students to particular internships. The Career Officer 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 to the new interns. 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 breaches of the contract or misconduct of the student, the employer shall advise and consult with the Career Officer at MODUL University Vienna.

Student's responsibilities

The student must not commence employment until the contract has been signed by the 3 parties (the student, the company, and MODUL Career). The student shall abide by his/her internship contract and all company rules and policies such as working hours, confidentiality as well as 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 the MODUL Career Officer. Any changes in the internship such as changes in the time period, employer, conditions, etc., shall be discussed with the Career Officer before any decision is made.

CONTACT

The MODUL Career Office is located on the ground floor in **Room 2.01** and open on **Mondays from 13:00 to 16:00** and on **Thursdays from 10:00 to 12:00**, as well as by appointment.

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