MODULE **DESCRIPTOR**

MODULE TITLE	LEARNING FROM WORKING IN TOURISM HOSPITALITY AND EVENTS		
MODULE CODE	TL2191 (L5)	CREDIT VALUE	20 UK CREDITS / 10 ECTS
SCHOOL	SCHOOL OF BUSINESS AND MANAGEMENT		

MODULE **AIMS**

To enable students to demonstrate their learning from 100 hours of recent (in the last 6 months) work experience in a structured and employability focused format which allows them to develop narrative skills along with the application of theory to practice. The module further aims to allow the student to apply reflective theory to the knowledge and experience they have acquired so as to help them to formulate a career plan based upon transferable skills which can be acquired in any sector of industry linked to tourism, hospitality or events.

MODULE **CONTENT**

Introduction to portfolio of evidence creation, narrative writing and the concepts related to employability. Audit the skills learnt and identify the transferability of these skills to your future career. Along with the identification of situations which occurred at work that led directly to learning. To conclude the module will introduce the process of reflection and career development in order to present learning from work based experience report.

INTENDED **LEARNING OUTCOMES**

On successful completion of this module a student will be able to:
1.   Identify learning and development opportunities associated with part-time employment.
2.   Discuss factors which have influenced experiential learning and the outcomes to yourself, your colleagues and the organisation.
3.   Use a model of reflection explain the learning gained from the experience.

TEACHING METHODS

Students will attend workshops related to assessment briefings, reflective practice along with regularly pre-booked tutorials to provide support and guidance.

Employment can be voluntary or paid and within the tourism, hospitality or event sectors. A portfolio will be produced which contains evidence of work, knowledge of the organisation, identification of five incidents/interactions that lead to learning. A reflective report will demonstrate how learning enhances employability skill and the development of a career plan.

Key Skills

Communication – Use of Technology – Business awareness - Reflect on Effectiveness
Communication
During their part-time employment students will be expected to actively contribute to their host organisation, providing the opportunity to develop verbal communication skills with customers, colleagues and management.
Written communication skills will be assessed formally and via the work based portfolio the students will prepare.

Use of Information Technology
The use of information technology is a pre requisite in industry. This module will allow students to develop I.T skills in the production of their assessed work and they may also gain industry specific skills in the workplace ie – travel agency – ticket sales, currency exchange etc.

Problem Solving
Problem solving is a transferable skill that will be developed throughout internship in many situations as they present themselves. Using the literature searching skills that students will develop as part of this module,

students will be able to locate evidence to support knowledge and skills gained from other modules. Also by setting goals and targets for these students will be able to develop their career path to meet their future needs.

Working with others/Interpersonal
One of the essential skills students will need in their career is the ability to work within a team. As the students will be working in customer facing roles there will be ample opportunities to develop these skills.

Managing Personal learning
When out in industry students will be expected to plan their own study and skill development. On line resources, skills checklist, reflection on learning from work and the application of theory to practice will assist in formulation of a Personal Development Plan.

Employability
Students will ideally be working in industry specific organisations to develop operational and management skills which meet sector specific employability profiles, however, this module places more importance in the development of soft skills/transferable skills which can be used in a variety of setting.

ASSESSMENT METHODS

This module is assessed through one Portfolio and one Report.