



Bachelor of Hospitality Management (BHM) Program

Internship Handbook 2022 - 2023

ACSENDA SCHOOL OF MANAGEMENT

Acsenda School of Management offers two four-year undergraduate degree programs: Bachelor of Business Administration (BBA) and Bachelor of Hospitality Management (BHM). These degree programs are offered under the written consent of the Minister of Advanced Education effective November 27, 2015, having undergone a quality assessment process, and been found to meet the criteria established by the Minister. Prospective students are responsible for satisfying themselves that the program and the degree will be appropriate to their needs (for example, acceptable to potential employers, professional licensing bodies, or other educational institutions).

Acsenda School of Management is approved for the Education Quality Assurance designation in British Columbia and is a designated learning institution (DLI) for international students applying to study in Canada Accreditation & Recognition.

- British Columbia Ministry of Advanced Education, as a degree-granting institution:
<https://www2.gov.bc.ca/gov/content/education-training/post-secondary-education/find-a-program-or-institution/find-an-institution>
- Designated Learning Institution List:
<http://tools.canlearn.ca/cslogs-scpsc/cln-cln/reea-mdl/reea-mdl-1-eng.do?nom-name=BC>
- British Columbia Council on Admissions and Transfer (BCCAT), as a program member of the B.C. transfer system:
<http://www.bccat.bc.ca>
- Education Planner of BC: <http://www.educationplanner.ca/institution/gmap>

Welcome to study at Acsenda School of Management Vancouver a faculty of the Bachelor Hospitality Management (BHM) Program and a particular welcome to this module BHMT 440 Internship course.

Hospitality Internship is a 6 credit, 6 months paid work placement. This module handbook outlines the purpose of the module, the knowledge that you will have gained on completion, the teaching schedule, and guidelines for completing your assessments. It also includes a list of information and online sources that you should read during the module. Additional readings are also provided on the module Moodle site and these articles are specifically designed to help you to prepare for lectures and tutorials and to extend your knowledge.

We would like to wish you every success in your internship and hope you find the experience both worthwhile and exciting.

If you have any queries about the module, please do not hesitate to contact me.

Dr. Thomas Gomes – thomas.gomes@acsenda.com (Module Leader)

Mr. Nirmal Vasanth – nirmal.vasanth@acsenda.com (Module Coordinator)

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1.0 INTRODUCTION TO THE COURSE

Acsenda School of Management (ASM) offers the Bachelor of Hospitality Management (BHM) is a four-year undergraduate degree program approved by the **Ministry of Advanced Education and Skills Training in British Columbia, Canada** under the Degree Authorization Act and the Degree Quality Assurance Board.

A strong combination of 39 courses (123 credits) offers general and academic English courses, BBA courses, and hospitality core courses. Students have the option to complete their degree on a fast-track basis within two years and 6 months of transferring their credits.

The program provides hospitality management students with the knowledge and an understanding of the fundamental roles within the hospitality industry. It is designed to develop core skills in both the subject area and in general undergraduate-level academic areas. **It involves the learner in an internationalized curriculum as well as culturally diverse professional and social environments.** Students are engaged in activities that develop their skills to synthesize and solve problems in a global context.

The Management Integrated Speciality Course provides direct industry work experience via the internship program (6 months paid internship). **The primary purpose of the internship is to offer work experience and skill development in an enterprise enabling the student's theoretical knowledge to be augmented through practical career-related work experience and preparing students for the world of work.** During the internship, the students must demonstrate an understanding of the recruitment process and management roles and functions acquired as a trainee or team leader or supervisor, or manager on duty, or by shadowing a manager. Key learning outcomes of the internship program include modelling the importance of guest service, problem resolving skills, guest and **customer retention skills goal setting, team building, organizational culture in the workplace, and skills for professional development and career planning.** Participating employers in the internship program have included, **Fairmont Hotels, Vancouver Aquarium, Honey & Salt Restaurant, Sandman Signature Hotel, Hilton Hotels, Holiday Inn, Hotels, and Parq Vancouver, among other fine dining and recreational establishments. Acsenda School of Management (BHM) faculty is a member of the British Columbia Hotel Association (BCHA) in Vancouver, Canada.**

This module will equip you with the practical skills necessary to help you find the right internship, prepare you for a job interview and support you during the internship. You will be assigned an internship tutor, who will offer support and mentoring before, during, and post the internship.

this module is divided into two (2) sections. (i) Internship (BHMT 440) six (6) months paid work placement at minimum salary according to the British Columbia / Canada standard. (ii) Research Project (BHMT 441) which cases students are not able to perform duties as working hands-on experience due to the global pandemic (COVID 19), these students are such as health condition, expecting babies and responsible mum for the children under the age of 2 years old.

1.1 Aims

This module aims to provide practical industry experience within the hospitality industry and reflective learning opportunities to support students' professional development. On completing this module successfully, you will be able to reflect on your professional development in the hospitality industry and evidence your professional and personal development achievements gained through an industry 6 months paid placement.

1.2 Learning Activities

Students on this module will complete an industry placement in the hospitality sector. They will be supported to find Acsenda School of Management, BHM Internship Program, V-3

and complete this placement by a named tutor. During the placement, students will engage in several work-based, reflective learning activities on the VLE site for the module, where they will also upload evidence of their personal and professional development achievements.

The project includes project supervision, demonstrations, practical classes and workshops, supervised time in the studio or workshop, scheduled lab work, fieldwork, external visits, and work-based learning where integrated into a structured academic program.

2.0 BHMT 440- INTERNSHIP GUIDLIENS

2.1 Scope of the Internship Organisation

All internship students must submit their **CO-OP permit along with the checklist (handwritten and signed)** to the Acsenda School of Management RegistrarOffice (registrar@acsenda.com) before enrolling in the internship course (BHMT440 or BHMT441).

Hotels, Motels, bed and breakfast, resorts, hostels, restaurants (fine dining, casual dining, specialty restaurants), food & beverages factory, wine factory (logistic and Oenology), Casinos and clubs (including events) ski lodges and resorts, airports (ground staff), cruise ships, tourists' places and services including tourism sectors, etc. (related with hospitality and tourism sectors). Acsenda School of Management reserves the right to reject an internship and/or internship host organization on the grounds that it is not in line with the learning objectives of the curriculum.

2.2 Scope of the Internship Positions

Hotels, Motels, bed and breakfast, resorts, hostels- Front of the house, concierge, front desk agents, guests' relation executives, reservation agents, sales and marketing, events & banquets, night auditors, servers, bell desks (at least entry-level, supervisors or managers).

2.2.1 Back of the House: Kitchen (line cooks, prep cooks, shift leaders, chefs, bakery & pastry, housekeeping, room attendance, laundry service (at least entry-level, supervisors or managers)

2.2.2 Restaurants: Food & Beverage, servers, bar attendance, wine waiters, Kitchen (line cooks, prep cooks, shift leaders, chefs, bakery & pastry), hostess (at least entry-level, supervisors or managers)

2.2.3 Casinos and Clubs: servers, bar attendance, wine waiters, Kitchen (line cooks, prep cooks, shift leaders), gaming assistance, reservation assistance, events assistance, (at least entry-level, supervisors or managers)

2.2.4 Resorts: Duties are involved within the hotels, motels, restaurants, casinos, events (including outdoors),

2.2.5 Tourism Sectors: Tour Planners, Customer Relations, Events Planning, shopping & excursion assistants, group booking assistance (at least entry-level, supervisors or managers)

2.3 Unapproved Internship Areas

- The internship position has not directed relationships within the hospitality or tourism industry such as retail employees, taxi drivers, security, constructions, and other technical jobs (electrician, carpenter, plumber, day labourer, etc.).
- Online retailing, sales & marketing, warehouses, courier services, farms, and farmlands,
- Quick service restaurants / fast food where the primary objective of the internship will not be completed.

- It is strictly forbidden to complete an internship in a family-run business or any organization owned, or partially owned, by a relative, a friend, or a student. All internships must be completed at an organization that falls into the scope of hospitality.

2.4 Internship Period

- The internship is carried out in every term of the Bachelor of Hospitality Management program.
- The required length of the BHM program internship is for 6 months, a minimum of 720 (+/-) hours 24 (+/-) weeks worked, not including holidays. But the total hours should not be more than 960 hours within 6 months of your paid internship.

2.5 Duration of the Internship

- The duration and the period of internships are defined by the persons in charge of the academic programs and are validated by the director but a maximum of 6 months.
- The internship must be completed in a single period during the academic period planned for this purpose and end before the period of examinations. Any exception to this rule provided it is duly justified, must be formalized in a written agreement between the student and the Acsenda School of Management.
- In any event, it is the student's responsibility to ensure with the Internship office that the duration and the internship period allow him/her to continue his/her studies in accordance with the academic calendar.

2.6 Internship Location

The internship may be completed in British Columbia in Canada **Due to Coronavirus disease 2019 (COVID 19)**, provided that the student has all the necessary legal documents in place. It is the student's responsibility, not the Acsenda School of Management, to deal with visa and/or work permit applications. It is forbidden to work without proper documentation recommended by IRCC (unless otherwise permitted by law), as the student and employer would not be insured against occupational injury, illness, or official investigations and would be liable for legal action.

2.7 Working Conditions during the Internship

- The actual working time must be equal to full-time work as defined by the labour laws in the country in which the internship takes place.
- Holiday periods are not included in the mandatory duration of internships.
- Remuneration of the internship is at the employer's discretion but must be in accordance with the legislation of the country in question.
- The Acsenda School of Management accepts no responsibility in relation to remuneration for the internship.

2.8 Absences

- Absences for sickness or accidents must be supported by evidence from the student, who will send to the Internship Co-ordinator a copy of the medical certificate or any other documentary proof.
- Repeated absences or those of more than 3 days must be communicated immediately by the employer to the Acsenda School of Management's Internship Co-ordinator.
- Excused absences of more than 10 working days (sickness, family problems, cases of force majeure) must be compensated for within the enterprise in which the student carries out his internship. If this is not the case, the internship will not be validated.

- Absences for military service are not accepted. The student is responsible for taking the necessary steps to postpone the periods of service scheduled to take place during the internship.

2.9 Exemption of Internship

- Research Project (BHMT 441) which cases students are not able to perform duties as working hands-on experience due to the global pandemic (COVID 19), these students are such as health condition, expecting babies and responsible mum for the children under the age of 2 years old. Students are taking a research project (BHMT 441) must appeal with valid evidence.

2.10 Absences During the Internship

- Before the internship begins, students must inform the Internship Co-ordinator or Director of any physical or mental health problems likely to affect their performance.
- No leave of absence will be granted, with the exception of emergency leave which may be authorized at the discretion of the Acsenda School of Management.
- Students who are absent for reasons of illness or accident **must** provide the Acsenda School of Management with a copy of the medical certificate or any other document attesting to the reason.
- for their absence. In the case of repeated absences or absences lasting for more than three days, the employer will notify the Acsenda School of Management.
- The internship dates and durations must be strictly adhered to for the purposes of validating the internship and/or awarding the corresponding credits. Approved absences of more than ten workingdays (for illness, family problems, or acts of God) must be compensated for by an equivalent number of days' work in the host firm. The Acsenda School of Management will confirm with the employer that this has been done; if not, the Acsenda School of Management reserves the right to invalidate the internship and to withhold the corresponding credits.

2.11 Remuneration and other Events

Any changes to the intern's tasks and responsibilities - as validated by the Acsenda School of Management must be submitted to the Internship Coordinator for approval. All interns must work full time a minimum of 30 hours per week with a general minimum wage of CAD 15.60 or above. Ref: <https://www.welcomebc.ca/Work-in-B-C/Working-in-B-C>

2.12 Students May Not Change Employers Once the Internship Has Begun

If the student encounters problems during the internship including termination from Job, then he or she must immediately notify the Internship Coordinator. Should the student drop out of the internship or change employers without consulting the Internship Coordinator, the Acsenda School of Management reserves the right to invalidate the internship and to withhold the corresponding credits.

2.13 Assessment and Validation of the Internship

The role of the internship supervisor is to provide the student with assistance and guidance throughout the internship. The Acsenda School of Management encourages employers, internship supervisors, and human resource managers to maintain a close relationship with interns and to hold regular meetings/feedback sessions with the latter regarding their performance, their behavior and, more generally speaking, their integration into the firm. These ad-hoc meetings do not constitute a formal evaluation of the intern.

There are two (2) types of validation

i. Administrative Validation: All internship students will complete their 6 months, administrative documents where is necessary. All interns should mention their basic understanding of reflection with the total number of collections of work. The total number of working hours should be a minimum of **720 hours** but not be more than **960 hours**.

ii. Academic Validation: Academic validation refers to the students applying the application and theory within the industry of working. The course handbook incorporated with six (6) learning outcomes and all internship students must comply the method of assessments which will reflect in their scope of learning such as completing individual learning contract, site supervision report, individual videos, employer final assessment, and final workbook.

2.13.1 Job Approval Form and Learning Plan

All interns must complete their job approval and the internship risk assessment form before starting their internship placement. All interns must complete the form properly with specific information. All interns **MUST** have a CO-OP permit ready to start their internship. The job approval form, the learning contract, and the internship risk assessment form must be uploaded in the Moodle page.

2.13.2 A Site Supervision Report

This report will be completed by the BHM faculty. It should contain a summary of the intern's activities and a discussion of new skills learned, projects initiated or completed, difficulties or problems encountered, etc. The BHM faculty will conduct with an individual internship work placements manager to complete the report.

2.13.3 Final Assessment by the Employer

Three weeks prior to the end of the internship, the employer will receive an e-mail containing a link to the assessment form. Seven days before the end of the internship, the employer will complete and validate the form online. The form is then automatically sent to the Acsenda School of Management. **The assessment form must be completed to validate the internship and to award the corresponding credits.** The BHM faculty will conduct with individual internship work placements manager to complete the report.

2.13.4 An Internship Final Workbook

At the end of the semester, the intern must submit a description and evaluation report on the internship to the internship supervisor. This report will consist of three steps:

- A detailed description of the internship outlining all phases of the experience.
- An evaluation of the experience from an educational point of view that should examine and discuss the overall value and effectiveness of the experience as well as any notable strengths and weaknesses of particular facets of the internship. Recommendations for changes to improve future internships in that business or agency should be included.
- A statement of the intern's views on the value of internships as a part of the BHMT440 – Internship – Hospitality Management curriculum. This evaluation should be based upon insights or impressions that students have gained as a result of their total educational experience, work background, exposure to the industry, etc. In the report, the intern should identify the benefits of the internship as a particular method of learning and attempt to weigh these benefits against those of the more traditional on-campus classroom approach.
- The final report must be typed and double-spaced. Email submissions are accepted only when students are not returning to campus the following semester. Otherwise, the report should be printed and delivered to the

Faculty Internship Supervisor. It should be at least 5 - 10 pages in length. **The final workbook must submit before end of 6 months internship but prior 7 days of completing the internship. The final workbook must be submitted via Turnitin.**

2.13.5 Internship Individual Video Project

All interns must complete their individual videos to capture the real hands-on working practice within the industry. It will support students to maximize their professional life strengths, it will also support the production of the workflow, and the scope of the industry exposure and the students will develop their digital resumes which will explore the industry networking in the future. All students will create a video link on youtube (or link to personal professional Portfolio) and will submit it through Turnitin

2.13.6 Documents to be Provided by the Employer on Completion of the Internship

Students must remind their employers to complete the documents needed to validate the internship within the required timeframe, and to draw up a certificate showing the start and end dates of the internship and the position held. This certificate must be handed in to the Internships and Careers Office. **Employers are encouraged to provide a letter of recommendation. The letter must be included to the student's final workbook.**

2.14 Method of Assessments

Assessments	Marks
Learning Plan	5%
Site Supervision	20%
Employer Skills Assessment	20%
Final Workbook	30%
Internship Individual Video Project	20%
Final Job Offer / Reference Letter	5%
Total Assessments	100%

2.15 Sanctions for Failing to Comply with the Directive on Internships

The Acsenda School of Management investigates every violation of the Directive on Internships. The Acsenda School of Management may depending on the gravity of the situation, require the student to go before a disciplinary committee. This committee may, after hearing both parties, decide to implement disciplinary measures that may include expulsion from the Acsenda School of Management.

2.16 Non-compulsory Internships, Including Summer Jobs

The Acsenda School of Management encourages students to gain as much work experience as possible during their studies. However, the Acsenda School of Management cannot deliver or co-sign an internship agreement:

- for students seeking a summer job
- for students wishing to complete an internship outside of their academic curriculum (for example, at the end of the first year of the BHM program).
- for former students who are seeking employment (for example, recent graduates)

2.17 Disciplinary Measures

- In the event of a breach of these Directives or of any other Rule or Directive of the Acsenda School of Management (<https://acsenda.com/about-us/academic-council/policies/>) during the internship period, the offending student will undergo a disciplinary procedure in accordance with procedures of the Acsenda School of Management.
- The Acsenda School of Management reserves the right to contact the employer in order to check that these Directives are being observed (*ref: ASM Policy 5655 – Student Code of Conduct*) and (*ref: ASM Policy 5560 – Student Work Experience Policy*).
- The student must also observe the Directives and Rules of the enterprise within which he or she is employed. If this is not the case, he or she may be subject to sanctions by the employer.

2.18 Student's Specific Responsibilities

The student intern must also:

- Develop a basic schedule of involvement in the operation of the business and provide a copy to the faculty internship supervisor.
- Become intimately acquainted with the agency structure, policies, etc.
- Meet with the agency supervisor at least once a week to discuss progress and objectives.
- Attend meetings and make reports as appropriate.
- Notify the School and agency of any changes during the internship, e.g., address, phone number, etc.
- Notify the placement supervisor well in advance when unable to report to work.
- Communicate with the supervisor when unclear on matters.
- Consult the School and agency supervisors when problems arise.
- Discuss with the internship supervisor any matters which the intern prefers not to discuss with the agency supervisor.
- Plan assignments and presentations well in advance.
- Complete all assignments, evaluation forms, and reports by established deadlines.
- Dress appropriately.
- Act professionally.
- Use discretion in living and working habits that could reflect adversely on the School or the placement site.
- Obtain specific permission before spending any agency funds.

- Coordinate an on-site visit of the faculty internship supervisor.
- Exercise tact and diplomacy in evaluating the agency's philosophies, policies, or operating procedures.
- Thank the agency (orally and in writing) for the experience.

2.19 School's Responsibilities

The internship experience is one of the most important steps in the preparation of future tourism and recreation professionals. The types of exposure, training, and experience needed for the development of professionals can be obtained only in agencies that are equipped and managed in a way that will ensure maximum benefit to the student and where agencies maintain high standards of performance. It is the responsibility of the internship supervisor to ensure that the student intern meets these standards. It is expected that every internship will provide a pleasant, meaningful, and rewarding educational experience. However, because of procedural breakdown or failure of the parties to understand or live up to their responsibilities: difficulties may arise. In the coordination and administration of this three-way relationship, the school internship supervisor assumes the responsibility for resolving problems that may interfere with a successful internship.

It is the expectation that each student will be proactive in selecting and researching an appropriate internship and that the BHM faculty are available to make suggestions. It is also the responsibility of the School intern supervisor, in consultation with the appropriate program faculty, to ensure that students choose agencies that are equipped and managed in such a way as to ensure maximum benefit to the student. In particular, the internship supervisor should help the student choose an agency that has a competent and experienced staff, a program, and facilities that are broad in the offering, yet specialized, has sound professional standing and is in good standing within the community, state, etc. The agency should have an expressed desire to participate in educational programs and agree to cooperate.

The department's role in the agency intern program begins with the primary goal of working to see that the tourism industry succeeds by placing well-trained personnel in the field through educating students in the program. Additionally, this program provides the department with desired feedback on the professional preparation of the student and suggestions for curriculum changes. It is also probable that the intern will return to the school classroom with a better grasp of the application of concepts and theory to the 'real world' operations of a professional organization. The reputation of the school and department rests on the student's performance. By establishing an internship program, the BHM department, therefore, accepts certain specific responsibilities:

- Certifying the eligibility of prospective interns.
- Providing information and materials about the internship to prospective interns.
- Maintaining a placement file consisting of companies seeking help and a list of contacts and references from previous internships.
- Continually cultivating prospective agencies.
- Assisting each student in the search for an intern position.
- Providing students with information on potential internships and supervision. However, the student must

actually acquire the position.

- Recommending and approving agencies as internship sites.
- Determining institutional procedures for the placement of the interns.
- Interpreting internship procedures to the agency and clarifying the agency's responsibilities.
- Developing the evaluation system for the intern, cooperating organization, and the department.
- Visiting interns at their placement sites, conducting appropriate meetings, and gathering information that will provide insight into the completion of the report and the final grade.
- Meeting individually and collectively with the intern and the agency supervisor during the on-site visit.
- Removing an intern from an agency when either the agency or the intern is not suited to the program.
- Determining the student's grade.

Ref: Acsenda School of Management process will be guided by our policies which are provided on our Website and our Academic Calendar which refer to our procedures regarding student code of conduct, Academic Regulations.