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MASTER'S DEGREE IN TOURISM UNIVERSITY OF PALERMO

TOURISM SYSTEMS AND HOSPITALITY MANAGEMENT
(COURSE CODE LM 49 and LM-49R)

INTERNSHIP APPLICATION MANUAL

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IMPORTANT NOTICE

The internship is a valuable opportunity provided by the master's degree programme in tourism to develop your professional career in the tourism and hospitality industry. This experience is a vital part of your university coursework and enables you to enhance your practical skills and test and apply your knowledge within a company.

Students enrolled in the Tourism Systems and Hospitality Management (LM-49 and LM-49R) programme at the University of Palermo are required to undertake an internship as practical experience in a company based in Italy or another European country within the tourism and hospitality sector. This experience is a mandatory part of the Study Plan with the code 13121.

Only students enrolled in the second year can initiate the internship procedure, which must be completed within one month before the start of the degree session.

The internship does not have a score and must be completed over 300 hours, with a maximum of 40 hours per week. The maximum number of hours worked per day is 8. Ultimately, you must prepare a report of your internship in the specified format and upload it to the website.

This manual offers a step-by-step guide to finding and applying for internships, along with useful information and links. Below are the steps for searching and applying for an internship.

Palermo University offers various types of traineeships to its students. For more information about the procedures and deadlines, you can find the [Link](#)

For suggestions or improvements, please contact master.hfb@unipa.it.

THE STEPS TO BUILD YOUR INTERNSHIP

1. REGISTER ALMALAUREA PORTAL

To start the procedure, you need to register by following these steps:

1. Access the STUDENT PORTAL
2. Click on the "OTHER" item
3. Click on "ALMALAUREA - ACCESS"

2. FIND A COMPANY FROM THE ADVERTISEMENTS

- Follow the opportunity on the LinkedIn page for a Tourism Master's degree.
- Check the opportunity on the ALMALAUREA WEBSITE by clicking this [Link](#).
- Meet the company at CAREER DAY, organised annually by Palermo University.

3. SELECT A COMPANY FROM THE UNIVERSITY LIST

You must choose a company that aligns with your future professional aspirations and enhances your current abilities.

The internships are acceptable in the following fields:

- Hospitality
- Cruises
- Events
- Destination Management and Company
- Tour Operator
- Tourism and Cultural Services

You can select a university-affiliated Company from the list using the following [Link](#).

We recommend choosing the search engine for the following sectors:
Servizi turistici, servizi creative e culturali, or other tourism-related categories.

From the list, check the company's activity on the web that matches your interests, and prepare an email specifying your request for a 300-hour university internship, including your motivation, curriculum vitae, and any other relevant information for the manager.

4. SELECT A COMPANY OUT OF THE UNIVERSITY LIST

Suppose you want to attend an internship at a Company not on the university's list and located in a European Country. In that case, it is necessary to provide an agreement following this [link](#).

The process takes 30/40 days, and the university office will oversee the procedures.

5. CHOOSING THE UNIVERSITY TUTOR

Contact the teacher you intend to ask to be your Tutor. The university tutor is a teacher or researcher at the University of Palermo who teaches or research in the same field of study as the trainee and must not have ties of kinship or affinity with the trainee.

The professor should teach in the master's degree (LM49 or LM-49R)

According to the company tutor, the university tutor verifies the training objectives and approves the internship training project.

6. UPLOADING THE INTERNSHIP TRAINING PROJECT

When accepted by a company, the head of the company or office will assign you a "company tutor" to assist you with the internship process.

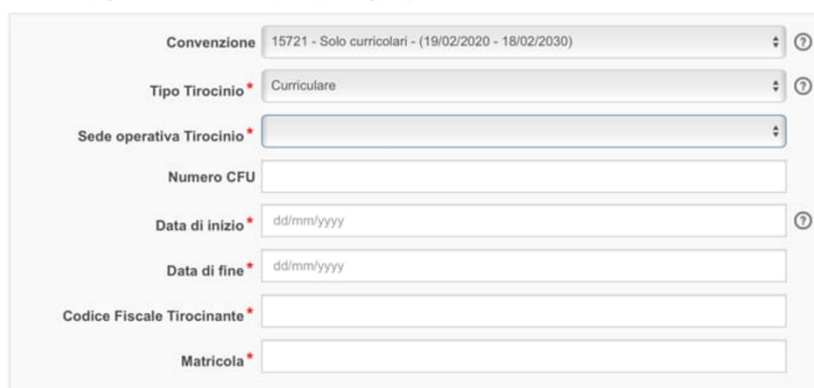
The company tutor prepared you, according to the University tutor, for your "training project," which outlines the activities and skills you will learn during your internship.

Then, the company sends the training project to the university office (Maria Rita Alioto's office in Building 13), which reviews it and forwards it to the university tutor, who assesses and approves it electronically via the Alma Aurea web portal.

As you can see in the pictures below, the company must complete these steps in sequence.

Inserisci progetto formativo

I dati contrassegnati con il simbolo asterisco * sono obbligatori.



The screenshot shows a web form for entering a training project. The form includes the following fields:

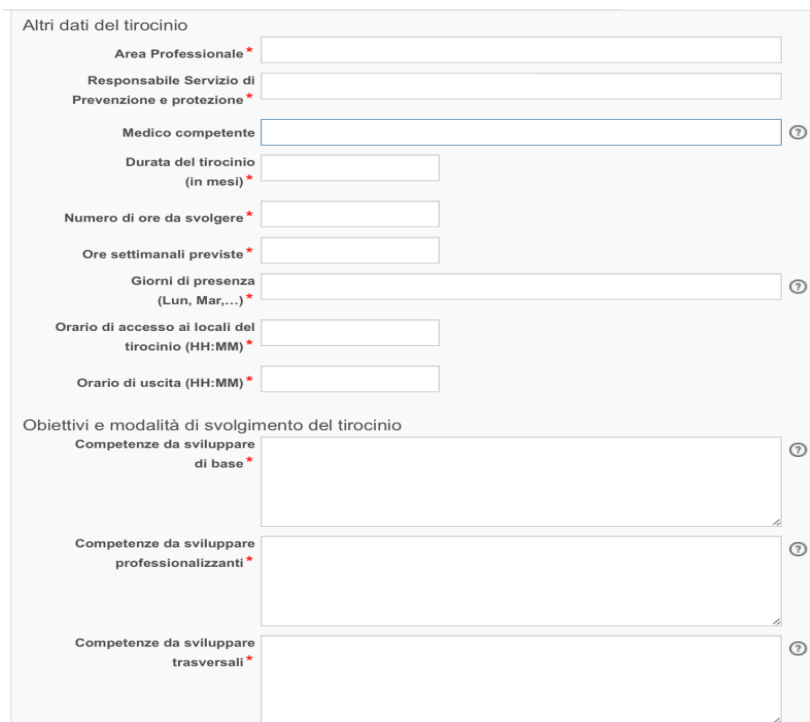
- Convenzione**: A dropdown menu with the selected value "15721 - Solo curriculari - (19/02/2020 - 18/02/2030)".
- Tipo Tirocinio ***: A dropdown menu with the selected value "Curriculare".
- Sede operativa Tirocinio ***: A dropdown menu.
- Numero CFU**: A text input field.
- Data di inizio ***: A text input field with a date format mask "dd/mm/yyyy".
- Data di fine ***: A text input field with a date format mask "dd/mm/yyyy".
- Codice Fiscale Tirocinante ***: A text input field.
- Matricola ***: A text input field.

Each field has a question mark icon to its right, indicating a help or information link.

Please note that for “Tipo Tirocinio,” you must select “Curriculare” if undertaking the internship during your master’s degree, and you must select “Extra Curriculare” if you wish to do the internship after graduation.

Additionally, you must provide your Fiscal code, Student number, and the number of internships CFU (12 CFU) to the company.

And the following steps must be completed by the desired company, as shown in the image below:



The form is titled "Altri dati del tirocinio" and contains several fields for company information and internship details. The fields are:

- Area Professionale *
- Responsabile Servizio di Prevenzione e protezione *
- Medico competente (with a help icon)
- Durata del tirocinio (in mesi) *
- Numero di ore da svolgere *
- Ore settimanali previste *
- Giorni di presenza (Lun, Mar,...) *
- Orario di accesso ai locali del tirocinio (HH:MM) *
- Orario di uscita (HH:MM) *

Below these fields is a section titled "Obiettivi e modalità di svolgimento del tirocinio" with three text areas:

- Competenze da sviluppare di base *
- Competenze da sviluppare professionalizzanti *
- Competenze da sviluppare trasversali *

7. ACTIVATE THE INTERNSHIP

Please fill out the form to activate your internship by this [Link](#). The completed form will be directly accessible to the Traineeship Referent of their course of study.

8. INTERNSHIP DOCUMENTS

Only after the activation can you start the internship.

Your daily activities must be recorded in the "**REGISTRO PRESENZE**" (timesheet); the company tutor must sign the register each day of attendance. Additionally, the bottom of each page of the attendance register must display the company tutor’s signature, accompanied by the company stamp.

To extend the internship period, the company tutor must submit a request for an extension through the Almalaurea web portal at least four days before the fixed end date.

9. LATEST OBLIGATIONS

Upon completion of the internship, a questionnaire will be automatically sent to you via email. Additionally, the company tutor completes the tutor's Evaluation Questionnaire on the ALMALAUREA portal.

Within 30 days of the internship ending, you must submit the following documents to the internship office (upload on the ALMALAUREA portal):

1. REGISTER, signed by you and the company tutor.
2. FINAL REPORT on the activities signed by University and Company tutors.
3. REQUEST FOR VALIDATION: CFU Internship.
4. HOURS SUMMARY FORM, signed by the company tutor.
5. COMMUNICATE to the internship office (mariarita.alioto@unipa.it) that you uploaded all the documents on the ALMALAREA portal.
6. BOOK an exam date on your portal for your internship validation and wait for the final acceptance.

- REQUEST TO VALIDATE A PREVIOUS OR ACTUAL WORK ACTIVITY

If you have worked or are still working for tourism companies under a valid contract, you can request this activity to be recognised as an internship in your university record. In this case, you need to provide certain documents to prove your work activity.

The documents will be checked and approved by the commission if they meet the qualifications, if your internship or job contract is recent enough, or if you have worked in a place with the required conditions as specified by the commission.

INTERNSHIP UNIVERSITY DEPARTMENT PAGE – [LINK](#)

1. A request from the student to explain the request to recognise the work activity as an internship (free format)
2. A certificate issued by the Company on certified paper regarding the activities performed by the worker, which should align with the management of tourism enterprises and hospitality.
3. Unilav certificate if the work is carried out in Italy
4. A detailed report of the activity written by the worker

Send the documentation to:

master.hfb@unipa.it and in copy for giovanni.ruggieri@unipa.it

- **USEFUL CONTACTS FOR INTERNSHIP UNIVERSITY PROCEDURES**

For information, mariarita.alioto@unipa.it – master.hfb@unipa.it