

BMIH4004 & BMIH4006

Welcome to Placement

September 2023



HOSPITALITY
AND
TOURISM
MANAGEMENT

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Introduction

 Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Natalie Brailsford BA(hons), MSc, PgCE (PCET)
Placement Module Lead

Email n.brailsford@uwtsd.ac.uk
Working Hours
Monday - Thursday 8.30am - 5.00pm
Friday 8.30pm - 4.30pm

Emails will be responded to within 48 hours*
*of the working week

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Jessica Newport BA (Hons)
Placement Administrator

Email j.newport@uwtsd.ac.uk
Working Hours
Monday - Thursday 8.30am - 5.00pm
Friday 8.30pm - 4.30pm

Emails will be responded to within 48 hours*
*of the working week

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Expectations

As discussed in June 2023

- Mandatory - **16 hours per week, for 10 weeks** – a variety of shifts will be required – there is no set shift pattern to placement
- Please make arrangements now in relation to childcare, and work
- Please inform us of any serious medical conditions or you are pregnant and it may impact you completing placement
- Purchase in advance your uniform - white shirt, black trousers/skirt and black shoes for placement
- You will be treated like a hotel employee in order to gain the full experience of working in a hotel
- Rota's will be issued by hotels, please speak to them on induction

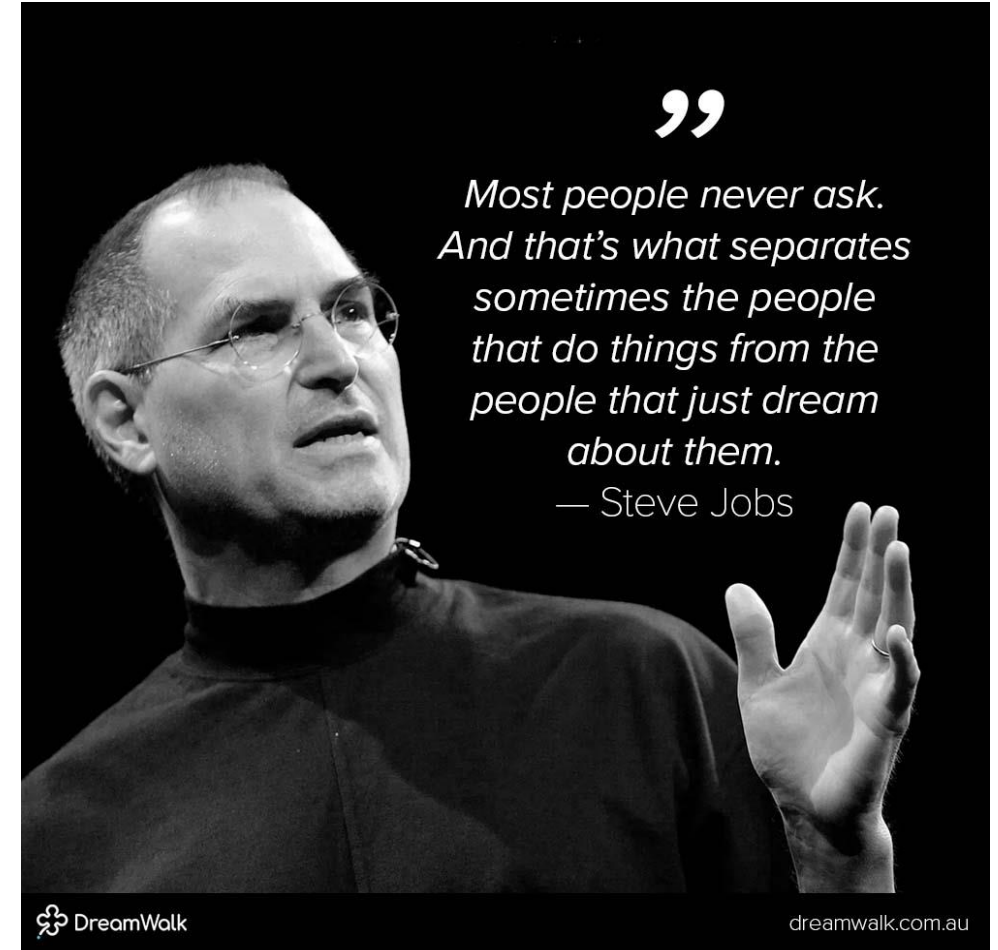
Expectations On Placement

- Correct uniform
- Correct time
- Correct place
- Correct attitude
- Communicate with the **placement tutor** regularly
- Eagerness to learn and deliver.
- Make notes
- **DO NOT BE LATE!!!**



Get the Most Out of the Placement

- Be inquisitive
- Do not be afraid to ask questions
- The hotel staff will be there to assist
- Be inspired, you never know where this journey will take you



Support Whilst on Placement

- Support from the placement tutor and the professional mentor throughout.
- Sickness procedure
- Financial Bursary
- Email contact
- Biweekly meetings
- Student support on the HWB

Support Whilst on Placement

The Placement tutor (Me)

- Meet with the student bi-weekly as a minimum.
- Support students with queries and provide Assignment information
- Meet with the professional mentor and record attendance.

The Professional Mentor role:

- Induct the students to the property and its procedures.
- Meet with the student bi-weekly as a minimum.
- Facilitate the rota to support the department rotations, which best suits the property.
- Meet with the University tutor via Teams bi-weekly.

Placement Hours

YOU should keep a record of when you work so you can keep track of hours.

If you are offered employment during the placement, then you will still need to complete your placement hours unpaid.

If you are unable to attend a shift/day of placement due to unforeseen circumstances,

There are two ways this can be dealt with:

- If you are allocated a shift and are unable to attend, please reach out to your hotel mentor and Placement tutor about and offer an alternative day where you are confident you will be able to do that shift.
- If you come across a situation where you will have to miss a shift for health reasons for example notify your Placement tutor as soon as possible so we can discuss the situation with you and offer some support.

Absence Due to Sickness

In case of absences,

These are the steps you need to take:

- Call hotel directly to advise you will not be attending your shift
- Email your tutor **and** the Hotel Mentor about your absence and the reason
- You must then work with the Hotel Mentor on making up for the hours lost
- In case of more than a week's absence, a **sick note must be provided as soon as possible to your tutor.**
- Please have in mind that the placement is **mandatory** so the more hours you lose, the more hours you will have to make up for.

In case you have any questions about absence or if you find yourself struggling with making up your hours, please let your tutor know immediately via email, so that we can work on an action plan for you.

Bursary For Travel Costs

To assist with costs associated with compulsory placement activity

- Up to £250 to support students undertaking compulsory placement activity as part of their course.
This bursary is usually awarded as reimbursement on the submission of purchase receipts.
- Where students are unable to meet costs in advance then applications to Student Financial Support Fund is encouraged.
- Whilst students can make more than one application where the support requested is less than £250, the maximum aggregate amount that can be awarded for any student in one academic year is £250.
- Award Amount: Up to £250
- Additional Information: Application to include an outline of the placement and a breakdown of costs
- Apply Now: **(Link will be posted in our teams channel as soon as available)**

Please note that the bursary payment usually occurs towards the end of term.

Accessing Help & Support

Counselling

Study Skills

Careers Service

Financial Support



Mental Health Advisory Service

Student Wellbeing

Other Bursaries

Digital Bursary

More information: <https://www.uwtsd.ac.uk/student-services/>

Assignments

Reflective Practice

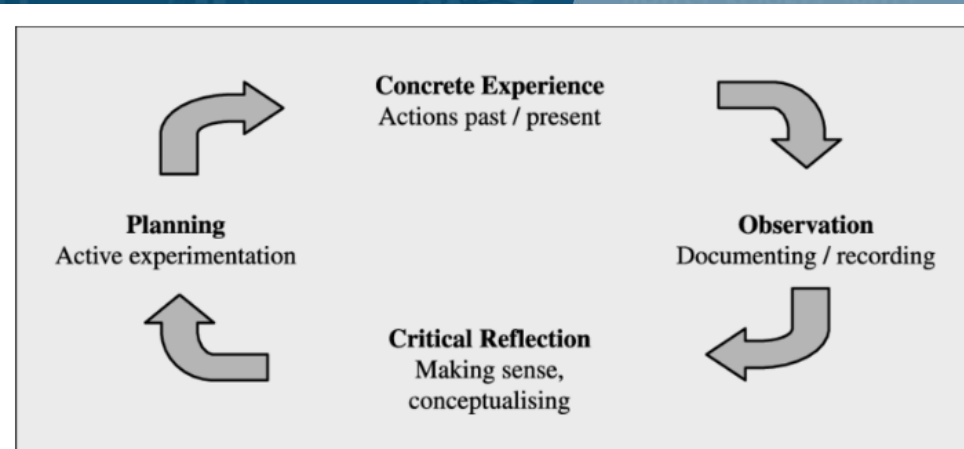
Reflecting on work placement is important because it promotes self-awareness, identifies learning opportunities, enhances problem-solving skills, improves future performance, builds resilience, and enhances professional practice. By engaging in reflection, individuals can make the most of their work placement experiences and continue their growth and development in their chosen field.

Gibbs Reflective Cycle



Adapted Gibbs' Reflective Cycle

KOLB's Learning Cycle 1984



Kolb's experiential learning cycle. Source: Adapted from Kolb (1984)

Schön

REFLECTION IN ACTION

Reflecting as something happens

- Consider the situation
- Decide how to act
- Act immediately

REFLECTION ON ACTION

Reflecting after something happens

- Reconsider the situation
- Think about what needs changing for the future

Image by Said Nasser Al-Amrani (2021) used under fair dealing for educational purposes.

Hotel Administration and Front office (BM1H4004)



There are 3 components
for this module:

1. Student Journal (750+
words) - 25%

2. Practical Task
Scenario – 25%

3. Portfolio - (4
elements) - 50%

Moodle Handbook

Hotel Placement - Hotel Administration & Front Office Operations (BMIH4004)

Category: Hospitality and Tourism Management



Hospitality & Tourism Management
Institute of Management & Health

BA International Hotel Management

Module Handbook Autumn Term 2023

BMIH4004

**Hotel Administration and Front Office
LEVEL 4**

Module Lead:

Natalie Brailsford

BA (hons), MSc, PgCE (PCET)

n.brailsford@uwtsd.ac.uk

Assessments	Resits / Reworks	Week 1 - Welcome and...	Week 2	Week 3
ASSESSMENT	RESITS & REWORKS	WEEK 1	WEEK 2	WEEK 3
Week 4	Week 5	Week 6	Week 7	Week 9
WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 9
Week 10	Week 11	Last Term	Week 8	Content Library
WEEK 10	WEEK 11	LAST TERM	WEEK 8	CONTENT LIBRARY



Component One

Student reflective Journal (Learning Log)

Component Two

Scenario – Handling feedback

Component Three

Portfolio of 4 elements – The Hotel guest Cycle

DEADLINE

All three components to be submitted on the provided template as one submission.

**Monday 13th
November
by 23:59**

Operating Hotel Facilities Assignment (BM/H4006)



There are 3 components for this module:

1. Student Journal (750+ words) - 25%

2. Practical Task Scenario – 25%

3. Presentation - 50%

Moodle Handbook

Hotel Placement - Operating Hotel Facilities (BMIH4006)

Category: Hospitality and Tourism Management



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Hospitality & Tourism Management
Institute of Management & Health

CertHE/BA International Hotel Management

Module Handbook Autumn Term 2023

BMIH4006

**Operating Hotel Facilities
LEVEL 4**

Module Lead:

Natalie Brailsford
BA (hons), MSc, PgCE (PCET)

n.brailsford@uwtsd.ac.uk

Assessments	Resits / Reworks	Week 1 - Welcome and...	Week 2	Week 3
ASSESSMENT	RESITS & REWORKS	WEEK 1	WEEK 2	WEEK 3
Week 4	Week 5	Week 6	Week 7	Week 9
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Component One

Student reflective Journal (Learning Log)

Component Two

Scenario – Handling feedback

Component Three

Portfolio of 4 elements – The Hotel guest Cycle

DEADLINE

Monday 13th November
by 23:59 for components one and two .

Presentations to be uploaded by Sunday
12th November 23.59 and presented by
Friday 17th November

Any drafts 7 days prior to be sent via email

Assignments

- Start reflecting on your experience from the start.
- Read the module handbooks available on Moodle
- Draft deadlines will be 7 working days before the assignment deadline
- Access the content and reading list on Moodle
- Self learning, motivation and reading is key to succeed this term!

Academic Assistance

InfoSkills

Book now infoskills@uwtsd.ac.uk



Study Skills

Book now studyskillsdistance@uwtsd.ac.uk

A study skills session can assist you with academic writing, avoiding plagiarism, critical thinking, planning and organisation, presentation skills, referencing and researching.

Key Dates

Assessments

Level 4

HAFO – C1,2&3 Submission 13th November

OHF – C1,2&3 Submission 13th November

(Presentation for C3 by Friday 17th November)

Calls With Tutor Groups

*Bi-weekly

W/C 25th September – Induction call

W/C 2nd October

W/C 16th October

W/C 30th October

W/C 13th November -Presentations

W/C 27th November

W/C 4th December – debrief / wrap up

Any Questions?

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