

Complete Induction Guide for Tourism, Events and Hospitality Students



Table of Contents

Welcome to UWTSU!	3
Digital Support Page	4
Student Health and Wellbeing Policy	4
Attendance	5
Delivery Schedules	5
Student Union	5
Student Information	5
Getting Started	5
Getting Connected	6
Microsoft 365	6
Digital Connectivity Bursary	6
University Wi-Fi	7
Hwb Student Portal	7
Hwb Mobile App	7
Hwb Services	8
Health and Wellbeing	8
Academic Support	9
Study Skills	10
Contact Hwb Teams	10
Student Services	10
Student Finance	11
Registry	11
Council Tax Discount	11
IT Services	11
Moodle	11
Assessment	12
Academic Writing Skills	13
Referencing	14
Turnitin Assignment Submission	15
Summary	16

Welcome to UWTSD!

Please watch this detailed and very useful welcome video from the university, explaining many of the services available to all of our students.



The World is Our Lecture Theatre

UWTSD offers a range of exciting programmes within tourism, events and hospitality that will provide you with the employability and cutting-edge guest services skills required to succeed in this rapidly expanding global market.

[International Hotel Management](#)

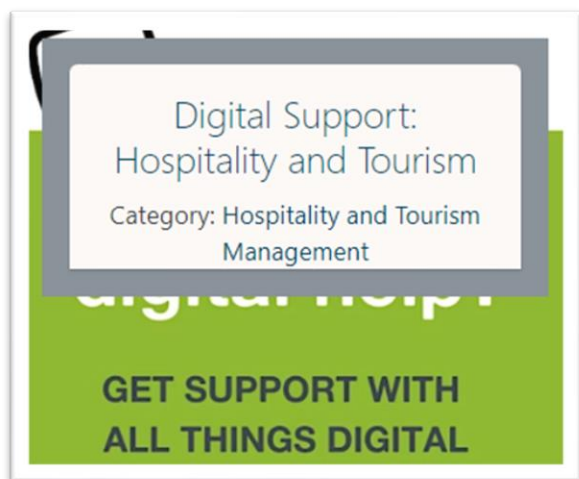
During the last decade, the hotel and hospitality industry in both the UK and globally has undergone an unprecedented period of growth; the industry now requires graduates with Hotel Management training to prepare them for a career in the sector.

[International Travel and Tourism Management](#)

These unique and exciting programmes focus on developing the professional skills and academic knowledge needed for students to secure high flying management careers within the International Travel and Tourism Industry.

The programme has an excellent industry reputation, working closely with key global travel and tourism organisations all over the world. This includes airlines, airports, tourism destinations, hotels, tour operators, tourism venues and travel agencies.

Digital Support Page



This page on Moodle has been designed as a "One-Stop Shop" for anything you might need in the university outside of your weekly classes, in order to make your university experience as enjoyable and free from stress as possible.

Each 'tile' covers a different aspect of university services, help and support and a few revision tiles for some of the essential skills that are so important if you are to be successful in your professional life.

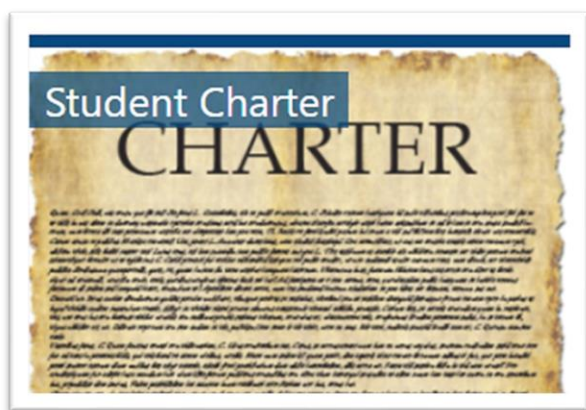
The tiles contain step by step tutorials, podcasts, videos, information files, short online courses and/or links to the relevant pages on the university website, depending on the topic covered.

Please consider this as your first port of call when you have a question or problem.

If you still need some further assistance, please feel free to contact our Digital Officer [Julia Ault](mailto:j.ault@uwtsd.ac.uk) via email at j.ault@uwtsd.ac.uk

Student Health and Wellbeing Policy

This plan contains important information about what the University is doing to ensure that it is a healthy University that prioritises the health and wellbeing of both students and staff, so that all can flourish and fulfil their potential. This policy can be found in the [Student Charter](#) tile on the Digital Support page on Moodle. Please read this as soon as you join us to obtain reassurance that the university does care about you and your welfare.



Attendance

Your placement on this programme was offered to you based on the levels of motivation, transferable skills, workplace experience and expression of commitment you expressed during your interview. As this is a full time course, regular class attendance online is extremely important.

This course (although delivered online), is still a **full-time university course** and although you will normally only see your module tutors twice a week, the rest of the hours are covered by independent learning, which means you will be expected to study at home in your own time - when it suits your other commitments - and pre-booked tutorial time on a regular basis to help keep you motivated and on track. There will also be occasional information sessions outside of your taught classes and an Industry week every term where you will be provided with additional activities and tasks to embed your learning. Attendance at all these other activities IS compulsory and an important part of your studies, so flexibility and adaptability is expected and required from you.

There is a definite correlation between regular attendance and high marks achieved by students. Regular presence in class ensures that you get added value from conversations and other students' experiences, as well as an opportunity to express your own views and participate in discussions, make friends and create a support network for each other.

Delivery Schedules

The dates of all the teaching sessions are agreed in advance. A copy of the delivery schedules will be provided on Moodle and the Hwb.

We know that studying is hard on families and we don't want your family time to suffer as a result of you achieving your qualification. We want you to be able to plan your holidays, school concerts, childminders and all the other family times, which is why we give you all the class dates in advance.

Student Union

The Students' Union represent all students studying at UWTSD. The Union, also known as Trinity Saint David Students' Union, TSDSU or just the SU, is a charity organisation led by student-elected representatives. The SU work with the University but are separate from them. allowing them to be truly independent.

[TSDSU](#)

Student Information

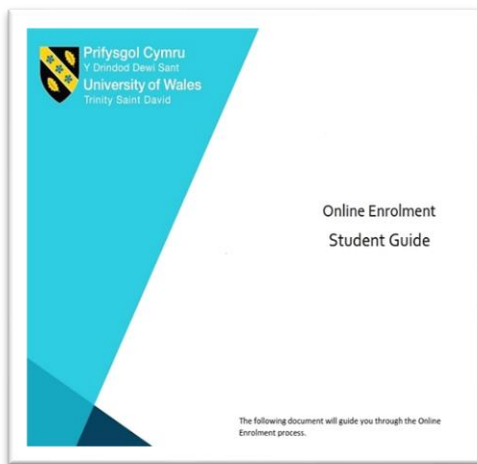
This document contains important and useful information for you, pointing you towards a number of step by step guides that will hopefully make your time with us as smooth and stress-free as possible; so please keep this safe, as you will want to come back to it regularly during the year.

Please do remember that your tutors are always there to help if you don't understand anything in any of the guides - so do ask if not sure.

Getting Started

Once you have received your login details from our Registry Department via email, you will need to login to the university system to complete the enrolment process.

The Online Enrolment Student Guide is available for you to download on MyTSD and Moodle and this contains everything you need to get you up and running.



Getting Connected

Microsoft 365

Once you have received your student number and university login details, you will be able to access the Microsoft Office 365 suite. This gives you a **free copy of Office software (Word, PowerPoint, Excel, Outlook etc.)** that you can download and install on your laptop and other devices PLUS a great deal of online file storage that you can use to ensure you don't lose your assignments or other important work if your laptop crashes (as they do from time to time, unfortunately). Find out all about this in the tile on the Digital Support Moodle page.



Digital Connectivity Bursary

The [Digital Connectivity Bursary](#) is available to students requiring assistance with the costs of digital connectivity.

Eligible students could get:

- A UWTSD Microsoft Surface Go (Intel Pentium Gold Processor, 64GB Solid State Drive, 4GB RAM) with keyboard case will be provided to qualifying students for the duration of their course.
 - Device ownership will be retained by the University and will be managed by IT&S.
 - At the end of a period of study students who have completed over 240 credits are eligible to take over ownership of the device allocated to them.
- Up to £100 grant per annum to support the purchase and installation of home broadband or up to £100 grant per annum to support the purchase of mobile broadband.

University Wi-Fi

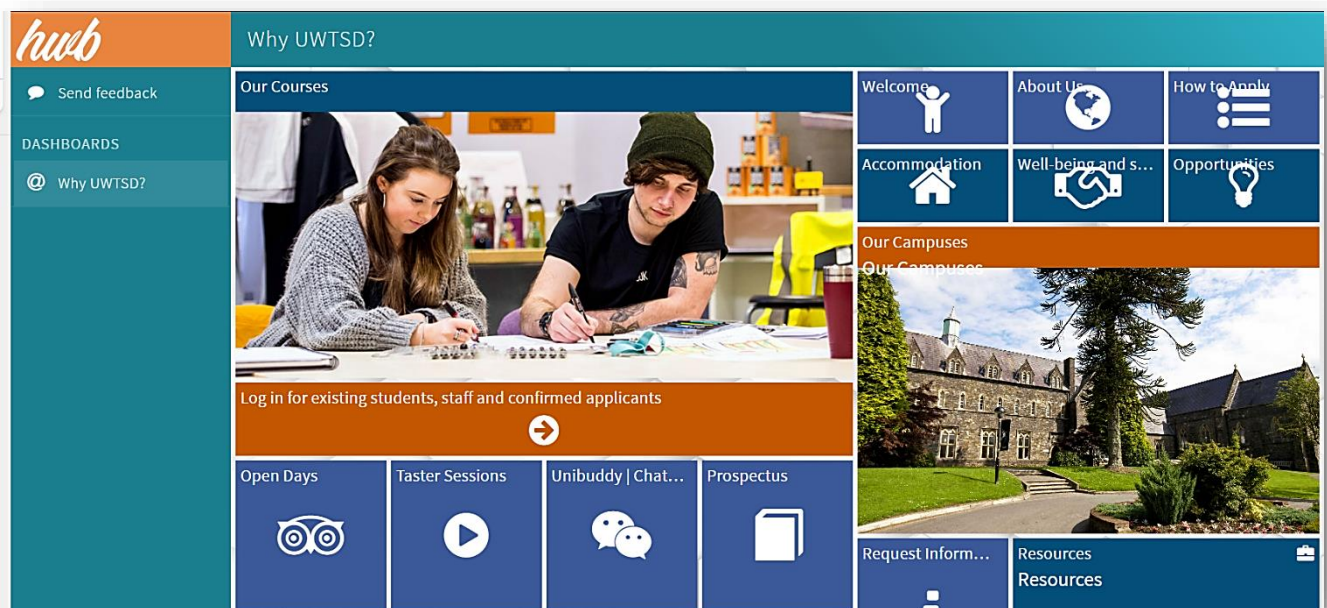
A guide to get connected to the university wireless internet system (Eduroam) whenever you are on any University campus, can also be found on the Digital Support Moodle page in the [IT Services](#) tile or at this link [Eduroam Wireless](#)



Hwb Student Portal

Once you have fully enrolled on your course of study, you will be able to use the **Hwb Student Portal** to access MyTSD and all other university services via the relevant tiles.

Sign into the **hwb Student Portal** using your UWTSD email address (studentnumber@student.uwtسد.ac.uk) and password



Hwb Mobile App

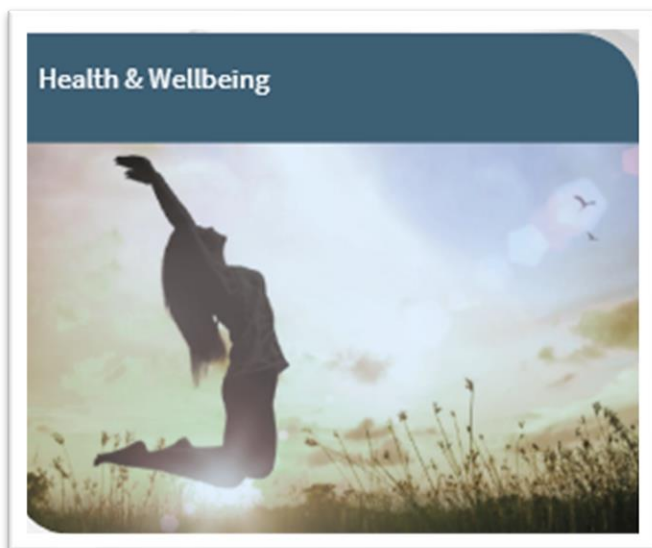
You will also be able to download the **UWTSD Hwb app** to your phone or tablet if you wish. Just go to the App Store or Play Store for your device.



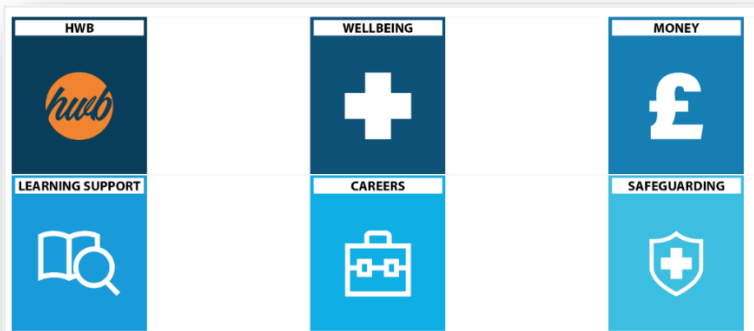
Hwb Services

The Student Hwb is designed to be a '*One Stop Shop*' to enable you to access all the help and support you need in one place.

Health and Wellbeing



Click on this tile to access Student Support and Healthy Living advice.



Academic Support



Click on this tile ^^ to access academic support – including Study Support.



Study Support



Study Skills Support



Study skills support is available to all University of Wales Trinity Saint David students who need assistance with their studies.

To book a session email studyskillsdistance@uwtsd.ac.uk

Contact Hwb Teams

You can also contact the **hwb** Teams by Email: hwb@uwtsd.ac.uk or Phone: **0300 131 3030**

Student Services



A professional support service providing high quality information, advice, guidance, practical and emotional support to enable all students to reach their full potential.

Please visit the [Student Services webpages](#) for more information and contact details.

Student Finance

We understand that for most people starting a University course, funding is a key element. The page linked to below aims to give you a quick introduction to how it all works and what you might be entitled to.

[Student Fees and Finance](#)

Registry

The University Registry department deals with all enrolment matters and provides you with your student number and access to [MyTSD](#).

You can contact them by phone or email if you experience any problems in this area.

Email: registry@uwtsd.ac.uk

Tel: 01792 481097

[Registry webpages](#)

Council Tax Discount

As a full time student of the university, you will be entitled to a discount on your council tax. A letter to this effect is available on MyTSD, which is linked to your student login and you will be able to access this once you are registered as a student with the university.

IT Services

The IT department is here to help you with a number of technical issues, including login and password problems.

You are strongly advised to visit the [Password Reset Portal](#) as soon as you receive your login and password from IT and register with this service. This will enable you to reset your password online yourself without contacting IT.

In the event of a problem occurring, to save you time (and frustration!) - please visit the IT webpages first to see if there are any guides to help you before calling or emailing them.

[Information Technology and Services](#)

If all else fails- please email or phone IT who *will* help you.

- Phone the Service Desk on **0300 500 5055**
- Email ITServiceDesk@uwtsd.ac.uk

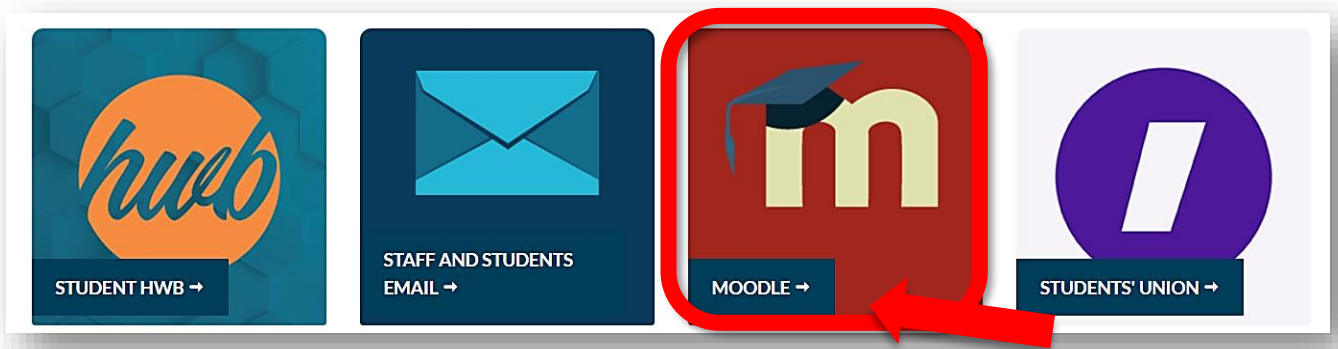
Moodle

The university has an online Virtual Learning Environment (VLE) known as **Moodle**.

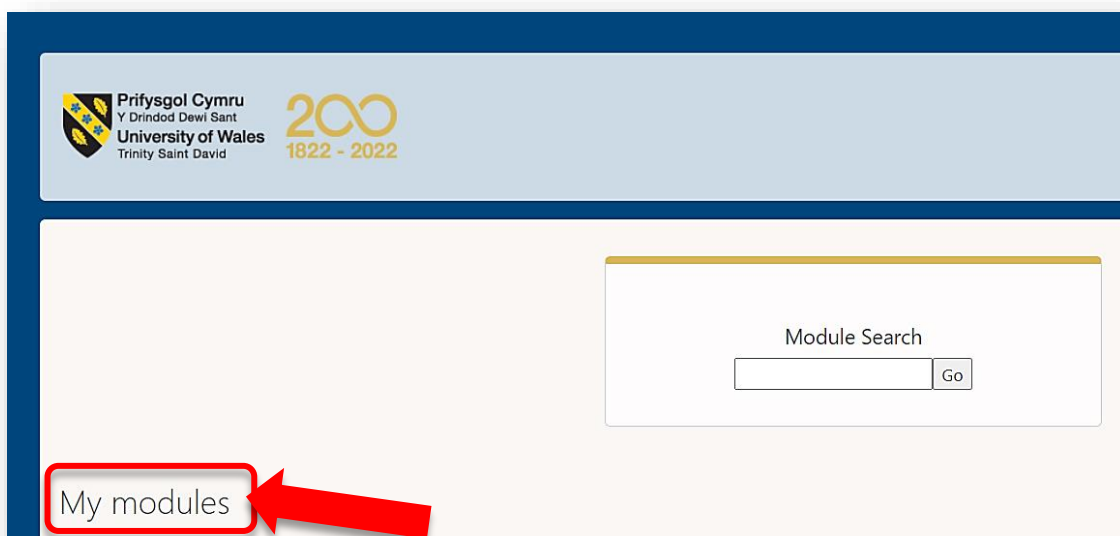
All the learning materials for your modules - and much more besides - will be uploaded onto Moodle and you will be able to access this platform on your laptop/phone/tablet **once you have received your login details**.

To access Moodle, go to the UWTSD homepage <http://www.uwtsd.ac.uk/> and click on Quick Links at the top of the page. Or go straight there with this link. <http://www.uwtsd.ac.uk/quick-links/>

Then click on the **Moodle** tile.



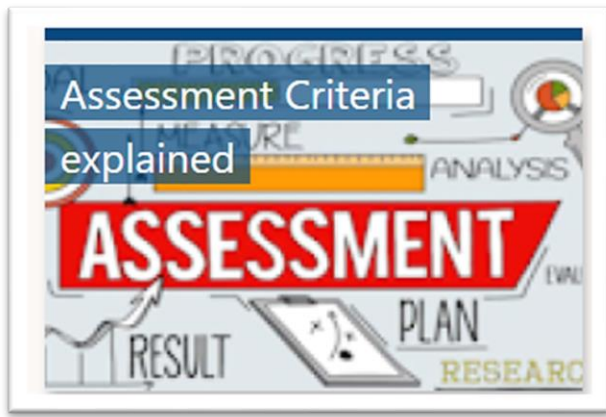
A large number of resources, videos, podcasts and written guides can be found on [Moodle](#) on the [Digital Support: Hospitality and Tourism page](#) (available under **My modules** once you have logged in – scroll down to see them all) and you can download as many files as you wish and save them to your own devices (phone, laptop, tablet) or better still, your OneDrive file storage space, so you can keep referring back to them easily during the year.



Assessment

Assessment will take place during or at the end of each module studied.

Details of all assessment methods and instructions on how to complete them will be given to you at the start of the relevant modules. Click on the image below for everything you ever wanted to know about Assessment Criteria!



Academic Writing Skills

When you come to university you could be asked to write 'Essays', 'Professional Reports', 'Reflective Pieces' and possibly other forms of written work for your assignments.

You may have never written in these styles before, so we have produced a number of podcasts and step by step guides to help you do this, which can all be found on [Moodle](#) on the **Digital Support: Hospitality and Tourism page**

Academic Writing Skills

A Podcast Series on Academic Writing Skills

(Please click on the link above or on image below to go to the Panopto folder to watch the podcasts)

Academic Writing Tips: Essays and Reports	Part1: Introduction to Academic Writing	Part2: Preparation for Academic Writing
Part3: Formal Writing and Proofreading	Part4: Writing in the Third Person	Part5: Content and Grammar



Resources and Guides on Academic Writing



Exercises to Improve Academic Skills



Resources and Guides on Academic Writing

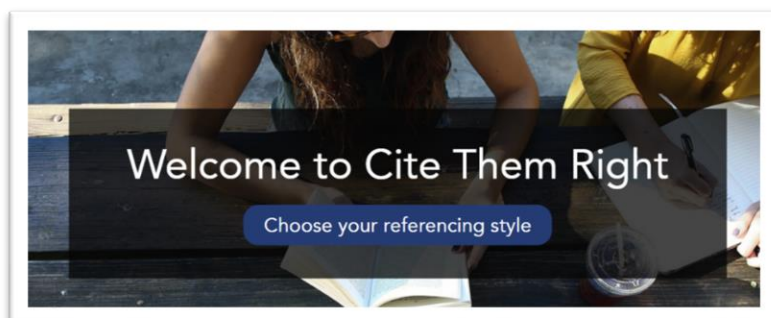


- ▶ Academic Argument
- ▶ Academic Writing for International Students
- ▶ Advanced Writing Guides
- ▶ Applying Theories to Workplace Examples
- ▶ Basic Writing Guides
- ▶ Blooms Taxonomy
- ▶ Essay Structure
- ▶ Note Taking and Academic Writing
- ▶ Practical Tips and Guides
- ▶ Writing Reports

Download folder

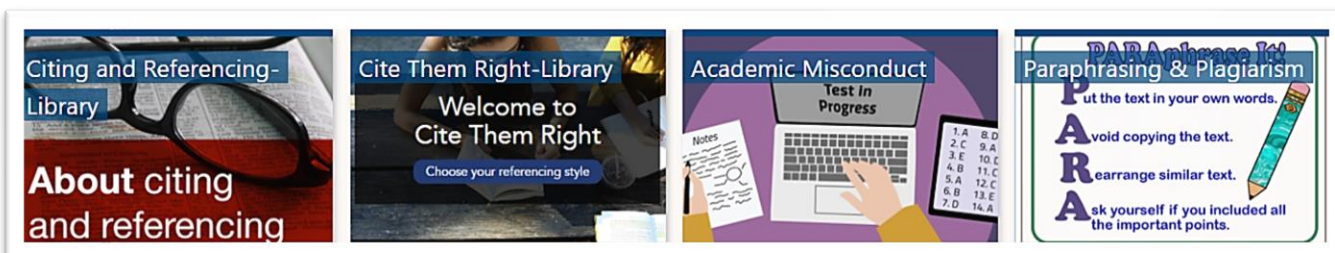
Edit

Referencing



Referencing means that every time you read something written by another person, and use it in your assignment, you give the original author credit they deserve. This applies to books, blogs, journal articles, websites, TV programmes, films, podcasts and can even apply to personal communication. It is essential that any information you have used is referenced correctly.

Failure to reference means your work could be considered as Plagiarised which is the equivalent of cheating and is a very serious offence which is not acceptable in the University. A number of tiles on the [Digital Support page](#) provide help and guidance on these topics for you.



The School of Hospitality and Tourism asks you to use the 'Harvard' style of referencing. For full details on how to do this properly, please follow the link below to log into the library and the Cite Them Right tutorial.

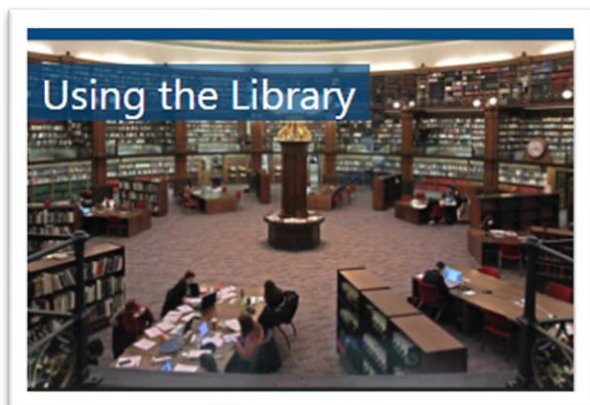
[Cite Them Right Tutorial](#)

University Library and Research

Not only do we ask you to reference all your 'sources' as noted above, but we also ask that you use '*credible academic sources*'. You will learn all about what these are during your first module and the [university library](#) is your friend in providing you with suitable materials to read and reference.

You will be able to use both the university's physical libraries if you live near enough and/or the online library which can be accessed anywhere you have internet.

[Library and Learning Resources](#)



Turnitin Assignment Submission



You will be asked to submit your assignments to [Turnitin](#) via Moodle and information about this can also be found on Digital Support: Hospitality and Tourism page on Moodle.

Summary

In summary – almost everything you will need as you start your university life with us can be found on the [Digital Support: Hospitality and Tourism](#) page on Moodle.

If in doubt – check there first and then email j.ault@uwtsd.ac.uk if needed.

