



Tourism Industry Experience Scheme Policy 2019/20

1.0 Aims

- 1.1. Initiate and expose Tourism Business Management freshmen students to the business environment and realities of professional life in the different aspects of the tourism industry;
- 1.2. Help new students gain confidence and social skills in interacting with tourists, guests, and customers in a front-line setting and/or to learn the role of an administrator in a supporting department;
- 1.3. Immerse students into the demands and skill-requirements of success in the tourism industry;
- 1.4. Generate and sustain the interest of first-year students in pursuing a career in the tourism industry and challenge them to make creative and lasting contributions to its development.

2.0 Duration

- 2.1 The duration of the Tourism Industry Experience Scheme (hereafter known as the practicum) is four weeks and usually commences in June every year. For 2019/20 academic year, the practicum duration is from June 1 to June 28, 2020 (inclusive).
- 2.2 Students are seconded on a random selection basis and report to the industry partner five to six days a week following the full-time schedule of the industry partner. The student should complete a minimum total of 140 working hours (excluding meal time).

3.0 Qualifying placement

- 3.1 Students can be assigned to perform any task or function as long as they adhere to the objectives of the practicum. They can be assigned to the tourism industry to assist in tasks such as tour-guiding, concierge, guest- or customer-relations, information counters, publicity, promotion, planning and organizing committees, cultural ambassadors, administration, passenger transport management, etc. Under exceptional circumstances, the Regent for Off-campus Practicum has the right to assign students to similar placements in the hospitality industry.
- 3.2 The industry partner would be responsible for appointing a supervisor who will direct and supervise the activities and tasks of the student and to whom the student will report directly.
- 3.3 The industry partner has no obligation to provide any allowance and therefore the student should not expect any allowance from the industry partner.
- 3.4 All training must take place in Macao SAR.



4.0 Grooming

- 4.1 Unless otherwise specified by the industry partner, the student will be performing his/her functions in IFTM uniform with an IFTM student name badge. During the practicum, he/she should follow the dress code mentioned in Student Handbook (Code of Student Discipline).
- 4.2 Even when uniform is not required, the student should follow the above standards.
- 4.3 Should the industry partner require the student to adopt the organization's uniform, the industry partner must shoulder the burden of providing a uniform set for the student.

5.0 Leave and absence

- 5.1 A student who would like to apply for approved leave should submit the leave request to the industry partner with a valid proof. It is necessary for the student to notify his/her immediate supervisor* directly as soon as possible, preferably prior to the start of the business day to minimize any interruption to the business operation. Eligible types of leave as listed below:
- Hospitalisation or accompanying sick leave due to hospitalisation: a certificate of sickness issued by a hospital should be submitted;
 - Sick leave: a certificate of sickness issued by a hospital or by a government public health centre should be submitted;
 - Condolence: a death certificate should be submitted;
 - Loss of travel document to enter/ exit Macao: police report of loss must be provided;
 - Representing Macao or IFTM for regional or international events: an official letter issued by the concerned government departments should be submitted. If granted, number of leave days would be counted from one day prior to the event till one day after the event.
 - Medical isolation: compulsory isolation due to medical issue
- 5.2 If a student has accumulated more than five working days of approved leave, the practicum is considered to be incomplete (with a score of zero) as the student will not be able to acquire the appropriate amount of practical experience intended.
- 5.3 All other types of leave (including personal leave) will be treated as unapproved leave. As students are expected to arrive on time each day, being late to work as reported by the industry partner will be considered as an unapproved leave for each occasion.



- 5.4 If a student has accumulated more than five working days of unapproved leave (including any period of unapproved leave of less than one working day), the practicum is considered to be incomplete (with a score of zero) due to incompetence.
- 5.5 Students are not allowed to extend the practicum period to compensate for any leave and/or absence.

* Or the designated coordinator of trainee affairs as specified by the industry partner

6.0 Assessment

6.1 The assessment is based on:

- 6.1.1 Performance appraisal by immediate supervisor (70%): The student's immediate supervisor would be responsible for evaluating and assessing the performance of the student. A performance appraisal form will be provided for the supervisor to fill in.
- 6.1.2 Attendance (20%): Students will receive the full attendance score by default. 4% of the total score will be deducted for each day (including any period of unapproved leave of less than one working day) of unapproved leave. No score will be deducted for approved leave.
- 6.1.3 Compliance with programme policy (10%): Students will receive the full compliance with programme policy score by default. 5% of the total score will be deducted for not attending the practicum briefings[#]; 5% of the total score will be deducted for not submitting the completed placement evaluation form within seven calendar days after the last day of the practicum.

[#] Except if the student is on approved leave (by Pedagogic Affairs Department) on the day of the briefing; or if the student is on outpatient sick leave, he/she should submit a certificate of sickness issued by a hospital or by a government public health centre to the Regent for Off-campus Practicum for verification and approval within two working days once the leave has ended. All documents submitted should be genuine. If any forged document is received, the concerned student will have to bear all the legal consequence that arises thereafter.

6.2 Occasional on-site visits may be made by the Regent for Off-campus Practicum subject to prior consultation and arrangements with the supervisors or through the industry partners.

6.3 For the procedures of mark rechecking and appeal, please refer to Student Handbook (Regulations Governing Bachelor Degree Programmes).



7.0 Enrollment

- 7.1 Students will be informed by the Regent for Off-campus Practicum by email and/or IFTM Moodle to submit a biographical data form in the beginning of the second semester and will be given one week's time for submission.
- 7.2 Students who submit the completed form on time will be enrolled in the practicum programme for the current academic year.
- 7.3 Students who are not able to submit the completed form on time will be considered as forfeiting the opportunity to be enrolled in the practicum programme for the current academic year.
- 7.4 Students who abandon their enrollment (i.e. not to proceed with the practicum any time after submitting the biographical data form) will be given a score of zero. As an additional penalty, no placement will be offered or arranged for them when they retake the course in the future. They will need to secure a qualified placement (subject to the approval of the Regent for Off-campus Practicum) on their own.

8.0 Exemption

- 8.1 Eligibility for Tourism Industry Experience Scheme (TIES) exemption
- 8.1.1 In order to apply for TIES exemption, a student must:
- i. Submit a completed application form
 - ii. Submit a proof of employment (refer to 8.2.1) to show that the applicant has met the following criteria:
 - For full-time employment, the working experience must last for one month or above under the same employer
 - For part-time employment, the accumulated working experience must be 160 working hours or above under the same employer
 - The employment took place within five years counting from the date of submission (working experience and/or proof of employment from a defunct organization will not be accepted)
 - The position held complies with the TIES placement eligibility as determined by the Pedagogic Council Practicum and Internship Sub-Committee (PCPI) (refer to 8.1.2)
 - iii. The student has not yet been enrolled in the TIES 2019/20 (refer to 8.2.4)



8.1.2

Business nature	Role Any roles in gaming (casino) operations are not eligible
<ul style="list-style-type: none"> • Travel agencies • Airlines/airports • Ferry services/terminals • Tourism-related government agencies or non-profit organizations • Hotels (with a three star or above rating) • Creative industries • Cultural organizations • Research and publication • Tourism destinations • Passenger transport management 	<ul style="list-style-type: none"> • Ticketing and reservations • Guided tour services • Customer service • Sales and/or marketing • Public relations and/or communications • Human resources management • Event management • Administration • Promotion and public education • Research and publication • Planning and development

8.2 TIES exemption application procedure

8.2.1 The applicant must submit the required documentation to the Pedagogic Affairs Department for PCPI's review:

- i. The completed "Practicum and Internship Exemption Form"
 - Application form is available in the IFTM Portal for download
- ii. A valid and original copy of "proof of employment" meeting the following requirements:
 - Issued by the employer in hardcopy (should include the authorized person's signature and official seal)
 - Include the employee's full name and identification card number (or passport number)
 - The position held and department name
 - Start date of the employment
 - End date of the employment (not applicable to applicant who is still being employed)
 - Job description (if available)
 - Accumulated working hours (if the employment is on part-time basis)
- iii. Business registration copy (if applicable)
 - A copy of the business registration (or equivalent) is required if the employer is not an existing internship partner of IFTM

8.2.2 The Pedagogic Affairs Department will inform the student of the application result after the school director's approval.



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- 8.2.3 If the exemption application is rejected, the student can choose to:
- i. Enroll in the TIES according to the designated schedule; or
 - ii. Submit a new exemption application in the future when all criteria are met
- 8.2.4 To avoid disruption to the TIES 2019/20, students who have been enrolled cannot apply for exemption until the TIES is completed and the result has been released.
- 8.2.5 Application may be denied if the applicant is unable to fulfill the aforementioned requirements or procedures.