MINISTRY OF HIGHER EDUCATION, SCIENCE AND INNOVATIONS OF THE REPUBLIC OF UZBEKISTAN

GULISTON STATE UNIVERSITY

61010100-for 2nd -year students specializing in Tourism and Hospitality

METHODOLOGICAL GUIDELINES AND PROGRAMME FOR QUALIFICATION AND RESEARCH INTERNSHIP

Guliston - 2026

Programme for Qualification Internship for 2-nd -Year Students of the Tourism and Hospitality Programme. GulSU, 2026. 20 p.

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INTRODUCTION

Training qualified specialists who meet modern requirements based on State Education Standards, and continuously improving education and all its structural elements, is one of the most pressing tasks before us. Therefore, practical internship plays an irreplaceable role in mastering the set of knowledge in subjects, and perfectly forming qualifications and skills through the integration of theoretical and practical training.

The goal of practical internship is to consolidate and deepen the theoretical knowledge gained by students of the 61010100 - Tourism and Hospitality undergraduate program, to build practical skills and qualifications, to prepare them for independent work directly in accordance with educational standards, and to form the ability to work independently in the sector.

In the Republic of Uzbekistan, the tourism sector is becoming one of the sectors making a significant contribution to the economy. Much work is being carried out to diversify tourism types in the Republic, including the development of inbound, domestic, and pilgrimage tourism, eco-tourism, ethno-tourism, business tourism, sports, gastronomic, medical, inclusive, educational, and scientific tourism, as well as developing new tourism destinations and introducing them widely to tourism markets; high attention is being paid to training qualified personnel in the field.

At the same time, new requirements are placed on the higher education system regarding the training of qualified personnel, including the acquisition of practical skills and the ability to synthesize and analyze various statistical data by future specialists. Students must master the content of academic subjects and acquire relevant knowledge, qualifications, skills, and competencies both during lectures and practical classes, as well as during the internship period.

This practical internship program was prepared to provide methodological support for the practical internship process for students in the 61010100 - Tourism and Hospitality undergraduate field, to increase internship efficiency, acquire

necessary skills, and ensure high-quality preparation of the practical internship report based on the analysis of practical data.

This internship program was developed in accordance with the Law of the Republic of Uzbekistan No. ZRU-637 "On Education" dated September 23, 2020; Decree No. UP-5847 "On Approval of the Concept for the Development of the Higher Education System of the Republic of Uzbekistan until 2030" dated October 8, 2019; Resolution No. PP-3151 "On Measures to Further Expand the Participation of Economic Sectors and Fields in Improving the Quality of Higher-Educated Specialist Training" dated July 27, 2017; as well as the "Model Regulation on the Procedure for Practical Internship of Students of Higher Educational Institutions" approved by Order No. 202 of the Minister of Higher and Secondary Special Education of the Republic of Uzbekistan dated June 13, 2022, and Order No. 123-O of Guliston State University "On Ensuring the Implementation of Order No. 202 of the Ministry of Higher and Secondary Special Education dated June 13, 2022" dated June 20, 2022.

The program sets out the goals and tasks of practical internship, its content, schedule, evaluation criteria, duties and responsibilities of internship supervisors appointed by Guliston State University and the host organization (internship facility), as well as procedures for formatting and defending the internship report.

II. GENERAL PROVISIONS

I. GOALS AND TASKS OF PRACTICAL INTERNSHIP

The goal of practical internship for undergraduate students studying in the 61010100 - Tourism and Hospitality program is to expand theoretical knowledge gained during academic studies, acquire practical skills, form professional competence, prepare students for independent work, conduct professional activities, and collect and systematize practical data required for preparing graduation qualification works.

In accordance with the State Educational Standard, curriculum, and work plan of the 61010100 - Tourism and Hospitality program, practical internship is conducted during the 2nd year (3rd–4th semesters) for a duration of 6 weeks, 5 days per week.

During practical internship, students are required to solve the following tasks:

- complete all assignments provided in the practical internship program fully and qualitatively according to the schedule;
- keep an internship diary daily and systematically;
- apply theoretical knowledge in practice;
- understand and analyze main processes in the tourism and hospitality sector;
- acquire relevant skills and qualifications in addition to theoretical knowledge, forming professional competencies in the chosen field of activity;
- familiarize with the structure, main functions, and work routine of the internship facility;
- observe employee interaction and customer service processes;
- form practical skills and qualifications for working in enterprises, organizations, and institutions in the chosen field;
- develop skills in being courteous, understanding customer needs, and solving problems;

- get acquainted with basic documents used in hotels or travel agencies (reservation forms, contracts, orders);
- develop teamwork skills and understand the role of the team in organizing tourist services;
- learn methods of providing tourist services and study automation processes of tourism services;
- prepare a report on practical internship results, describing the content of materials collected during the internship.

During the internship period, students must study the fundamentals of the activities of enterprises, organizations, and institutions where they are completing their internship, and actively participate in the public work of the facility.

Practical internship is envisaged to be organized at the following facilities:

- The Tourism Committee of the Republic of Uzbekistan, its structural subdivisions, and regional branches;
- All types of hotels, tourism enterprises, and organizations, regardless of ownership form.

During the internship, getting acquainted with the organizational structure, functions, tasks, main indicators, and statistical data of the internship facility constitutes the primary task. Furthermore, students are encouraged to regularly participate in the overall activities and public work of the internship facility.

II. CONTENT, TOPICS, AND DISTRIBUTION OF PRACTICAL INTERNSHIP BY DAYS

The first day of practical internship begins with familiarization with the organizational structure, department operations, and division activities of the internship facility. The designated responsible employee provides brief information on internal discipline and work procedures.

Internship is conducted across all departments and units of the facility. Students are required to examine regulatory documents applicable to each workplace, information and communication tools used, and automated programs developed based on modern web technologies.

The internship period is determined according to the academic schedule of the direction and distributed as follows (Table 1):

Table 1

Distribution of topics allocated for practical internship by internship days

(For all types of hotels, tourism enterprises, and organizations, regardless of form of ownership)

No.	Topic Name	Number of Days
1.	Familiarization and observation of the organizational structure and activities of the host organization	5
2.	Studying and familiarizing with the organization's infrastructure	5
3.	Studying and observing the activity of the host organization	5
4.	Familiarizing with functions and duties of the organization's staff	5
5.	Studying and observing customer service processes with individuals and legal entities at the host organization	5

6.	Developing conclusions and proposals to improve the performance of the host organization	5
Total		**30**

Topic 1. Familiarization and observation of the organizational structure and activities of the host organization

Under this topic, the student:

- examines and studies the activity directions, organizational structure, and management system of the internship facility;
- draws conclusions based on collected data using tables, diagrams, and charts.

Topic 2. Studying and familiarizing with the organization's infrastructure

Under this topic, the student:

- identifies how the buildings, location, and territory of the internship facility are organized;
- gets acquainted with main departments and infrastructure objects;
- studies the external and internal system of the facility;
- analyzes the impact of the facility's infrastructure on customers;
- reflects the analysis results in the internship report.

Topic 3. Studying and observing the activity of the host organization

Under this topic, the student:

- studies the operations and primary directions of the internship facility;
- gets acquainted with internal regulatory documents and safety rules;
- writes conclusions based on collected information.

Topic 4. Familiarizing with functions and duties of the organization's staff

Under this topic, the student:

- observes and studies the work process and responsibilities of each employee;
- analyzes the functions and duties of the internship facility;

- writes a report based on collected data.

Topic 5. Studying and observing customer service processes with individuals and legal entities at the host organization

Under this topic, the student:

- studies and observes processes of working with individuals and corporate clients at the facility;
- studies types of services offered;
- writes conclusions based on collected information.

Topic 6. Developing conclusions and proposals to improve the performance of the host organization

Under this topic, the student:

- evaluates organizational activity studied during internship and analyzes current status;
- identifies problems and shortcomings based on observations;
- formulates proposals to improve enterprise/organization operations;
- draws appropriate conclusions regarding efficiency;
- uses tables and figures (charts/diagrams) in writing report summaries, providing references to all numerical data and analyzing them in detail;
- writes final conclusions based on gathered information.

III. STUDENT RESPONSIBILITIES DURING PRACTICAL INTERNSHIP

During internship, the student must strictly observe internal rules established at the facility. Studying and complying with labor protection, safety engineering, and industrial sanitation rules is required. The student must complete all assignments fully and qualitatively according to schedule, maintain the diary daily, fulfill instructions of supervisors, and format report documentation in a timely manner. The student must keep an internship notebook, writing analyses and conclusions for each topic.

Daily activities must be summarized in the internship notebook. On the last page, assigned supervisors from the facility and university provide written conclusions with signature and seal. Upon completion, the notebook is registered at the department.

IV. DUTIES OF INTERNSHIP SUPERVISORS FROM THE FACILITY AND UNIVERSITY

Duties of the Facility Supervisor:

Students are admitted to internship by order of the organization head, and a supervisor is appointed. The supervisor monitors the student's progress, moves them between workstations according to schedule, assists in collecting documents/copies, verifies daily entries in the diary, and writes a final evaluation upon completion.

Duties of the University Supervisor:

Duties of the university supervisor include:

- conduct briefing prior to internship and explain procedural requirements;
- monitor attendance, progress, and performance of work;
- ensure full implementation of the program and resolve identified issues;
- review and monitor the proper completion of the internship notebook;
- provide written conclusions and evaluation of skills acquired;
- evaluate practical skills upon conclusion and recommend report for defense upon positive review.

V. REPORT FORMATTING, DEFENSE PROCEDURE, AND EVALUATION CRITERIA

The report consists of a text section and appendices, starting with a title page. Each topic description must be independently written (at least 2 pages). Total length: 25–30 pages in standard A4 format, Times New Roman 14 pt, 1.5 line spacing, margins: Left 3 cm, Right 1.5 cm, Top/Bottom 2 cm.

Structure of the Report:

1. Title Page
2. Table of Contents
3. Introduction
4. Main Part (Completing topic tasks)
5. Conclusion and Proposals
6. Appendices
7. List of References

Student knowledge and skills are evaluated on a 100-point scale.

Table 3

Evaluation Criteria for Internship Report

Evaluation	Main Requirements for Student Knowledge Level
90-100 points ("Excellent")	Complete and correct formatting of notebook and report, answering all questions, analyzing presented data, expressing independent conclusions, explaining legal/normative document contents and changes.
70-89.9 points ("Good")	Complete and correct formatting, explaining theoretical knowledge based on practical data, analyzing financial indicators of the facility, and providing objective conclusions.
60-69.9 points ("Satisfactory")	Complete and correct formatting, answering general operational and internship questions.
0-59.9 points ("Unsatisfactory")	Incomplete/incorrect formatting, inability to answer questions, lack of sufficient understanding.

2 course Student Full Name: _____

Internship Facility:

_____

Internship Period: From "____" _____ 20__ to "____" _____ 20__

University Supervisor: _____

Head of Department: _____ G. Berdiyev

Familiarized with safety rules: _____

(*Student Signature*)

Student arrived at internship facility on "____"_____ 20__.

Facility Supervisor: _____ *(Full Name)* **_____**

(*Signature*)

Facility Head: _____ (Full Name) _____

(Signature)

INTERNSHIP WORK SCHEDULE

No.	Tasks to be completed during internship	Work Days Distribution (Planned)	Work Days Distribution (Actual)
1	Familiarization and observation of the organizational structure and activities of the host organization	5	
2	Studying and familiarizing with the organization's infrastructure	5	
3	Studying and observing the activity of the host organization	5	
4	Familiarizing with functions and duties of the organization's staff	5	
5	Studying and observing customer service processes with individuals and legal entities at the host organization	5	
6	Developing conclusions and proposals to improve the performance of the host organization	5	
Total		30	

Note: *In consultation with the university-appointed internship supervisor, the student writes conclusions about the internship in the internship logbook, based on the knowledge, skills, competencies, and practical information acquired during the internship.*

University Supervisor: _____ _____

(Signature)

Facility Supervisor: _____ _____

(Signature)

DAILY WORK DIARY

Date / Month	Description and Brief Summary of Work Performed	Supervisor Signature

_____

(Student Signature)

FINAL CONCLUSION FROM INTERNSHIP FACILITY

2nd-year Group _____ Student

_____

Completed practical internship from "____" _____ 20__ to "____"

_____ 20__ at

_____

Conclusion / Comments:

_____
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_____
_____

Facility Supervisor: _____ _____
(Signature)

Facility Head: _____ _____
(Signature))

FINAL CONCLUSION FROM UNIVERSITY SUPERVISOR

2nd-year Group _____ Student

_____

Completed practical internship from "____" _____ 20__ to "____"
_____ 20__ at

_____

Conclusion / Comments:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

University Supervisor: _____ _____
(Signature)

FOR NOTES / REMARKS