



UNIVERSIDADE
PORTUCALENSE

Do conhecimento à prática.

Governing Regulations of the 1st cycle study programme in Hospitality Management

RE.GE.100.6.

Announcement no. 59/2022, published in the Official Gazette (Diário da República) Series II,
no. 187, of 24 March 2022.

Approved by the Scientific Council of 19 December 2018

Amended by the Scientific Council of 29 May 2019

Amended by the Scientific Council of 22 July 2020

Amended by the Scientific Council of 25 May 2022

Amended by the Scientific Council of 25 January 2023

Article 1

Subject and Scope

1. This regulation, applicable to the 1st cycle study programme in Hospitality Management of the Department of Tourism, Heritage, and Culture of Universidade Portucalense (UPT), is designed to define the governing regulations related to the matters mentioned in Decree-Law no. 74/2006 of 24 March, as amended by the Decree-Law no. 107/2008 of 25 June, by the Decree-Law no. 115/2013 of 7 August, by the Decree-Law no. 63/2016, of 13 September, and by the Decree-Law no. 65/2018 of 16 August¹.
2. The following Regulations in force at Universidade Portucalense (UPT) are of supplementary application, according to the nature of the cases omitted:
 - a) Pedagogical Regulation;
 - b) Admissions Regulation;
 - c) Administrative Regulation.

Article 2

Name of the programme

The study programme, named Licenciatura em Gestão da Hospitalidade (Bachelor's degree programme in Hospitality Management), has been accredited by the Higher Education Assessment and Accreditation Agency and registered by DGES on 25 June 2015, with the number R/A— Cr 72/2015, and published in the Official Gazette (Diário da República), Series II – no. 144, of 27 July 2015. The study plan has been reformulated by Announcement no. 59/2022 published in the Official Gazette (Diário da República), Series II – no. 59 of 24 March 2022.

¹ Amendment approved by the Scientific Council of 29 May 2019.

Article 3

Award of the Bachelor's degree (“licenciado”)

The degree of “licenciado em Gestão da Hospitalidade” (Bachelor in Hospitality Management) from the UPT is awarded to those who, through the approval in all the curricular units that integrate the study plan of the Bachelor's degree programme, have obtained 180 ECTS.

Article 4

Specific admission conditions

Access to the application to the Hospitality Management degree programme requires the following set of entrance examinations: Mathematics or Portuguese or Economics.

Article 5

Terms and conditions²

1. The scientific coordination of the degree programme is the responsibility of a full-time professor with a doctorate in the main scientific area of the study programme; the coordinator is appointed, before the beginning of each academic year, by the Scientific Council, based on a proposal by the Directorate of the Department that teaches the programme.
2. Attending classes is both a right and a duty of the students, and it may be mandatory, depending on the assessment method set forth in the Curricular Unit File and in accordance with the provisions in the Pedagogical Regulation.
3. In the framework of the general Higher Education legislation, the curricular units are taught face-to-face; however, where there is specific legislation that allows it, they can be carried out at a distance or following a hybrid learning model³.
4. It is compulsory to wear the official uniform of the Hospitality Management degree in the practical classes in the training restaurant and in official representations of the degree

² Amendment approved by the Scientific Council of 22 July 2020.

³ Amendment approved by the Scientific Council of 22 July 2020.

(participation in fairs, conferences, etc.) Every year, the programme coordinator will inform the students of the days the uniform must be worn.

Article 6

General objectives of the study programme

The 1st cycle study programme in Tourism has the following general objectives:

- a) To prepare students for a management career in the hospitality industry;
- b) To provide students with the knowledge to carry out the main activities in the operational areas of the hospitality industry;
- c) To ensure that students know and can apply leadership and strategic management techniques, enabling them to understand and critically evaluate hospitality management strategies, develop new products/services, plan and evaluate operational activities, and manage hospitality units.

Article 7

Learning objectives of the study programme

The 1st cycle study programme in Hospitality Management is intended to provide the necessary preparation for students to be able to:

- a) carry out operational activities in the hospitality industry;
- b) analyse operational activities in companies in general and specifically in Hotel and Restaurant units, Rural Tourism and Health and Wellness Units;
- c) identify the organizational processes specific to the hospitality industry and their potential for improvement, development, and commercial growth;
- d) evaluate and design service levels, bearing in mind legislation, quality standards, and internationally recognized certifications;
- e) show the ability to interact with foreign people and companies, by improving language skills;
- f) know the legal framework for companies in the hospitality industry;
- g) show leadership skills;

- h) know how to integrate into work teams;
- i) respect cultural differences;
- j) show organizational citizenship and ethical behaviour.

Article 8

Curricular structure and study plan⁴

1. The 1st cycle study programme in Hospitality Management has 180 ECTS and a duration of six curricular semesters of work, with 30 ECTS corresponding to each semester (see Annex I).
2. Of the 180 ECTS required to obtain the Bachelor's degree ("licenciado") in Hospitality Management, the student must compulsorily gather, by scientific area, the ECTS described in the table relating to the scientific areas (see Annex I).
3. In the 2nd and 6th semesters, the Hospitality Management student will have to undertake internships. The internship curricular units have their own Regulation, annexed to these Governing Regulations (see Annex II). Internships represent an opportunity for the student to make an integrated application of the knowledge acquired in academic training and to develop essential practical skills for the performance of management functions in the labour market.

Article 9

Crediting procedure

Crediting follows the rules set forth in the Skills Recognition and Crediting Regulation in force at UPT.

⁴ Amendment approved by the Scientific Council of 22 July 2020.

Article 10

Knowledge assessment regime

1. Knowledge assessment in the Curricular Units in the study plan is set forth in the Pedagogical Regulation in force at Universidade Portucalense.
2. The elements and criteria for assessment of the curricular units are the responsibility of the teachers responsible for them and are described in the corresponding File.

Article 11

Prescription of the right to enrolment

The prescription of the right to enrolment follows the rules set forth in the Pedagogical Regulation in force at UPT.

Article 12

Procedures for calculating the final mark

1. The student's final mark corresponds to the weighted average of the marks obtained in the various curricular units, according to their relative weight in ECTS.
2. The student's final mark is expressed in the range from 10 to 20, on a numerical integer scale from 0 to 20.

Article 13

Deadlines for issuance and elements that must be included in diplomas and course completion letters ("Cartas de curso")

1. The deadlines for issuance of the diploma, the completion letter, and the diploma supplement follow the rules set forth in the Administrative Regulation in force at UPT.
2. The diplomas and completion letters shall include the elements provided for in the Administrative Regulation in force at UPT.

Article 14

Monitoring by pedagogical and scientific bodies

Monitoring by pedagogical and scientific bodies follows the rules set forth in the Pedagogical Regulation in force at UPT.

Article 15

Omissions and uncertainties of interpretation and application

The omissions and uncertainties of interpretation and application of this regulation shall be resolved by the Director of the Department in charge of the programme, after consulting, if deemed necessary, the department's Technical-Scientific Committee.

Article 16

Entry into force

3. This Regulation revokes the Governing Regulations approved by the Scientific Council of 19 December 2018, as amended by the Scientific Councils of 29 May 2019, 22 July 2020, and 25 May 2022.
4. This regulation shall come into force in the academic year of 2022/2023.

ANNEX I ⁵

1- Scientific areas and credits needed to obtain the degree or diploma:

Scientific areas	Initials	Credits	
		Mandatory	Optional
Business Sciences	BS	75	
Tourism and Leisure	TL	45	
Mathematics and Statistics	MS	6	
Hotel and Restaurant Industry	HR	34	
Languages	L	10	
Law	L	10	
Subtotal		180.0	
Total		180.0	

⁵ Amended by the Scientific Council of 25 May 2022

Governing Regulations of the 1st cycle study programme in Hospitality Management

2 - Study Plan

1st Semester

CURRICULAR UNITS	SCIENTIFIC AREA	TYPE	WORKLOAD (HOURS)		CREDITS	OBS.
			TOTAL	CONTACT		
Fundamentals of Hospitality	HR	Semester	108.0	45 TP	4	
Food and Beverage Management	HR	Semester	135.0	45 TP	5	
Hotel Equipment Planning and Management	HR	Semester	81.0	45 TP	3	
Research Methods and Techniques	TL	Semester	189.0	30 TP; 30 TS	7	
Corporate Organization	BS	Semester	135.0	60 TP	5	
Tourism General Principles	TL	Semester	162.0	60 TP	6	

2nd Semester

CURRICULAR UNITS	SCIENTIFIC AREA	TYPE	WORKLOAD (HOURS)		CREDITS	OBS.
			TOTAL	CONTACT		
English 1	L	Semester	135.0	60 TP	5	
Company Law	L	Semester	135.0	45 TP	5	
Food and Beverage Practice	HR	Semester	189.0	15 T; 60 PL	7	
Internship I	HR	Semester	189.0	170 I; 15 TS	7	
Statistics	MS	Semester	162.0	60 PL	6	

3rd Semester

CURRICULAR UNITS	SCIENTIFIC AREA	TYPE	WORKLOAD (HOURS)		CREDITS	OBS.
			TOTAL	CONTACT		
Events Organization and Management	TL	Semester	162.0	60 TP	6	
Rural Tourism Management	TL	Semester	135.0	60 TP	5	
English 2	L	Semester	135.0	60 TP	5	
Organizational Psychology	BS	Semester	135.0	45 TP	5	
Client Management and Protocol	TL	Semester	108.0	45 TP	4	
Procurement and Logistics Management	BS	Semester	135.0	45 TP	5	

4th Semester

CURRICULAR UNITS	SCIENTIFIC AREA	TYPE	WORKLOAD (HOURS)		CREDITS	OBS.
			TOTAL	CONTACT		
Accommodation Management	BS	Semester	108.0	45 TP	4	
Financial Analysis and Management	BS	Semester	135.0	60 TP	5	
Project in the Hospitality Industry	BS	Semester	162.0	30 TS	6	
General Accounting	BS	Semester	162.0	45 TP	6	
Quality Management	BS	Semester	135.0	45 TP	5	
Gastronomy and Wines	TL	Semester	108.0	45 TP	4	

5th Semester

CURRICULAR UNITS	SCIENTIFIC AREA	TYPE	WORKLOAD (HOURS)		CREDITS	OBS.
			TOTAL	CONTACT		
Sociology of Tourism and Consumer Behaviour	TL	Semester	135.0	60 TP	5	
Services Marketing	BS	Semester	135.0	45 TP	5	
Entrepreneurship	BS	Semester	135.0	45 TP	5	
Human Resources Management	BS	Semester	135.0	45 TP	5	
Service Operations Management	BS	Semester	135.0	45 TP	5	
Strategic Management	BS	Semester	135.0	45 TP	5	

6th Semester

CURRICULAR UNITS	SCIENTIFIC AREA	TYPE	WORKLOAD (HOURS)		CREDITS	OBS.
			TOTAL	CONTACT		
Management of Health and Wellness Units	TL	Semester	108	60 TP	4	
Planning and Management Control	BS	Semester	108	45 TP	4	
Tourism and Hospitality Law	L	Semester	135	45 TP	5	
Public Relations in Hospitality	BS	Semester	135	60 TP	5	
Internship II	HR	Semester	216	180 I; 30 TS	8	
Seminars in Hospitality	TL	Semester	108	45 TP	4	

ANNEX II – INTERNSHIPS REGULATION⁶

INTERNSHIPS REGULATION

1st cycle study programme in Hospitality Management

Chapter 1 - General Provisions

Article 1

Subject and Definitions

1. This Regulation defines and establishes the rules applicable to curricular internships undertaken within the scope of Internship I and Internship II curricular units of the 1st cycle study programme in Hospitality Management.
2. For the purposes of this Regulation, the following terms shall have the following meanings:
 - a) Student-intern – the student undertaking the internship.
 - b) Cooperating Institution – the entity hosting the internship.
 - c) Cooperating Supervisor – the person who is responsible for the integration, monitoring, and evaluation of the student-intern at the internship location.
 - d) Internship Supervisor – teacher of the Internship curricular units, who is responsible for the pedagogical follow-up and evaluation of the student-intern.

Article 2

General goals of Internships

The Internship I and Internship II curricular units aim to apply, in a practical work setting, the academic knowledge acquired in the study programme, assess the development of soft skills,

⁶ Approved by the Scientific Council of 19 December 2018 and by the Scientific Council of 25 January 2023.

and promote the inclusion of students in their future professional activity. The objectives of each curricular unit are detailed in their respective curricular unit file.

It is intended that the Internship curricular units structure the graduate's professional attitude towards their future activity, allowing the student-intern to apply a versatility of knowledge and skills and constituting a link between the University and the Hospitality industry.

Internship I represents a first opportunity to apply the acquired knowledge. Internship II is an integrated application of all the theoretical and practical knowledge the student-intern has acquired and consolidated throughout the study programme, including the skills and practical knowledge acquired within the scope of Internship I, as described in its Curricular Unit File. Internship II is also an opportunity to start continuous self-training and to transition into the labour market. In any of the Internship curricular units, the student-interns must meet the objectives set in their Internship Plan.

Article 3

Context and length

1. The curricular structure of the 1st cycle study programme in Hospitality Management has two Internship curricular units included in the 2nd and 6th semesters of the programme.
2. The contact hours of these curricular units consist of a) Internship hours (I), carried out in a real work context, and b) Tutorial Supervision (TS). The TS hours are periodic meetings with the Internship Supervisor and take place at the University. The Internship curricular units have the following hours of work:
 - a) Internship I, in the 2nd semester, has a minimum length of 170 hours (I) plus 15 hours of Tutorial Supervision (TS).
 - b) Internship II, in the 6th semester, has a minimum length of 180 hours (I) plus 30 hours of Tutorial Supervision (TS).
3. The start of the Internships shall occur after the internship conditions have been accepted by the student-intern and by the entity hosting the intern, henceforth referred to as Cooperating Institution.
4. Internships can take place on a specific day of the week or in a previously defined period, on a full or part-time basis, provided that the required hours stipulated for each curricular

unit are complied with. This distribution of internship hours is defined by the host institution, in agreement with the student-intern and the Internship Supervisor.

5. The student-intern may be offered the possibility to extend the hours of internship, and the added hours may be included in the Diploma Supplement as hours of Extracurricular Internship or Summer Internship.

Chapter 2 – Internship selection process and operation

Article 4

Coordination

The coordination and planning of internship activities are the responsibility of the Internship Supervisor, with monitoring by the Course Coordination.

Article 5

Placement of the student-intern in the training place

The student-intern is placed in an internship place according to the following procedure:

- a) The number of student-interns to be placed in an internship place is defined by the Course Coordination and corresponds to the number of students enrolled in the corresponding Internship curricular units.
- b) At the beginning of each academic year, a general briefing meeting will be held with all students enrolled in the Internship curricular units. This meeting is intended to clarify issues related to placement procedures in internship places and the operation of internships.
- c) Each student-intern may indicate, on a non-binding basis, the type of entity and/or the area of activity where they would like to undertake their curricular internship. Students will be provided with a list of Cooperating Institutions that are strategic partners of the University and of the study programme.
- d) The internship will take place in institutions with which an Internship Protocol has been signed; this protocol may be adapted to the conditions/specificities of each Cooperating Institution.

- e) The student-intern is placed in the internship place at the beginning of the semester of the corresponding Internship curricular unit, considering the availability of the Cooperating Institutions and the interest expressed by the student-intern.
- f) The selection of the student-intern is made directly by the Cooperating Institution based on the analysis of the Curriculum Vitae and/or an interview set up by the Internship Supervisor.
- g) After placement in the internship place, the student-intern must remain there for the entirety of the hours agreed, except for exceptional circumstances that require changing the internship place. The intention to change must be communicated to the Internship Supervisor and the Course Coordinator, who will analyse the request after listening to the parties involved and gathering all the elements necessary for a decision to be made.

Article 6

Acceptability of internship

Internships shall primarily be carried out with entities under the protocol. Alternatively, it will be accepted that they be carried out in institutions proposed by the student-intern, subject to prior approval by the Department Director, after analysing the objective and scope of the internship and the Cooperating Supervisor's *Curriculum Vitae*.

Article 7

Internship protocol

For each student-intern there must be a protocol, which must be signed by Universidade Portucalense, by the Cooperating Institution, and by the student-intern. The student-interns must previously clarify with the Cooperating Institution the terms and conditions of their internship and inform the Internship Supervisor.

Article 8

Internship supervision

1. Each student-intern must have an Internship Supervisor at the University and a Cooperating Supervisor, assigned by the Cooperating Institution, at the internship place.

2. Whenever possible, the Cooperating Supervisor shall hold a degree in the field of Tourism, Management, Hospitality Management, or similar, or be an expert in these fields currently working in the Cooperating Institution.
3. The Internship Supervisor shall:
 - a) Monitor the planning, execution, and evaluation of Internship Plans.
 - b) Become familiar with the operation of the Cooperating Institution, in order to promote the most suitable integration of each student-intern in the activities set in the Internship Plan, in accordance with their skill profile and the interests of the Institution.
 - c) Guide the internship activities, mediating between the University and the Cooperating Institution.
 - d) Have one-on-one or group weekly meetings with the student-interns to foster the connection between theoretical learning and practical demands.
 - e) Establish regular contact with the Cooperating Supervisor.
 - f) Take responsibility for solving any difficulties arising during the internship.
 - g) Communicate regularly with the Course Coordinator, to inform on the nature and progress of the internships under his or her supervision.
 - h) Define evaluation criteria and guide the evaluation process of the Internship curricular units, being responsible for the final evaluation of the student-intern.
4. It is incumbent on the Cooperating Supervisor:
 - a) To facilitate the integration process of the student-interns in the internship place, helping them to become familiar with the several tasks/activities required of them.
 - b) To supervise all of the student-interns' activities, creating the conditions for an increasing autonomy and continuous learning.
 - c) To provide the student-interns with the suitable means and resources to perform their tasks/activities.
 - d) To intervene directly in the preparation of the Internship Plan, guiding the student-interns in the definition of objectives and tasks/activities.
 - e) To contact the Internship Supervisor whenever deemed necessary, especially in the face of exceptional situations that arise during the internship.

- f) To assess the student-interns' performance in accordance with the documentation required by the University (Assessment Report and Attendance Record), recording the fundamental aspects of the student-interns' training path at the internship place. This documentation must be sent directly to the Internship Supervisor at the University, within five working days after the completion of the internship.
- g) To participate in work meetings, studies, and/or projects aimed at bringing the University and the Hospitality Industry closer together.

Chapter 3 – Activities to be carried out in the Internships

Article 9

Planning of activities

The activities linked to the Internships are carried out in accordance with the planning defined by the Internship Supervisor together with the Cooperating Supervisor and with the agreement of the student-intern. The Internship Plan must be prepared and delivered before the start of the Internship, with a description of the objectives and activities to be developed and in accordance with the previously provided template.

Article 10

Student-intern rights

Within the scope of the internship, the student-interns enjoy the following rights:

- a) To be treated with civility and respect.
- b) To carry out the internship in adequate conditions of safety/security, health, and hygiene at work.
- c) To be included in a personal accident insurance that covers risks of eventualities that may arise during the internship activities, as well as in the commute to and from the internship location.
- d) To be assigned, by the University, a Supervisor responsible for their pedagogical monitoring and evaluation, under the terms of Article 8.

- e) To be assigned, by the Cooperating Institution, a Supervisor responsible for their integration, monitoring, and evaluation at the internship place, under the terms of Article 8.
- f) To be evaluated at the end of the internship, under the terms of Article 12.

Article 11

Student-intern duties

The student-interns must:

- a) Carry out the tasks/activities assigned to them in accordance with the Internship Plan and with the guidance given by the Cooperating Supervisor.
- b) Develop a cooperation relationship with all the elements of the Cooperating Institution.
- c) Respect the Cooperating Institution operating procedures, as well as its dynamics and on-going activities, behaving professionally in any situation.
- d) Follow the labour standards in force in their internship place, namely the ones concerning assiduity and punctuality, code of conduct, and dress code.
- e) Guarantee the secrecy and confidentiality of data and information which are provided by the Cooperating Institution and/or to which they have access.
- f) Attend the weekly Tutorial Supervision meetings and all meetings scheduled by the Internship Supervisor.
- g) Maintain regular contact with the Internship Supervisor, keeping them informed about the terms and conditions of the internship.
- h) Complete, with due rigor, the mandatory documentation associated with the internship process and make an Internship Report, meeting the established deadlines and following the previously provided template (Internship Report Elaboration Guide).

Chapter 4 – Assessment of Internships

Article 12

Assessment of student-interns

The final assessment of the Internship curricular units is the responsibility of the Internship Supervisor and results from the weighted average of the evaluation elements, described in the corresponding curricular unit files, on a scale of 0 to 20 points.