

UČNI NAČRT PREDMETA / COURSE SYLLABUS	
Predmet:	PRAKTIČNO USPOSABLJANJE 1
Course title:	PRACTICAL TRAINING 1

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Visokošolski študijski program	Zdravstveni turizem	1	2
Higher education programme	Health tourism	1	2

Vrsta predmeta / Course type

Obvezni /Compulsory

Univerzitetna koda predmeta / University course code:

Predavanja Lectures	Seminar Seminar	Sem. vaje Tutorial	Lab. vaje Laboratory work	Teren. vaje Field work	Samost. delo Individ. work	ECTS
					240	8

Nosilec predmeta / Lecturer:

dr. Emira Premrov

Jeziki /

Languages:

Predavanja /

Lectures:

Vaje / Tutorial:

Slovenski / Slovene

Slovenski / Slovene

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

- Obvezna prisotnost na praktičnem usposabljanju (100%).
- Pred začetkom opravljanja praktičnega usposabljanja študent opravi preizkus teoretične usposobljenosti za varno delo in požarno varnost.

Prerequisites:

- Compulsory attendance (100%).
- Prior to the commencement of practical training the students take a test of theoretical competence in safe working practices and fire safety.

Vsebina:

Content (Syllabus outline):

- Delovni procesi v podjetjih, ki se ukvarjajo za zdravstvenim turizmom
- Soodvisnost in sodelovanje posameznih oddelkov oziroma enot podjetjih, ki se ukvarjajo za zdravstvenim turizmom
- Analize in primerjave različnih izkustvenih reševanj problemov
- Predpisi iz varstva pri delu, požarne varnosti, sanitarno tehnični (haccap) in drugi predpisi
- Različne ponudbe zdravstvenega turizma
- Načini medkulturnega komuniciranja s strankami
- Komuniciranje z nadrejenimi in podrejenimi sodelavci
- Digitalizacija poslovnih procesov podjetja
- Trajnostni pristopi

- Work processes in health tourism enterprises
- Interdependence and cooperation of individual departments or units in health tourism enterprises
- Analyses and comparisons of various problem solving experience
- Regulations concerning safety at work, fire safety, rules on hygiene and sanitary requirements (haccap) and other regulations
- Various health tourism offer
- Ways of cross-cultural communication with customers
- Communication with superior and subordinate colleagues
- Digitization of business processes
- Sustainable approaches

Temeljni literatura in viri / Readings:

- Dokumentacija za praktično usposabljanje
- Documentation for practical education

Cilji in kompetence:

- Povezovanje študentov s širšim družbenim okoljem,
- spoznavanje primerov dobre prakse s področja zdravstvenega turizma,
- preverjanje uporabnosti teoretičnega znanja in praktična aplikacija le-tega,
- opravljanje nalog delovnega okolja,
- razvijanje samoiniciativnosti, kreativnosti, avtonomnosti pri delu,
- prilagajanje novim gospodarskim smernicam in zahtevam svetovnega trga,
- skrb za kakovost,
- razvijanje vodilnih sposobnosti in motiviranje sodelavcev,
- spoznavanje poslovanja in trženja podjetij, ki se ukvarjajo z zdravstvenim turizmom,
- obvladovanje delovnih procesov v različnih oddelkih, ki se ukvarjajo z zdravstvenim turizmom,

Objectives and competences:

- Integration of students into wider social environment,
- getting to know good practice in the field of health tourism,
- checking the applicability of theoretical knowledge and practical application thereof,
- performing the tasks of work environment,
- developing self-initiative, creativity, autonomy at work,
- adaptation to new economic guidelines and requirements of the global market,
- taking care about quality
- development of managerial capabilities and motivation of colleagues,
- getting to know the operation and marketing of health tourism enterprises,
- management of work processes in various departments of health tourism enterprises,

- poznavanje in upoštevanje predpisov varstva pri delu in sanitarno tehničnih predpisov,
- pisno in ustno komuniciranje na različnih ravneh z uporabo strokovne terminologije v več jezikih,
- razvijanje kompetenc, kot so kritičnost, samokritičnost, delo v skupini, etičnost in diskretnost,
- poznavanje prednosti uvajanja digitalizacije in trajnostnih pristopov.

- awareness of and compliance with regulations concerning safety at work, and rules on hygiene and sanitary requirements,
- written and oral communication at various levels, using specialist terminology in several languages,
- development of competences such as being critical and self-critical, team work, ethics and discretion,
- understanding the benefits of introducing digitization and sustainability approaches.

Predvideni študijski rezultati:

Znanje in razumevanje:

Študent/ka:

- upošteva dogovorjene postopke in teoretične osnove pri delu,
- opravlja različna strokovna dela v posameznih enotah podjetja;
- prepozna ugotovljene pomanjkljivosti in napake v delovnem procesu,
- je sposoben prepoznati nove smernice in razvojne tendence ter se jim prilagajati,
- je sposoben delati v timu,
- je sposoben ustrezno komunicirati na delovnem mestu na vseh ravneh,
- pozna in pravilno upošteva predpise iz varnosti pri delu, požarne varnosti in sanitarno tehnične predpise;
- pozna poslovanje in trženje podjetij, ki se ukvarjajo z zdravstvenim turizmom
- skrbi za kakovost,
- pisno in ustno komunicira z gosti v različnih jezikih,
- uporablja sodobna digitalna orodja in se trajnostno obnaša.

Intended learning outcomes:

Knowledge and understanding:

Student:

- follows the agreed procedures and theoretical basis for work,
- does various professional jobs in different units of the enterprise
- is able to establish shortcomings and errors in work process,
- is able to recognise new guidelines and development trends and adapt to them,
- is able to work in a team,
- is able to communicate at all levels,
- is aware of and complies with regulations concerning safety at work, fire safety, rules on hygiene and sanitary requirements;
- knows the operation and marketing of health tourism enterprises,
- takes care about quality,
- is able to communicate with guests in writing and orally in different languages,
- uses modern digital tools and behaves sustainably.

Metode poučevanja in učenja:

- demonstracije,
- delo v skupinah.

Learning and teaching methods:

- presentations,
- work in groups.

Delež (v %) /

Načini ocenjevanja:

Weight (in %) **Assessment:**

Način (pisni izpit, ustno izpraševanje, naloge, projekt)		Type (written examination, oral, coursework, project):
• Mentorjeva ocena študentovega dela na praktičnem usposabljanju v podjetju	70%	• Mentor's assessment of student's work in practical training in enterprise
• Mentorjeva - predavateljeva ocena	30%	• Mentor's – lecture's assessment