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**Ministry of Education of the Republic of Moldova**

**Chisinau College of Ecology**

## **Students Guide**

### **Internship Preceding the Graduation Exams**

Specialty: 101510 Tourism

Qualification: 422106 Travel Agent (medium qualification)





## Approved:

At the meeting of the Methodological-Scientific Council of "\_\_\_\_\_" \_2025,

Yurieva Tatiana, director \_\_\_\_\_  
(signature)

At the meeting of the Department of "Tourism and Socio-Human Sciences" in "\_\_\_\_\_"  
\_\_\_\_\_2025,

Fedco Valeriu, head of department \_\_\_\_\_  
(signature)

## Authors:

Coica Vitalii, Deputy Director for Practical Training, Higher Teaching Degree, College of Ecology

Camerzan Ludmila, professor of tourism, first teaching degree, College of Ecology

## Disclaimer

This material has been developed within the framework of an ERASMUS+ VET Capacity Building project funded by the European Commission., "Moldova's Path to Advanced Tourism Skills (MPATS)" through the consortium BK Plus – Cyprus, Moldovan Center for Innovation and Policy, Vocational School 2, Chisinau, Chisinau College of Ecology, iED – Greece, APRO Formazione – Italy, 2025 – 2027.

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## Introductory note

The practice that precedes the graduation exams is an essential stage in the professional training of future specialists in the field of tourism, representing the link between the theoretical knowledge acquired within the study program and the practical skills necessary for integration into the professional activity.

According to the Curriculum for the "TOURISM" specialty, the practice that precedes the graduation tests takes place in the eighth semester of the fourth year of studies.

The following are involved in the implementation of the practice:

- The College of Ecology in Chisinau, represented by the Department of Tourism and Socio-Human Sciences.
- The enterprise, the economic entity within which the practice is carried out.
- The student-practitioner.

The practice that precedes the graduation exams is organized based on the Curriculum of the discipline, the Collaboration Contract and this Methodical Guide.

The purpose of this internship is to train and develop the professional skills specific to the activity in the field of tourism. Also, the internship contributes to the development of the general professional competence of planning, observing and organizing activities in real conditions at economic agents, the accumulation of skills of analysis and systematization of information and promotion of safety and health norms in the workplace, ensuring its applicative character and compliance with the requirements regarding the final evaluation.

By carrying out this practice, the aim is to strengthen professional, entrepreneurial and communication skills, develop the capacity for analysis and synthesis of tourism processes, as well as prepare the student for the graduation exams and for integration into the labor market.

The methodical guide to the practice that anticipates the graduation test is intended for students of the 101510 Tourism specialty, fourth year, which will take place within the travel agencies, for a period of 8 weeks in the eighth semester, according to the practice schedule established by the College.

A week of practice comprises 5 working days of 6 academic hours per day, totaling 240 hours.

Within the graduation practice, students form the skills of using the laws and other normative acts of the Republic of Moldova regarding the activity in the field of tourism.

The internship that anticipates the graduation test will be based on the skills previously obtained by the students at the following course units:

- F.06.O.014 Management;
- F.07.O.015 Tourism Marketing;
- F.07.O.016 Tourism economics;
- S.07.O.021 International tourism;
- S.07.O.022 Management of the travel agency;



## Chapter I. Organization of the practice preceding graduation exams

The process of organizing and carrying out the practice that precedes the graduation exams consists of the following stages:

### 1. Determination of the partner economic entity and conclusion of the contract for carrying out the practice.

As a rule, the College proposes to students to choose the travel agency where the internship will take place from the list of economic agents with whom the College has concluded collaboration contracts (conventions) regarding the organization of internships, taking into account the maximum number of places that can be provided by the respective agent.

In case the student opts for an internship place at an economic agent with whom the College does not have a contract in this regard, he is obliged to collect the certificate from the Deputy Director for practical training and to present it for signature to the chosen economic agent. The contract is drawn up in at least two copies, one for the economic agent and one for the College.

The signed contract must be presented to the Deputy Director for Practical Training at least 30 days before the start of the practice. If the student has not submitted the contract on time, the College reserves the right to assign the student to the internship according to the offers available from the internship partners with whom the College has concluded contracts.

### 2. Confirmation of the place of practice.

The place of the internship that precedes the graduation exams is confirmed by the Order issued by the College, which indicates, for each student, the travel agency where the internship will take place (according to the collaboration contract), the period of conduct and the coordinator of the internship appointed on behalf of the College (the order is brought to the attention of the students).

### 3. Organization of information meetings.

One week before the start of the practice, the practice coordinator organizes the training session at which he/she informs the students of the content of the order regarding the practice, the requirements, content and tasks to be carried out during the practice, the method of evaluating the practice, the requirements for completing the Practice Agenda and the elaboration of the Practice Report, performs the training on the occupational safety and health technique, the Internship Agenda is distributed.

### 4. Start of practice.

The student is obliged to report to the practice partner on the first day of practice. Absence from practice can occur only for legally justified reasons (incapacity of the student to work due to illness, etc.). If the documents justifying the reason for the absence from the practice are missing, the student will not be admitted to support the practice report. If, for some reason, the practice process prior to the graduation exams cannot be organized at the practice unit, the student is obliged to immediately inform the practice coordinator within the College about this fact, in order to be assigned to another Practice Partner.

### 5. Completion of the practice.

At the end of the internship period preceding the graduation exams, the student is obliged to present the Internship Report (which reflects the student's activity during the internship) and the Internship Agenda, signed by the advisor from the practice partner. The head of the practice in the College admits to

support or submit for improvement the Agenda and the Practice Report.



## 6. Supporting the practice report

The presentation of the practice report takes place in committees, approved by the respective Department, according to the established timetable. The student's practice report and knowledge are evaluated with a grade from 1 to 10. If the practitioner has been evaluated with a grade lower than 5, he will be declared a failure. The students declared failing will not be admitted to the graduation exams and will be able to repeat the practice that precedes the graduation tests in the next year of studies.

## Chapter II. Responsibilities of the parties involved

### ***Obligations of the College of Ecology.***

1. The College of Ecology appoints a practice supervisor selected from the professors of the specialized department who teach disciplines that directly form knowledge, skills and competencies assigned in the practice curricula preceding graduation exams.

The responsibilities of the Practice Leader on behalf of the College include, but are not limited to:

- Assisting the student in the process of selecting the host economic agent for the internship;
- Familiarizing students with the goals and tasks of the internship, the content of the internship curriculum, the requirements for completing and compiling the internship agenda and the internship report, the rules of occupational health and safety, the modalities of periodic and final evaluation of the internship;
- Informing the students of the institution's order regarding the conduct of the internship by which the period of its realization is established, the head of the internship within the institution is designated and the exact economic agent/organization where each student will carry out the internship is established;
- Developing, in cooperation with the practice coordinator within the economic unit, the learning objectives and tasks for the trainee student(s);
- Periodic visit of the economic unit/units where the students carry out the practice to evaluate the performance and if the tasks or objectives are fulfilled correctly and on time;
- Providing feedback to the intern on the work and progress in achieving the objectives of the practice;
- If necessary, review the work tasks in a timely manner and assign them to the practice coordinator within the economic unit;
- Final evaluation of the results obtained by the trainee students following the internship.

2. The internship supervisor within the educational institution, together with the internship supervisor within the economic unit, based on the internship curriculum, establish the tasks of the trainee student according to the specificity of the company and the workplace.

3. If the internship is not in accordance with the commitments made by the economic unit under the contract concluded with the College, the internship supervisor of the College may decide to interrupt the internship according to the contract, after prior information to the head of the economic unit and receipt of the confirmation of receipt of this information. With the interruption of the internship, the internship supervisor of the College will take measures for the urgent assignment of the trainee student to another economic agent for the completion of the interrupted internship.

4. To train them and to consult with the specialists of the economic unit and its subdivisions in the activity of developing the curricula for the disciplines related to the field and of the study plans for the respective specialty in order to ensure the adequate preparation of the future specialists for the economic unit.

### ***Responsibilities of the economic unit. Travel Agency***

1. The economic unit designates a coordinator for the traineeship, selected from among its employees.



It is recommended that the coordinator is an expert in the type of work that the trainee(s) will perform, in order to provide appropriate guidance on the performance of the proposed tasks.

The responsibilities of a practice coordinator on behalf of the economic unit include, but are not limited to:

- Carrying out the orientation of the trainee within the economic unit;
  - Developing, in cooperation with the Practice Coordinator within the College, the learning objectives and tasks for the trainee(s);
  - Guiding the trainee student during the performance of the proposed tasks;
  - Regular meetings with the trainee to evaluate performance and whether tasks or objectives are being completed correctly and on time;
  - Periodically informing the internship coordinator within the College about the successes or failures of the trainee student(s);
  - Evaluation of the results obtained by the trainee student(s) at the end of the internship.
2. Before the start of the internship, the economic unit trains the trainee(s) on the occupational health and safety norms, in accordance with the legislation in force. The economic unit takes the necessary measures to ensure the safety and health at work of the trainee student, as well as to communicate the rules of prevention on occupational risks.
  3. Explain the Mission and Organizational Structure to the trainee students.
  4. Brings to the attention of the practicing students the organizational rules and work policies (such as: acceptable dress code, specific work procedures and standards, forms of reporting, what the student will do, expectations, objectives, tasks, acceptable results, etc.).
  5. Organizes and ensures appropriate conditions and provides the student with all the necessary means: space for practice, access to documents specific to each department, counseling granted to participating students by the leader of the designated entity in order to carry out the tasks concerned. For the efficient conduct of the internship in accordance with the internship curriculum.
  6. In case of non-compliance by the student with the obligations and the Internal Activity Regulations, the economic unit will contact the practice supervisor within the College of Ecology, in order to apply the sanctions according to the Organization and Functioning Regulation of the Technical Vocational Education Institution.

### ***Rights and responsibilities of the student/trainee***

#### *During the internship, the student is entitled to:*

1. To demand adequate working conditions at the place where the internship is carried out: equipped with equipment, materials, etc.
2. To be informed in detail, regarding the objectives and content of the internship.
3. To intervene with proposals, aimed at organizing and carrying out the internship.
4. To ask questions to the traineeship supervisors in order to clarify all aspects of carrying out the internship.

#### *During the internship, the student is obliged:*

1. To assume full responsibility for the observance of the occupational safety and protection norms, throughout the internship.
2. To strictly observe the work schedule and to attend internships.
3. To attend the internships under the terms stipulated in the order of assignment to the economic unit.
4. Strictly observe labor discipline.
5. To comply with the internal regulations of the educational institution and the economic unit.
6. To behave appropriately and appropriately with the staff of the economic unit.



7. To fulfill, during the internship, the number of hours according to the curriculum.
1. and to recover the days/hours, absent for reasons or for no reason, at the end of the internship period or within the established time frame.
8. To present to the practice supervisors the motivation certificate / medical certificate if the student was absent for reason.
9. To record the entire activity in the Vocational Training Agenda and to present the Traineeship Report.

### Chapter III. Specialized practice syllabus

During the internship that precedes the graduation exams, students will be trained specific skills which, according to the internship curriculum, are divided into the following units of competence:

| No. d/o | Discipline-specific competences                                                                                                                                                                                                                  | Units of competence                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.      | <b>CS.1.</b> Collecting and processing information with reference to the national and international tourist heritage, identifying providers according to specialized catalogs as well as designing programs and arrangements for sales purposes. | <b>UC8.</b> Identifying providers according to specialized catalogs for developing travel service packages and designing holiday programs and arrangements.<br><b>UC9.</b> Collecting and processing information with reference to tourist offers and destinations.<br><b>UC11.</b> Identification of competitors and how they influence the activity of the economic entity.<br><b>UC12.</b> Establishing the main providers of tourist services of the travel agency. |
| 2.      | <b>CS.2.</b> Management of the information related to the package of services and the travel program, negotiation, signing of the tourist contract, elaboration of the set of documents for the tourist package / established program.           | <b>UC5.</b> Identification of the consumer segment of the economic unit and application of customer loyalty policies.<br><b>UC6.</b> Autonomous completion of tourist packages by concluding contracts, assuming responsibility for the accuracy of information.                                                                                                                                                                                                        |
| 3.      | <b>CS.3.</b> Identifying, explaining, completing the types of medical insurance for travel. According to the legislation, calculating the value of the insurance policy.                                                                         | <b>UC7.</b> Correct completion of travel insurance in compliance with the legislation and partners.                                                                                                                                                                                                                                                                                                                                                                     |
| 4.      | <b>CS.4.</b> Performing the calculations related to the contracted tourist service packages, preparing the fiscal documents (receipts, payment orders, proforma, etc.) and, if necessary, monitoring the reimbursement of compensation.          | <b>UC15.</b> Calculation of costs related to service packages by applying specific commissions and taxes.                                                                                                                                                                                                                                                                                                                                                               |
| 5.      | <b>CS.5.</b> Collecting, storing, drafting documents in the specialized language, verifying the correctness of filling in internal and external documents with the application of profile                                                        | <b>UC1.</b> Management of internal and external documents regarding the economic activity of tourism entities by applying the legislative acts in the field.                                                                                                                                                                                                                                                                                                            |



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|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | terminology, at the same time applying digital technologies and complying with business greening policies.                                                                                                                                                                         | <p><b>UC2.</b> Explanation of the organizational structure of the economic entity and presentation of the duties of each department.</p> <p><b>UC3.</b> Structural analysis of the staff and identification of the factors influencing the evolution of the staff</p> <p><b>UC4.</b> Determining the forms of remuneration within the entity and calculating an employee's salary.</p> <p><b>UC10.</b> Analysis of statistical data on the basic indicators of tourism activity.</p> <p><b>UC13.</b> Conducting the analysis of the travel agency's activity based on the SWOT matrix and determining its subsequent action strategies.</p> |
| 6. | <b>CS.6.</b> Application of different information and communication technologies, focused on providers and beneficiaries, in the marketing of a quality product directly promoting the national and international tourism product through the media and various digital platforms. | <b>UC14.</b> Application of different communication strategies and techniques for promoting the national and international tourism product, focused on the offer of the providers and the requirements of the beneficiaries                                                                                                                                                                                                                                                                                                                                                                                                                 |

For each specific unit of competence within the practice preceding graduation tests, in accordance with the curriculum, certain activities and work tasks, products to be developed, the evaluation methods and the number of hours reserved for the respective activity are established. All these are indicated in the table below:

| Activities / Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Products to be developed                                                                                                                                                                                                                                                                                                     | Evaluation methods                                                                                                    | Number of hours |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------|
| <b><i>UC1. Management of internal and external documents regarding the economic activity of tourism entities by applying the legislative acts in the field.</i></b>                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                              |                                                                                                                       |                 |
| <b>1. Characteristic of the activity of the travel agency.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                              |                                                                                                                       |                 |
| <p>1. General data regarding the activity of the tour operator/travel agency:</p> <ul style="list-style-type: none"> <li>– Listing the founders of the travel agency and the documents of incorporation of the entity;</li> <li>– Description of the registration stages of legal entities and individual entrepreneurs;</li> <li>– Enumeration of the types of activity in the field according to CAEM;</li> <li>– Description of the stages of assigning the tax code;</li> <li>– Description of the process of opening the bank account for legal entities;</li> </ul> | <p>Copies of the following documents:</p> <ul style="list-style-type: none"> <li>– Extract from the State Register of Legal Entities;</li> <li>– CAEM extract regarding the types of activity of the economic entity;</li> <li>– Notification on the initiation of economic activities;</li> <li>– Certificate of</li> </ul> | <p>Presentation, explanation and argumentation of the products developed and systematized in the practice report.</p> | 8               |



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| <ul style="list-style-type: none"> <li>– Description of the process of obtaining the civil servant's sanitary authorization;</li> <li>– Determining the location, the advantages and disadvantages of the location.</li> </ul>                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>– assignment of the fiscal code;</li> <li>– Sanitary Operating Authorization;</li> <li>– Bank supplies of the entity.</li> </ul>                                                                                                                                                                                                     |                                                                                                                       |    |
| <p>2. Organizational-legal form and type according to the classification criteria.</p> <ul style="list-style-type: none"> <li>– Determination and description of the organizational-legal form of the travel agency based on Law No. 845 of 03.01.1992 on entrepreneurship and enterprises;</li> <li>– Identification of the type of travel agency according to the form of ownership;</li> <li>– Classification of travel agencies based on types of activities;</li> <li>– Presentation of other criteria for the classification of travel agencies.</li> </ul>       | <ul style="list-style-type: none"> <li>– Extract from the Law of the Republic of Moldova No.352 of 24.11.2006 on the organization and conduct of the tourist activity in the Republic of Moldova;</li> <li>– List of rights and obligations of the travel agency;</li> <li>– Table with the similarities and differences of the travel agency and tour operator.</li> </ul> | <p>Presentation, explanation and argumentation of the products developed and systematized in the practice report.</p> | 8  |
| <p>3. Specific activities carried out by the tour operator/travel agency:</p> <ul style="list-style-type: none"> <li>– Study of Law No.352 of 24.11.2006 on the organization and conduct of tourism activity in the Republic of Moldova in order to determine the rights, obligations and activities specific to the travel agency;</li> <li>– Establishing the similarities and differences between the travel agency and the tour operator;</li> <li>– Identification and description of the tourist services provided by the tour operator/travel agency.</li> </ul> | <ul style="list-style-type: none"> <li>– List of services provided by the travel agency or tour operator.</li> </ul>                                                                                                                                                                                                                                                        | <p>Presentation, explanation and argumentation of the products developed and systematized in the practice report.</p> | 8  |
| <p><b>UC2. Explanation of the organizational structure of the economic entity and presentation of the duties of each department.</b></p> <p><b>UC3. Structural analysis of the staff and identification of the factors influencing the evolution of the staff.</b></p>                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                       |    |
| <p><b>2. The staff and organizational structure of the travel agency.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                       |    |
| <p>1. Organizational structure of the travel agency:</p> <ul style="list-style-type: none"> <li>– Description of the departments, compartments and sections that should exist in a travel agency;</li> </ul>                                                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>– List of subdivisions that should exist in a travel agency;</li> <li>– The real organizational chart</li> </ul>                                                                                                                                                                                                                     | <p>Presentation, explanation and argumentation of the products developed and</p>                                      | 10 |



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                              |                                                                                                                |    |
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| <ul style="list-style-type: none"> <li>– Schematic presentation of the subdivisions actually existing in the entity and the relationships that are formed between them;</li> <li>– Formulation of conclusions and listing of proposals regarding the modification of the organizational structure of the travel agency.</li> </ul>                                                                                                                                                     | <ul style="list-style-type: none"> <li>– of the travel agency;</li> <li>– List of proposals and suggestions for changing the organizational chart.</li> </ul>                                                                                                                                | systematized in the practice report.                                                                           |    |
| <p>2. Travel agency staff:</p> <ul style="list-style-type: none"> <li>– Presentation of the travel agency staff and their functions;</li> <li>– Description of the job description for a travel agent;</li> <li>– Enumeration of the necessary documents to be developed in the hiring process of an employee;</li> <li>– Making the schedule of fluctuations of the travel agency's staff;</li> <li>– Description of the causes of the fluctuation of travel agency staff.</li> </ul> | <ul style="list-style-type: none"> <li>– Copies of the individual employment contract;</li> <li>– Employment order;</li> <li>– Chart of the fluctuation of travel agency staff;</li> <li>– List of proposals and suggestions to reduce the turnover of the travel agency's staff.</li> </ul> | Presentation, explanation and argumentation of the products developed and systematized in the practice report. | 14 |
| <b>UC4. Determining the forms of remuneration within the entity and calculating an employee's salary.</b>                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                              |                                                                                                                |    |
| <b>3. Staff salaries in the travel agency</b>                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                              |                                                                                                                |    |
| <p>1. The form of remuneration applied by the travel agency:</p> <ul style="list-style-type: none"> <li>– Presentation of the forms of remuneration within the travel agency;</li> <li>– Enumeration of the factors that contribute to the increase of the salary according to the economic and financial results of the agency.</li> </ul>                                                                                                                                            | <ul style="list-style-type: none"> <li>– Model of salary slips within the travel agency;</li> <li>– Timetable model;</li> <li>– List of factors contributing to salary increases,</li> </ul>                                                                                                 | Presentation, explanation and argumentation of the products developed and systematized in the practice report  | 8  |
| <p>2. Direct and indirect staff rewards:</p> <ul style="list-style-type: none"> <li>– Description of the process of direct and indirect staff compensation;</li> <li>– Calculation of the salary of an employee of the travel agency.</li> </ul>                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>– List of direct and indirect rewards;</li> <li>– Salary calculation sheet for a selected employee.</li> </ul>                                                                                                                                        | Presentation, explanation and argumentation of the products developed and systematized in the practice report. | 4  |
| <b>UC5. Identification of the consumer segment of the economic unit and application of customer loyalty policies.</b>                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                              |                                                                                                                |    |
| <b>UC6. Autonomous completion of tourist packages by concluding contracts, assuming responsibility for the accuracy of information.</b>                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                              |                                                                                                                |    |
| <b>UC7. Correct completion of travel insurance in compliance with the legislation and partners.</b>                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                              |                                                                                                                |    |
| <b>4. Travel agency relations with consumers</b>                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                              |                                                                                                                |    |



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| <p>1. Consumers as a determining factor of the travel agency's activity:</p> <ul style="list-style-type: none"> <li>– <i>Determination and description of the segment of consumers to whom the travel agency is addressed;</i></li> <li>– <i>Identification of the means by which relations with potential and current consumers are established;</i></li> <li>– <i>Presentation of how to carry out the customer loyalty process within the agency.</i></li> </ul>                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>– <i>Calculation of relative and absolute relative market share;</i></li> <li>– <i>List of means of identifying potential customers;</i></li> <li>– <i>Examples of means of customer loyalty.</i></li> </ul>                                                                                                                                                                                 | <p><i>Presentation, explanation and argumentation of the products developed and systematized in the practice report.</i></p> | 20 |
| <p>2. The process of selling a package tour:</p> <ul style="list-style-type: none"> <li>– <i>Description of the stages of the sales process of the tourist package;</i></li> <li>– <i>Listing and presentation of the documents accompanying the tourist on the trip;</i></li> <li>– <i>Completion of the tourist contract, medical insurance and other documents necessary in the process of selling a tourist package;</i></li> <li>– <i>Description of booking schedules or other information systems;</i></li> <li>– <i>used by the travel agency in the sales process;</i></li> <li>– <i>Description of how to carry out the after-sales process in the travel agency;</i></li> <li>– <i>Analysis of reviews or complaints from consumers.</i></li> </ul> | <ul style="list-style-type: none"> <li>– <i>The scheme that includes the stages of selling a tourist package;</i></li> <li>– <i>List of documents accompanying the tourist on the trip;</i></li> <li>– <i>Models of tourist contract, voucher, medical insurance, tourist route, information about the destination country, etc.;</i></li> <li>– <i>Screenshots of the booking systems applied and customer reviews.</i></li> </ul> | <p><i>Presentation, explanation and argumentation of the products developed and systematized in the practice report.</i></p> | 20 |
| <p>3. Travel insurance as part of the tourist package:</p> <ul style="list-style-type: none"> <li>– <i>Content and types of travel insurance;</i></li> <li>– <i>Partnerships of tourism economic agents with insurance companies;</i></li> <li>– <i>Travel insurance compensation system.</i></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>– <i>Model contract with the insurance company;</i></li> <li>– <i>Copy of a travel insurance model;</i></li> <li>– <i>The list of compensations that tourism can benefit from in case of insured situations.</i></li> </ul>                                                                                                                                                                  | <p><i>Presentation, explanation and argumentation of the products developed and systematized in the practice report.</i></p> | 8  |
| <p><b>UC8. Identifying providers according to specialized catalogs for developing travel service packages and designing holiday programs and arrangements.</b></p> <p><b>UC9. Collecting and processing information with reference to tourist offers and destinations.</b></p> <p><b>UC10. Analysis of statistical data on the basic indicators of tourism activity.</b></p>                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                              |    |
| <p><b>5. Travel agency offer.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                              |    |



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| <p>1. The travel agency's offer on forms of tourism:</p> <ul style="list-style-type: none"> <li>– Description of the travel agency's offer by tourist destinations: domestic tourism, outbound tourism, inbound tourism;</li> <li>– Presentation of a model of the existing tourist offer within the agency for each form of tourism practiced (seaside, mountain, spa, business tourism, etc.).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>– Models of offers of the travel agency for the forms of tourism practiced.</li> </ul>                                                                                                                                                                                                                                              | <p>Presentation, explanation and argumentation of the products developed and systematized in the practice report.</p>     | 24 |
| <p>2. Statistical data and determining indicators of the tourist offer:</p> <ul style="list-style-type: none"> <li>– Studying the National Tourism Development Program TOURISM 2026;</li> <li>– Studying the statistical data on the crossing of the state border by foreign citizens in a period of 3 years;</li> <li>– Position of the Republic of Moldova in the Tourism Competitiveness Index Ranking;</li> <li>– Information and statistical data on the development of the tourism industry;</li> <li>– Economic growth and development of the tourism industry, analysis of revenues, expenditures by forms of tourism;</li> <li>– Determining the way in which the travel agency takes into account statistical indicators in the elaboration of the tourist offer.</li> </ul> | <ul style="list-style-type: none"> <li>– Tables, diagrams of the evolution of tourists for three years;</li> <li>– Table, diagrams with the dynamics of revenues, tourism expenses;</li> <li>– Model of Form 1 tour;</li> <li>– Excerpt from the national tourism development program TOURISM 2026 on the tourism industry from an entrepreneurial perspective.</li> </ul> | <p>Presentation, explanation and argumentation of the products developed and systematized in the practice report.</p>     | 12 |
| <p><b>UC11. Identification of competitors and how they influence the activity of the economic entity.</b></p> <p><b>UC12. Establishing the main providers of tourist services of the travel agency.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                           |    |
| <p><b>6. Competitors and suppliers of the travel agency.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                           |    |
| <p>1. The main competitors of the travel agency:</p> <ul style="list-style-type: none"> <li>– Determination of 5 main competitors of the travel agency taking into account the following factors: <ul style="list-style-type: none"> <li>✓ the size of the travel agency;</li> <li>✓ categories of consumers;</li> <li>✓ the agency's revenues;</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>– List of competitors by listed factors;</li> <li>– Brief presentation of the five contestants;</li> <li>– Table with the comparative analysis of the 5 companies determined as competing companies</li> </ul>                                                                                                                      | <p>Presentation, explanation and argumentation</p> <p>The products developed and systematized in the practice report.</p> | 18 |



|                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                              |                                                                                                                       |    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|----|
| <ul style="list-style-type: none"> <li>✓ <i>tourist offer.</i></li> <li>– <i>Analysis of the influence of competitors on the travel agency.</i></li> </ul>                                                                                                                                                                                                                                                                                              | <i>according to the criterion: type of travel agency, diversity of offer, prices charged, image, experience on the market.</i>                                                                                               |                                                                                                                       |    |
| <p>2. Tourism service providers of the travel agency:</p> <ul style="list-style-type: none"> <li>– <i>Identification and description of the tour operators with whom the travel agency cooperates;</i></li> <li>– <i>Presentation of the travel agency's contract with a tourist service provider;</i></li> <li>– <i>Formulating conclusions on how suppliers influence the activity of the travel agency.</i></li> </ul>                               | <ul style="list-style-type: none"> <li>– <i>List of travel agency suppliers;</i></li> <li>– <i>Model contract with a tour operator;</i></li> <li>– <i>Model contract with a transport company.</i></li> </ul>                | <i>Presentation, explanation and argumentation of the products developed and systematized in the practice report.</i> | 12 |
| <b>UC13. Conducting the analysis of the travel agency's activity based on the SWOT matrix and determining its subsequent action strategies.</b>                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                              |                                                                                                                       |    |
| <b>7. Analysis of the travel agency's activity based on the SWOT matrix.</b>                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                              |                                                                                                                       |    |
| <p>1. Analysis of the internal work environment:</p> <ul style="list-style-type: none"> <li>– <i>Determination of the weaknesses and strengths of the travel agency based on the analysis of the internal business environment.</i></li> </ul>                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>– <i>List of weaknesses and strengths.</i></li> </ul>                                                                                                                                 | <i>Analysis of the presentation.</i>                                                                                  | 6  |
| <p>2. Analysis of the external activity environment:</p> <ul style="list-style-type: none"> <li>– <i>Determining the risks and opportunities of the travel agency on the market following the analysis of the direct and indirect external environment of activity.</i></li> </ul>                                                                                                                                                                      | <ul style="list-style-type: none"> <li>– <i>List of opportunities and hazards;</i></li> <li>– <i>List of factors of the direct and indirect internal and external environment of action on the travel agency.</i></li> </ul> | <i>Analysis of the presentation.</i>                                                                                  | 6  |
| <p>3. Determination of the follow-up to the implementation of the SWOT matrix:</p> <ul style="list-style-type: none"> <li>– <i>Elaboration of the SWOT matrix table, determination of the quadrant in which the travel agency is at the moment and the subsequent strategy of action;</i></li> <li>– <i>Arguing the indicated strategy and concrete examples of actions that will help the travel agency to improve its situation on the</i></li> </ul> | <ul style="list-style-type: none"> <li>– <i>SWOT matrix scheme;</i></li> <li>– <i>List of actions and strategies that can be applied by the travel agency</i></li> </ul>                                                     | <i>Presentation, explanation and argumentation of the products developed and systematized in practice report.</i>     | 12 |



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                           |                                                                                                                |    |
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| market.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                           |                                                                                                                |    |
| <b>UC14. Application of different communication strategies and techniques for promoting the national and international tourism product, focused on the offer of the providers and the requirements of the beneficiaries.</b>                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                           |                                                                                                                |    |
| <b>8. Promotion within the travel agency.</b>                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                           |                                                                                                                |    |
| 1. Means of promotion used by the travel agency: <ul style="list-style-type: none"> <li>– Determining the objectives of promotional activities and their functions;</li> <li>– Presentation of the main means of promotion used by the travel agency with the indication of the advantages and</li> <li>– the disadvantages of each;</li> <li>– Identification of ideas for improving the process of promoting the travel agency.</li> </ul>                    | <ul style="list-style-type: none"> <li>– List of promotional means used by the travel agency;</li> <li>– Models of prints of the travel agency;</li> <li>– List of ideas for improving the promotion process;</li> <li>– Screenshots of the agency's website and social media.</li> </ul> | Presentation, explanation and argumentation of the products developed and systematized in the practice report. | 16 |
| 2. Participation in fairs and exhibitions of as an effective means of promotion: <ul style="list-style-type: none"> <li>– Characterization of the participation of the travel agency in national and international fairs as a means of promotion.</li> </ul>                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>– Pictures from fairs and thematic exhibitions.</li> </ul>                                                                                                                                                                                         | Presentation, explanation and argumentation of the products developed and systematized in the practice.        | 14 |
| <b>UC15. Calculation of costs related to service packages by applying specific commissions and taxes.</b>                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                           |                                                                                                                |    |
| <b>9. Pricing policy in the travel agency.</b>                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                           |                                                                                                                |    |
| 1. The pricing system used by the travel agency: <ul style="list-style-type: none"> <li>– Determining the technique of forming prices for the tourist package within the travel agency;</li> <li>– Description of pricing systems</li> <li>– existing tourist packages depending on the number of services, the level of quality of services, the number of people;</li> <li>– Studying the way of calculating and transferring taxes to the budget.</li> </ul> | <ul style="list-style-type: none"> <li>– Price structure scheme;</li> <li>– The problem of calculating the price of the tourist package;</li> <li>– The list of direct and indirect expenses that are included in the price of the tourist package.</li> </ul>                            | Presentation, explanation and argumentation of the products developed and systematized in the practice report. | 4  |
| 2. Calculating prices taking into account their training strategies: <ul style="list-style-type: none"> <li>– Determining the price formation strategies practiced by the travel agency (the strategy of rebates and</li> </ul>                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>– Price calculation model for a seaside tourist offer in Egypt/Greece/Turkey, for 6 nights, with</li> </ul>                                                                                                                                        | Calculation exercise.                                                                                          | 8  |



|                                                                                             |                                                                           |  |                  |
|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|--|------------------|
| <i>bonuses, the strategy of differentiated prices, the strategy of price modification).</i> | <i>flight, ALL, family of 2 adults and 2 children aged 14 and 1 year.</i> |  |                  |
| <b>Total hours</b>                                                                          |                                                                           |  | <b>240 hours</b> |

## Chapter IV. Completion of the agenda and elaboration of the report on the practice preceding graduation exams

During the internship, the student completes the Internship Agenda. The internship agenda is issued to each student who is delegated to the internship and is an individual document of the student-intern, which must be permanently with the student in order to be able to present it immediately at the request of the internship supervisor from the educational institution or from the organization (company) where the internship takes place.

The student-intern is obliged to fill in the Internship Agenda daily, to complete all the chapters and to present it to the internship supervisor on behalf of the economic agent for approval and signature.

At the end of the internship, the internship supervisor on behalf of the economic agent fills in the reference and evaluates the student's activity with the respective grade (1 – 10 points), confirming them by signature and stamp. Upon returning to the College, the agenda of the internship, together with the report on the practice preceding the graduation exams, is presented to the practice supervisor of the department.

The report on the practice preceding the graduation exams is prepared by each student-practitioner and must include the work tasks reflected in the Methodical Guide (see Chapter III). When drawing up the report, the student-practitioner has the right to use the data from normative acts, minutes, reports and other documentation used or elaborated by the partner organization in the work process, but it is forbidden to photocopy these documents and present them as a report. Where appropriate, copies of documents may be used as annexes to the report with the mandatory indication of the source of origin.

In case several students are assigned to a partner organization, each of them, with the prior approval of the practice leader, will describe in the report a certain compartment (for example: Travel agency offer, etc.) or the analysis of the travel agency's activity based on the SWOT matrix, different from the other students. **Identical reports are strictly prohibited.**

### ***Structure of the practice report preceding graduation exams***

The report on the practice preceding the graduation exams includes:

- Title Sheet
- Contents
- The content of the report consisting of:
- Introduction (brief presentation of the organization in which the practice takes place)
  - The actual content of the report by modules
  - Conclusions and proposals
  - Bibliography
  - Annexes.
- Vocational Training Agenda
- The opinion of the head of the technological internship on behalf of the travel agency, whose signature is confirmed by a stamp (this opinion is part of the Professional Training Agenda).



### ***Title Sheet***

The title sheet shall be completed according to Annex 1.

### ***Contents***

The content of the report is elaborated in accordance with the syllabus of the practice including the following compartments: introduction, basic content, conclusions and proposals, bibliography, annexes. The model for perfecting the content is presented in Annex 2.

### ***Indications regarding the content of the report:***

#### **Introduction**

This compartment includes the name of the practice entity (unit) and its location, the general characteristic, structure (organizational chart), the purpose, the basic tasks and activities of the entity and other general aspects.

#### **Basic content**

**(tasks of competences CS1, CS2, CS3, CS4, CS5, CS6)**

#### **Tasks of the CS1 competence.**

The students will identify the service providers according to the specialized catalogs for the elaboration of travel service packages and design holiday programs and arrangements. The students will collect and process information with reference to the tourist offers and destinations promoted by the travel agency, including the competitors and how they influence the activity of the economic entity. At this stage, the students will establish the main providers of tourist services of the travel agency

#### **Tasks of competences CS2, CS3, CS4.**

In order to complete these tasks, it is necessary for students to determine the consumer segment of the economic unit and the application of customer loyalty policies. Autonomously perfecting tourist packages by concluding contracts, assuming responsibility for the correctness of information and the correct completion of travel insurance, in compliance with the legislation and partners. Calculation of costs related to service packages by applying specific commissions and taxes.

#### **Tasks of the CS5 competence.**

In this task, students will manage the internal and external documents regarding the economic activity of tourism entities by applying the legislative acts in the field, they will explain the organizational structure of the economic entity and the presentation of the duties of each department.

The students will analyze the structure of the staff and identify the factors that influence the evolution of the staff  
determining the forms of salary within the entity and calculating an employee's salary, including will be able to analyze the statistical data on the basic indicators of the tourism activity, carrying out the activity of the travel agency based on the SWOT matrix and determining the subsequent strategies for its action.

#### **Tasks of the competence of CS6.**

Within this task, students will analyze the communication strategies and techniques for promoting the national and international tourism product, focused on the offer of the providers and the requirements of the beneficiaries.



### Conclusions and proposals.

This section exposes the personal conclusions of the student practitioner regarding the practice carried out and the proposals aimed at removing the shortcomings and negative aspects related to the current and future organization and activity of the Practice Partner.

### Bibliography.

The bibliography includes the list of legislative and normative acts, manuals, monographs, articles and other specialized publications studied and used in the elaboration of the Practice Report. An example of writing the bibliography is presented in Annex 4.

### Annexes.

The annexes are represented by the photocopies of the documents representing the activities of the entity/institution, as well as other sources of information, meant to confirm the authenticity of the data in the practice report. All documentary sources are to be indicated consecutively (Annex 1, Annex 2, etc.) and systematized by compartments according to their exposition in the textual content of the report. Each annex will also have its serial number indicated consecutively in the upper right part of the document (Annex X). It is forbidden to include in the annexes materials that are not related to the investigations carried out.

### **Nomenclature of annexes to the report**

1. Documents necessary for the operation of the enterprise, extract from the register of legal entities, sanitary operating authorization, extract from the CMEA, etc.
2. Excerpt from the Law of the Republic of Moldova No.352 of 24.11.2006 on the organization and conduct of the tourist activity in the Republic of Moldova
3. List of rights and obligations of the travel agency
4. List of services provided by the travel agency
5. Organizational chart of the travel agency
6. Location scheme of the travel agency
7. Copy of the travel agency's activity plan
8. Travel agent's personal file
9. Model individual employment contract of the employee
10. Model contract for the employee's material liability
11. Salary calculation sheet for an employee
12. Other models of documents regarding the employment of an employee (orders, provisions)
13. List of tourist service providers, tour operators or transport companies
14. Copy of the contract with a supplier
15. Copies of letters, complaints submitted to the travel agency
16. Model tourism contract
17. Mandatory travel insurance model
18. Patterns of prints used by the travel agency
19. Models of tourist offers
20. Form 1tur
21. Model contract with a tour operator
22. Model contract with a transport company
23. Pictures of the hotels with which the travel agency cooperates
24. Interface of the official website of the travel agency



### ***Requirements for typing the report on the practice preceding graduation exams***

The drafting of the specialized practice report must meet the following requirements:

- it is computer-edited on white paper, A4 format, on one side of the sheet;
- it is perfected using the Times New Roman font with the size of 12 pt. The spacing between rows is 1.5 intervals. Text flattens after both side fields;
- The pages have the following free field: left – 30 mm, top – 25 mm, right – 15 mm, bottom – 25 mm;
- it is mandatory to use letters with diacritics specific to the Romanian language (A, Â, Î, Ș, Ț and their capital letters);
- punctuation marks (".", ";", ":", "!", "?", "(", ")") are necessarily followed by a space;
- Word abbreviations are not supported.
- All pages are numbered, starting with the title page and ending with the last page, without admitting their absence or their repetition. The title page does not indicate the page number.
- the data masses must be processed and included in tables, figures (drawings, diagrams, etc.); The table, as an integral part of the text, is to be analysed and the corresponding conclusions are presented. All tables, formulas, figures (drawings, charts, etc.) are numbered separately, in ascending order;
- The name of the table is placed above the table, and of the figure – below the figure. It is mandatory to indicate the units of measurement and bibliographic sources;
- tables and figures in the annexes are numbered taking into account the number of the annex, e.g. Table A1 (see Table 1 of Annex 3);
- the table occupying more than 2/3 of the page is placed in the annexes;
- If the table cannot be placed on a single page, its continuation will begin with the indication "Continue Table 2". The name of the columns in this case is not repeated, indicating only their number;
- The formulas/equations will be centered, and their numbering will be placed at the end of the row. The explanation of the symbols used is presented below the formula in the order in which they follow. Models for the presentation and numbering of tables, figures and formulas are presented in Annex 3.
- the total volume of the report will not exceed 20 A4 pages. This volume does not include the bibliography and annexes.

## **Chapter V. Evaluation of the traineeship**

The internship, which anticipates graduation exams, is a mandatory integral part of the educational process and is carried out in order to train and develop the professional skills of the students enrolled in the professional training program 101510 "Tourism", specific to the professional qualification 422106 "Travel Agent". The evaluation of the internship is carried out both during the period of development and at the end of this activity.

During the internship, the evaluation of the students will be permanently carried out by the supervisors of the internship within the economic unit, as well as within the educational institution. The leaders of the internship in the educational institution will periodically evaluate the way of completing the professional training agenda in accordance with the specified requirements, as well as the presentation of the content units of the internship curriculum, according to the schedule of consultations organized within the educational institution.



The head of the internship within the entity at the end of the internship evaluates with marks the level of acquisition of practical skills and issues a reference. The result of this evaluation is the basis of the student's grading.

The presentation of the report on the practice is carried out in front of the commission formed and appointed by the head of the department, made up of the representatives of the department as well as the workers of the economic entity.

The result of the practice is evaluated by grade.

The evaluation of the knowledge acquired during the practice is assessed according to the 10-point system. Transferable study credits are awarded for a passing grade of 5.00 and above.

The evaluation takes place based on the practice agenda, the characteristic issued to the student by the partner organization, the report presented, the theoretical knowledge and practical skills demonstrated during the internship.

The evaluation takes into account the originality, the rigor of the argumentation, the relevance and correctness of the information, the quality of the expression, the correctness and the way of presentation.

The assessment of the student's answers is based on the following criteria:

- the quality of the report's support;
- the quality of the report;
- the fulfillment of the individual task;
- the observance of the work discipline and the existence of appreciation by the head of the practice within the economic unit;
- knowledge of normative and legislative acts, decisions, regulations, instructions, etc.

The presentation of the report will be accompanied by a Power Point presentation, which must be concise and accompanied by oral explanations. If the commission has negatively assessed the presentation of the practice report by the student, it is decided to repeat the execution of the practice.

## **Chapter VI. Useful tips for successful internship**

Traineeships play an essential role in preparing for one's professional career and/or continuing one's studies after graduation from the College. Make sure you make the most of your internship experience, network of contacts and evidence of your skills and experience for your CV. Consider the following tips:

### **Getting Started**

From the student's perspective, the start of the internship often comes with conflicting feelings. On the one hand, you are turned on because you finally have the opportunity to do something in the real world of business, on the other hand, you may have a feeling of fear/distrust - most of us worry about looking bad or "failing" at work, especially at the beginning of an internship. It might be helpful to keep in mind that this type of reaction is absolutely normal and that the internship is an opportunity to explore the business environment in action, get acquainted with staff members, and start learning about a real job. Your internship is the perfect opportunity to practice the skills and values that you have strived to acquire during your years of study.

### **Dress code**

Most economic units will have a dress code of some type. Find out in advance what the requirements are in this regard at the place of practice. First impressions matter a lot, so don't create the wrong impression on staff or customers by dressing inappropriately. A typical dress code is "business casual," which usually means clean pants/skirt, a shirt or blouse, and appropriate footwear. Wearing tight clothes, low-cut T-shirts, short skirts, or sandals are not appropriate. Try to make a strong first impression - dress appropriately, be



punctual and prepared: arrive early or just in time for practice, meetings and make sure you have the necessary tools at hand (pen, notebook, laptop, etc.).

### **Behavior**

Displaying a positive attitude and appropriate behavior is also important. Your manners can affect the type of experience you have. They can also determine your reputation in front of potential employers. A smile on your face, constant politeness, and mature demeanor are great ways to show that you're a professional.

On the other hand, displaying a negative attitude and inappropriate behavior can quickly have a negative impact on your reputation and may follow you into the future. Inappropriate behavior includes, but is not limited to: harassment, theft, drug and alcohol use, smoking at work, misuse of company equipment, products, services, software, etc.

**Be careful - avoid gossip within the company.** If you hear people chatting about other employees, don't join the conversation. Participating in gossip could cause you problems or damage your or other people's reputations. It's much better to focus your thoughts on what you have to do than on the personal interactions of other employees.

### **Request for help**

During the internship, you are likely to face situations or tasks that you will be unsure of or will not know how to approach. Sometimes, trainees think that asking for help is a sign of weakness, or demonstrate that they have poor training and are afraid to ask for it. This is a mistake, sometimes a serious one. No one expects trainees to know everything, on the contrary they should ask for guidance whenever they need it. This responsibility is part of your role as an intern, don't expect someone to read your mind if you don't have information or have difficulties.

The real danger is not asking when you are unsure or don't know something, as this could lead to even more problems. Ideally, you should feel comfortable asking for assistance from your coordinator or colleagues on site.

### **Delays and shortcomings from practice**

If you are late for good (legal) reasons or are ill – notify your practice coordinator at the facility immediately. DO NOT send text messages or emails to communicate this (unless your coordinator has expressly instructed you to do so). The acceptable and appropriate protocol is to make phone calls. It is obvious that delays and shortages caused by the disease must be legally confirmed. The coordinator is obliged to keep track of delays and absences and to request their processing. Unjustified delays and absences are prohibited and may entail sanctions in accordance with the established regulation.

### **Proactive attitude**

Occasionally, it is appropriate that during discussions with his practice coordinator or office colleagues you express your opinion, make comments, proposals on the tasks and tasks performed. Of course, there is always the possibility that the team member or coordinator will disagree and say "no". However, if the comment or suggestion is accepted, then it is a win-win situation for both parties. The agency has the opportunity to improve something, and you show that you have a proactive attitude, have open communication, show initiative, offer help and are capable of independent professional thinking. When you speak, it is important to do so in a prompt, respectful, and professional way.



### **Events in the company**

Although you are usually not required to attend events outside of working hours, try to make time for them. It is an opportunity to get to know your colleagues and show that you are part of the team. It can also be a chance to network with other groups and managers that you don't interact with regularly, or to gain valuable career information from them. Build relationships and create a network of contacts that can catch you well in the future.

### **Relations with the Practice Coordinator**

Schedule regular meetings with your agency coordinator: This may seem obvious, however, your coordinator may be very busy with their own tasks and not be able to give you the necessary attention during a regular working day. Insist on having these meetings regularly so that you can discuss what you have done, be able to ask clarifying questions and get an idea of what activities you could follow, to get regular and final feedback on strengths and weaknesses, areas that need improvement, and to check how far you have made in achieving your learning goals.

### **Stay connected**

Thank your coordinator and any colleagues you interacted with during the internship. Keep in touch with the coordinator and your colleagues on social networks and contact them periodically and after the internship is completed to keep in touch. Don't forget that these professional relationships are a good source for advice and suggestions on job searching. Ask if someone you've worked with would be willing to write you a letter of recommendation or be a point of reference in the future. Update your CV with knowledge, skills and abilities acquired during the internship.

## **VII. Bibliographic resources and useful links recommended for students for the preparation of the report**

### **Bibliographic resources:**

|     |                                                                                                        |
|-----|--------------------------------------------------------------------------------------------------------|
| 8.  | N.Platon. Module "Tourism Services Management", Chisinau, 2014                                         |
| 9.  | G.Stănculescu. "Management of Travel Agencies", Bucharest, 2002                                        |
| 10. | P.Nistoreanu. "Management in Tourism Services", Bucharest, 2005                                        |
| 11. | E.Putz, F.Pirjol. "The Economy of Tourism", Timișoara, 1996                                            |
| 12. | G.Stănculescu. "The Technique of Tourism Operations", Bucharest, 1998                                  |
| 13. | N.Lupu. "Management of Tourism Activities", Bucharest, 1994                                            |
| 14. | O.Snak. "The Economics of the Tourism Industry", Bucharest, 1993                                       |
| 15. | V.Neagu. "Tourism and Tourism Services Management", Bucharest, 2000                                    |
| 16. | B.Băcanu. "Strategic Management in Tourism, Concepts and Case Studies", POLIROM Publishing House, 2009 |
| 17. | G.Militaru. "Service Management", C.H.Beck Publishing House, Bucharest, 201                            |
|     |                                                                                                        |

### **Useful links:**

|     |                                                                                                     |
|-----|-----------------------------------------------------------------------------------------------------|
| 18. | <a href="https://www.legis.md/">https://www.legis.md/</a>                                           |
| 19. | <a href="https://www.legis.md/">https://www.legis.md/</a>                                           |
| 20. | <a href="https://www.turism.gov.md/">https://www.turism.gov.md/</a>                                 |
| 21. | <a href="https://www.moldova.travel/contacte/">https://www.moldova.travel/contacte/</a>             |
| 22. | <a href="https://www.md.top100.travel/ro/agency-ro/">https://www.md.top100.travel/ro/agency-ro/</a> |



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| 23. | <a href="https://www.anat.md/en/anat-md-en/">https://www.anat.md/en/anat-md-en/</a>                   |
| 24. | <a href="https://www.antrim.md/">https://www.antrim.md/</a>                                           |
| 25. | <a href="https://www.oda.md/ro/">https://www.oda.md/ro/</a>                                           |
| 26. | <a href="https://www.moldova-independenta.md/turism/">https://www.moldova-independenta.md/turism/</a> |



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1. EDUCATION CODE OF THE REPUBLIC OF MOLDOVA no.152 of 17.07.2014 (with the necessary amendments). [https://www.legis.md/cautare/getResults?doc\\_id=110112&lang=ro](https://www.legis.md/cautare/getResults?doc_id=110112&lang=ro)
2. Framework regulation for the organization and functioning of technical vocational education institutions. [https://www.legis.md/cautare/getResults?doc\\_id=143914&lang=ro](https://www.legis.md/cautare/getResults?doc_id=143914&lang=ro)
3. Internal Regulations of the I.P. College of Ecology in Chisinau. <https://drive.google.com/file/d/1gGdykcjAncX73kQvW0NpP8JjRV2Xy3ZW/view>
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19. Law No.200 of 16.02.2010 on the regime of foreigners in the Republic of Moldova [www.legis.md/cautare/getResults?lang=ro&doc\\_id=124308](http://www.legis.md/cautare/getResults?lang=ro&doc_id=124308)
20. GD No.854 of 28.07.2006 on the Regulation of Passenger Car Carriers. [https://www.legis.md/cautare/getResults?doc\\_id=103687&lang=ro](https://www.legis.md/cautare/getResults?doc_id=103687&lang=ro)
21. Contract on the package of travel services Civil Code of the Republic of Moldova article 1592 01.03.2019 [https://www.legis.md/cautare/getResults?doc\\_id=148718&lang=ro](https://www.legis.md/cautare/getResults?doc_id=148718&lang=ro)



## **Annexes**

### **Annex 1**

**Ministry of Education, Culture and Research of the Republic of  
Moldova COLLEGE OF ECOLOGY IN CHISINAU**

**"TOURISM AND SOCIO-HUMAN SCIENCES"**

(font 14, Bold, centered)

## **REPORT**

**REGARDING THE PRACTICE THAT PRECEDES THE GRADUATION EXAMS**

**carried out within the framework of (entity/institution)**

(Source 16, Bold, centered)

**Of the student of the fourth year, of the  
specialty "Tourism and socio-human  
sciences"**

---

*(name, surname, signature)*

**Head of practice at the department**

---

*(name, surname, signature)*

**Chisinau, 2025**



## Annex 2

### Contained

|                                    |    |
|------------------------------------|----|
| Introduction.....                  | 3  |
| 1. Name of Chapter I .....         | 5  |
| 2. Name of Chapter II .....        | 8  |
| 3. Name of Chapter III .....       | 10 |
| Conclusions and proposals<br>..... | 15 |
| Bibliography.....                  | 16 |
| Annexes.....                       | 17 |



### Annex 3

## Models for the presentation and numbering of tables, figures/images and formulas

### Table presentation model:

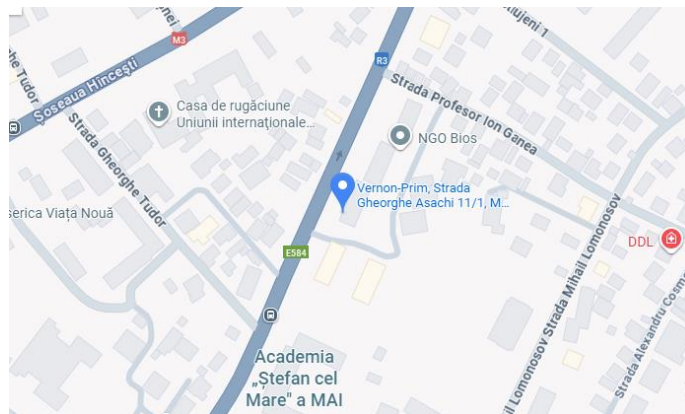
Table 1.3

Travel Agent Salary Calculation Sheet

| No  | Salary element                                       | computation                | Value     |
|-----|------------------------------------------------------|----------------------------|-----------|
| 1   | Tariff salary (basic)                                |                            | 8.000,00  |
| 2   | Bonuses (e.g. seniority, conditions, responsibility) |                            | 500,00    |
| 3   | Other sweeteners (performance bonus, prizes)         |                            | 700,00    |
| 4   | Total Gross Revenue                                  |                            | 9.200,00  |
| 5   | Reservations:                                        |                            |           |
| 5.1 | Medical insurance contributions CAM 9%               | $9,200 \times 9\% = 8,372$ | 828lei    |
| 5.2 | Personal exemption                                   | $8,372 - 2,475 = 5,897$    |           |
| 5.3 | Income tax 12%                                       | $5,897 - 12\% = 5,189$     | 708 lei   |
| 6   | Total deductions                                     | $828 + 708 = 1,536$        | 1,536lei  |
| 7   | Net salary (gross income-deductions)                 | $9,200 - 1,536 = 7,664$    | 7,664 lei |

**Source:** Travel Agency X Financial Report

### Model of presentation of the figure/image:



**Figure 1.1 Territorial location of the agency "Vernon -Prim" SRL.**

**Source:** Google Maps

### Model of presentation of the formula:

$$P = Ch + AC + VAT$$

**where:**

**P** – the price of the tourist package;

**Ch** – total costs (accommodation, meals, transport, guidance, etc.);



CA – commercial mark-up/agency  
commission;  
VAT – value added tax from commission.

Annex 4

## Models for the presentation of bibliographic references

### REGULATIONS:

1. Law No.352-XVI on the organization and conduct of tourist activity of 24.11.2006  
[https://www.legis.md/cautare/getResults?doc\\_id=133194&lang=ro](https://www.legis.md/cautare/getResults?doc_id=133194&lang=ro)
2. GD No.854 of 28.07.2006 on the Regulation of Passenger Car Carriers.  
[https://www.legis.md/cautare/getResults?doc\\_id=103687&lang=ro](https://www.legis.md/cautare/getResults?doc_id=103687&lang=ro)

### TEXTBOOKS, MONOGRAPHS, DIDACTIC WORKS, BROCHURES:

#### Basic Bibliographic Reference Outline for Monographs (Books): Main Elements

AUTHOR(S). *Title*.tag. Place of publication: Publishing house, year of publication. Pagination (**optional**).  
Standardized number (ISBN).

#### *Example 1 (publications with authors)*

1. STĂNCULESCU, G. *Travel agency management*. Bucharest: ASE Publishing House, 2005. ISBN 073-594-569-X.
2. Snak, O. *The Economy and Organization of Tourism*. Sport-Turism Publishing House, Bucharest p. 13-19. ISSN 0582 5229

#### *Example 2 (no authors)*

1. *Statistical Yearbook of the Republic of Moldova 2012*. Chișinău: Statistică, 2012. 560 p. ISBN 978-9975-78-932-5.

#### *Example 3 (theses, self-referrals)*

1. DAVID, Constantin. *Rationalization of the Information System in the Republic of Moldova in the Perspective of Integration into the European Union*: Author of the Doctorate in Economics. Chisinau, 2013. 30 p.

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AUTHOR(S). Title of the article. *The title of the serial publication*. The year, volume, number of the series, the pages where the work is placed. Standardized Number (ISSN).

1. Lupu, N., & Ispas, A. *Experiential marketing in tourism: trends and applications* Cluj-Napoca: ASE Publishing House. 2019, no. 3, 39-46. ISSN 1810-9136.
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2. Law No.200 of 16.02.2010 on the regime of foreigners in the Republic of Moldova [www.legis.md/cautare/getResults?lang=ro&doc\\_id=124308](http://www.legis.md/cautare/getResults?lang=ro&doc_id=124308) (accessed on 01.09.2025).