

HTT A226: AIRLINE INTERNSHIP

Item	Value
Curriculum Committee Approval Date	03/11/2020
Top Code	302040 - Flight Attendant
Units	4 Total Units
Hours	219,271.5 Total Hours (Lecture Hours 9; Other Hours 210,262.5)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Open Entry/Open Exit	No
Grading Policy	Standard Letter (S)

Course Description

Advanced internship for students enrolled in Airline Travel programs at Orange Coast College to increase their level of expertise in the area of specialization which they expect to graduate. Students will be required to follow standards set by the company in which they are working. PREREQUISITE: HTT A105 and HTT A284 or concurrent enrollment. ADVISORY: ENGL A099 or equivalent. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Write three learning objectives based on work-related duties.
2. Demonstrate competent and appropriate completion of each objective, showing increased performance, improved efficiency, and enhanced skills in the workplace.
3. Demonstrate competent and appropriate employment skills showing improved understanding of human relations, increased self-confidence, and application of classroom theory to real life experience.

Course Objectives

- 1. Conducting research for appropriate internship site related to education and career goals.
- 2. Interviewing at an internship site and presenting one's self professionally.
- 3. Write measurable learning objectives.
- 4. Evaluate achievements and accomplishments.
- 5. Apply skills learned in the classroom to actual working conditions.
- 6. Identify the dynamics of human relations in the work environment.
- 7. Follow work related policies.
- 8. Demonstrate self confidence.
- 9. Prepare professional resume, letter of introduction, and thank you note.
- 10. Demonstrate professionalism in attire.
- 11. Develop a stress reduction and time management plan.
- 12. Display verbal and physical languages acceptable for business.
- 13. Recognize and apply business ethics.
- 14. Present formal presentations with visual components.

- 15. Analyze situations within work environment and develop appropriate outcomes.
- 16. List, organize, and implement desired outcomes.
- 17. Evaluate personnel, supervision, and management of internship assignment.
- 18. Demonstrate new skills and methods used in each area of specialization.
- 19. Reviewing achievement of learning objectives and effectiveness of internship site and program with instructor and work site supervisor.
- 20. Writing an evaluation of accomplishment of learning objectives and effectiveness of internship program.

Lecture Content

Supervised internship in areas of specialization within the airline travel industry. On-site Structure Organization Responsibilities Staff Communication Supervisory/management Inter-department Peers Evaluation Job assignment Operation Personnel Stress/time management Causes Treatment Evaluation of outcome Professionalism Dress Body Language Attitudinal Ethics On the job Employee Management/operation Guest Service Positive Outcome Negative Necessary changes Goals/objective s Outline Document/support Evaluate effectiveness Internship in areas of specialization: Airline Travel Interviewing at an approved work site and receiving approval on learning objectives. Learning objectives will be monitored for progress throughout the semester Maintaining a record of directed practice experiences and time. Journal of prescribed content relating to learning objectives. Overview of directed practice site and maintenance of logs and assignment sheets Reviewing achievement of learning objectives and effectiveness of directed practice assignments with instructor and work site supervisor.

Lab Content

Perform in each operation at an appropriate level either through direct supervised or delegated task performance. Perform in all activities as they pertain to their area of specialization Identify appropriate work place goals and objectives, which will accomplish those goals Develop confidence and self-assurance within the workplace Identify and apply worksite policies Observe the dynamics of human relations in the work environment Apply skills learned in the classroom to actual working conditions Evaluate self-achievements and accomplishments Participate in each operation at an appropriate level either through direct supervised or delegated task performance. Develop objectives for supervisory positions with the operation. Participate in all activities as they pertain to their supervisory area of specialization Identify appropriate work place goals and objectives, which will accomplish those goals Develop confidence and self-assurance as a supervisor within the workplace Identify and apply worksite policies Observe the dynamics of human relations and supervisory concerns in the work environment Apply supervisory skills learned in the classroom to actual working conditions Evaluate self-achievements and accomplishments Writing measurable learning objectives related to personal and directed practice site needs including: what is to be accomplished how it will be accomplished how it will be evaluated completion date Routine objectives Personal objectives ; Problem solving objectives Creative objectives Critical thinking objectives Subject matter objectives Interviewing at an approved work site and receiving approval on learning objectives. Learning objectives will be monitored for progress throughout the semester Maintaining a record of directed practice experiences and time. Journal

of prescribed content relating to learning objectives. Overview of directed practice site and maintenance of logs and assignment sheets Reviewing achievement of learning objectives and effectiveness of directed practice assignments with instructor and work site supervisor.

Method(s) of Instruction

- Lecture (02)
- DE Online Lecture (02X)
- Work Experience (20)
- Field Experience (90)

Instructional Techniques

Lecture, handouts, group participation, video demonstration and discussion, student research, projects, industry involvement, and on-site simulations

Reading Assignments

Student's are expected to engage in a minimum of nine hours in out-of-class activities to enhance their learning, weekly. This can include, one or more of the following: Read assigned modules prior to class arrival. Read posted hospitality articles in Blackboard. Read posted discussion topic, research and participate in the argument. Research journal topics.

Writing Assignments

Student's are expected to engage in a minimum of nine hours in out-of-class activities to enhance their learning, weekly. This can include, one or more of the following: Problem-solving exercises will include written comprehensive responses. Cognitive responses to classroom lecture/demonstration/online discussion will be required. Proficiency demonstrations of applied skills demonstrating evaluation and critique techniques. Journal of observations and experiences. Present a professional portfolio journaling learning outcomes.

Out-of-class Assignments

Student's are expected to engage in a minimum of nine hours in out-of-class activities to enhance their learning, weekly. This can include, one or more of the following: Complete an interview with an industry professional Prepare a written and oral report. Conceptualization, evaluation, synthesis and interviewing outcomes Access and develop internship objective plan based on their area of specialization. Complete an in-depth analysis of journal topics.

Demonstration of Critical Thinking

All course objectives require critical thinking. To apply the objectives, students will be required to: Participate in class discussion and other interactive classroom work Use theory to support writing assignments Research, evaluate and organize information in order to present a presentation on an assigned topic Evaluate the presentations of others Present a professional portfolio documenting

Required Writing, Problem Solving, Skills Demonstration

Complete course appropriate projects Established hours of work based learning Satisfactory evaluation Demonstrate various approaches to professional critical thinking and problem solving Development of professional standards Exhibit skills acquired and applied in certificate option as applied in professional situations Attendance and participation are fundamentals for successful completion.

Eligible Disciplines

Flight attendant training: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.

Other Resources

1. OCC Internship Handbook developed by the School of Hospitality, Travel Tourism Internship