Course: Professional Skills 5 — credits: 5

Course code	IFVB26PRO5
Name	Professional Skills 5
Study year	2026-2027
ECTS credits	5
Language	English
Coordinator	C.R. Dijkema
Modes of delivery	Practical / Training
Assessments	Portfolio - Portfolio assessment

Learning outcomes

1. Applies design-led research to explore and substantiate issues.
The student uses appropriate design and research methods (such as observation, interviews, journey mapping and prototyping) to gather insights and translate these into well-founded concepts.
2. Designs and justifies hospitality experiences that meet the needs of users and stakeholders.
The student translates research findings into a concrete, creative and feasible concept within the field of hospitality and facility management.
3. Demonstrates professional hospitality skills and communicates effectively in various professional situations.
The student demonstrates hospitable skills in interaction, collaboration and presentation, both verbally and non-verbally.
4. Adopts a professional, open and inclusive attitude in learning and practical situations.
The student demonstrates an awareness of diversity, ethical conduct and inclusivity, and applies these values in communication and decision-making.
5. Reflects critically on their own actions and demonstrates growth in personal leadership.
The student links reflections to behaviour in practical situations and develops their professional identity in a conscious and purposeful manner.

Content

Professional Skills focuses on strengthening professional hospitality skills and developing an inquisitive, design-oriented mindset. Students learn how to use design-led research to create meaningful and welcoming experiences within the field of Facility Management. Through workshops, training sessions and practical assignments, students delve into hospitality skills, service design, communication, inclusivity and personal leadership. They apply theory and research methods directly in realistic situations, thereby developing a solid foundation for professional practice within the facilities sector.

Included in programme(s)

Facility Management, major International Facility Management
International Facility Management exchange programme

School(s)

Arts, Design & Built Environment

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