



P.O. Box 236, Tororo, Uganda  
Gen: +256 - 45 444 8838  
Fax: +256 - 45 4436517  
Email: [info@adm.busitema.ac.ug](mailto:info@adm.busitema.ac.ug)

[www.busitema.ac.ug](http://www.busitema.ac.ug)

---

**FACULTY OF MANAGEMENT SCIENCES  
BACHOLARS DEGREE IN TOURISM, TRAVEL AND HOSPITALITY  
MANAGEMENT.  
INTERNSHIP REPORT CARRIED OUT AT UGANDA WILDLIFE AUTHORITY AT  
QUEEN ELIZABETH PARK (QENP)**

**BY  
OITANGOR YOKOSIFAT  
BU/UP/2023 /1319**

**AN INTERNSHIP REPORT SUBMITTED IN PARTIAL FULFILMENT OF THE  
REQUIREMENTS FOR THE AWARD OF ABACHOLARS DEGREE IN TOURISM,  
TRAVEL AND HOSPITALITY MANAGEMENT FROM BUSITEMA UNIVERSITY  
JUNE-JULY, 2025**

**DECLARATION**

I OITANGOR YOKOSIFAT declare that all the above information in this report is true to the best of my knowledge and effort acquired from industrial training that has lasted for two 2 months in Queen Elizabeth National Park in south western Uganda.

Signature.....

Date.....07/08/2025.....

**APPROVAL**

This is to clarify that OITANGOR YOKOSIFAT was attached to Queen Elizabeth National Park and has successfully completed a two months industrial training and I have read the content of this report and it's appropriate.

f Tourism and hospitality officer:

Name... Juma Mohamed

Signature... [Handwritten Signature]

Date... 6/8/2025

for Chief Warden

Name... LUBWAMA PAUL

Signature... [Handwritten Signature]

Date... 07/08/2025



Academic supervisor

Name... WERTUWI JOSEPH

Signature... [Handwritten Signature]

Date... 28/08/2025

### **DEDICATION**

I dedicate this report to my beloved Daddy Mr. Onauro Sam and my entire family who always prays for my success plus support, love and affection towards my studies. May the Almighty God bless you all. I also continue to dedicate this report to my dear lecturers especially Mr. Wampande Jowalie Ahmed, HOD tourism hospitality department wejuli Joseph for their guidance and training me with the relevant skills and knowledge in tourism and hospitality industry may the Almighty God bless the work of their hands. Finally, I also dedicate this report to the staff of QENP for their endless support, guidance and encouragement which has made my training a success.

### **ACKNOWLEDGEMENT**

Having completed this report, I would like to thank the almighty God because without his help this wouldn't have been a success to me.

I cannot fail to acknowledge the work done by the management of UWA and administration of QENP for having granted me permission to carry out my industrial training in their organization.

My gratitude also goes to the Tourism warden Mr. Nyadru Steven, head guide Mr. Byamukama Lawrence and all the guides, Head Ranger Mr. Omoding Gabriel, rangers and captains for their endless support that has enabled my internship journey to be a success.

## Contents

DECLARATION .....	<b>Error! Bookmark not defined.</b>
APPROVAL.....	<b>Error! Bookmark not defined.</b>
DEDICATION .....	iii
ACKNOWLEDGEMENT .....	iv
ACRONYMS.....	iv
CW-Chief Warden.....	iv
EXECUTIVE SUMMARY .....	<b>Error! Bookmark not defined.</b>
CHAPTER ONE; INTRODUCTION/ BACKGROUND .....	1
1.1 Introduction .....	1
1.2 Background Describing the Internship Program .....	1
1.3 Introduction/Description of the Organization .....	2
1.3.1 Preamble to Uganda Wildlife Authority .....	2
1.3.2 UWA's Motto, Vision, Mission, Objectives and Core values .....	2
1.4 BACK GROUND OF QENP .....	4
1.5.1 Location of QENP .....	4
1.5 Objectives of the internship .....	4
1.6 Socio-economic factors of QECA to the community .....	5
1.7 Enabling policy and legislation .....	6
1.8 Departments in Queen Elizabeth National Park .....	10
1.8.1 Tourism Department .....	10
1.8.2 Monitoring & Research department .....	13
1.8.3 Community Conservation department .....	14
1.8.4 Administration department .....	14

1.8.5 Law enforcement .....	15
1.8.6 Accounts department .....	15
1.8.7 Engineering department.....	15
1.8.8 Veterinary Unit.....	16
1.9. Tourist Attractions in QENP .....	16
CHAPTER TWO; MATERIAL AND METHODS .....	20
2.0 Introduction .....	20
2.1 MATERIALS USED; .....	20
2.3 METHODS USED; .....	20
2.4 Results and Discussion of Internship (Tours and Travel/Hospitality) Issues.....	20
2.5 Proposed Solutions to Tourism Issues at the Internship Place.....	23
CHAPTER THREE; PRESENTATION OF RESULTS AND DISCUSSION OF INTERNSHIP ISSUES.....	25
3.0 Introduction .....	25
3.1 Description of materials and methods used at work place.....	25
3.1.1 Materials;.....	25
3.1.3 The Methods Used:.....	26
3.2 Results and Discussion of findings.....	27
3.3 Presentation of well detailed areas for improvement.....	28
CHAPTER FOUR; PROFESSIONAL GROWTH OF A STUDENT .....	30
4.0 Introduction .....	30
4.1 Skills Learnt and How Relevant they were to my Professional and Carrier Growths.....	30
4.2 Evaluation of the Strengths and Weakness, Opportunities and Threats of Organization.....	31
4.2.1 Strength.....	31
4.2.2 Weakness .....	31

4.2.3 Opportunities ..... 32

4.2.4 Threats ..... 32

CHAPTER FIVE; CONCLUSION AND RECOMMENDATIONS ..... 35

5.0 Introduction ..... 35

5.1 Recommendations to the Organization (QENP)..... 35

5.1.2 Recommendations to the university..... 35

5.2 Conclusion ..... 36

REFERENCES ..... 37

APENDIX..... 38



## ACRONYMS

CW-Chief Warden

DRC- Democratic Republic of Congo

FNR-Foreign Non-Resident.

FR- Foreign Resident

GMP – General Management Plan

M&R-Monitoring and Research

MOU--Memorandum of Understanding

MSL- Mweya Safari Lodge

PA- Protected Area

QENP-Queen Elizabeth National Park

QEPA-Queen Elizabeth Protected Area

THO- Tourism and Hospitality officer

UNESCO- United Nations Educational, Scientific and Cultural Organization

UWA- Uganda Wildlife Authority

VIC- Visitors' Information Center

WACC- Warden Accounts

WCC- Warden Community Conservation

WCE- Warden Civil Engineering

WLE- Warden Law Enforcement

WRM- Warden Research and Monitoring

### **ABSTRACT**

Field attachment training study process helps students achieve more practical approach of learning. This study largely consists of applying the concepts learnt theoretically in class into reality through the exposure and real-life experience.

I did my Industrial training within Queen Elizabeth Conservation area for a period of two I dealt in a number of departments and these include; Law enforcement department, Monitoring and Research department, Community Conservation department, Tourism department, Accounts department, Park operations and Engineering. All these were aimed at impacting practical skills and knowledge that includes; communication skills, tour guiding skills, customer care, being flexible, and data analysis, community sensitization, monitoring population and health of wildlife. However, during the field work process, I happened to face some of challenges which included lack of field gadgets, limited transport means, and language barrier among others.

Some reference books used in compiling this report have been quoted and more to that, appendices, photographs, have been attached hence making this report comprehensive and covering all activities done in the period given above within Queen Elizabeth National Park

## **CHAPTER ONE**

### **INTRODUCTION/ BACKGROUND**

#### **1.1 Introduction**

The chapter includes the background describing the internship program, the organizational background and the internship objectives.

#### **1.2 Background Describing the Internship Program**

Tourism and travel management course is a practical course that requires imparting of techniques and skills directly to students in the field where they hope to work. Thus is the reason the university organized the industrial training for Bachelor students of Tourism and Travel Management as the curriculum requires.

An internship is a professional learning experience that offers a meaningful, practical work related to a student's field of study or career interest. An internship gives a student the opportunity for career exploration and development, and to learn new skills. Usually, the internship training lasts for few months. The main purpose of this internship is to give students a chance to relate what they learn in class to real field conditions. This is meant to develop their ingenuity and skills to become well trained and groomed professionals as required by the industry.

It was a two (2) months study to Queen Elizabeth National Park (QENP) in Kasese district, South Western Uganda. We received the internship placement letters from the university which were introducing us to the organization. I submitted my personal hand written application letter together with the attached letter from the university to the organization requesting for a place to do internship in one of the parks. Acceptance letters were given from Uganda Wildlife Authority (UWA) by the help of the human resource manager after clearing for insurance fee with ICEA insurance company and this showed that we could report to our allocated parks.

The internship has given me a chance of gaining experience in conservation as well as ecotourism. I have developed various skills especially nature interpretation to become a well-trained guide and conservationist as it is needed by the globe we are living in now.

The training has virtually opened my eyes as far as interpreting most natural aspects is concerned for example integrating the theoretical things that I studied to real field

The work of conservation was not an easy task as it needs financial backup and hence development of Protected Areas to tourist destinations. It is for its broadness that several

## REFERENCES

1. [Info@Wildlife.Go.Ug](mailto:Info@Wildlife.Go.Ug)
2. Queen Elizabeth National Park Brochures
3. [Reservations@Ugandawildlife.Go.Ug](mailto:Reservations@Ugandawildlife.Go.Ug)
4. Visitor Information Center- Mweya