

COURSE OUTLINE

(1) General information

FACULTY/SCHOOL	ECONOMICS, BUSINESS AND INTERNATIONAL STUDIES		
DEPARTMENT	TOURISM STUDIES		
LEVEL OF STUDY	UNDERGRADUATE		
COURSE UNIT CODE	TSAGG 701		7th
COURSE TITLE	ENGLISH LANGUAGE COMMUNICATION SKILLS TOURISM		
INDEPENDENT TEACHING ACTIVITIES <i>in case credits are awarded for separate components/parts of the course, e.g. in lectures, laboratory exercises, etc. If credits are awarded for the entire course, give the weekly teaching hours and the total credits</i>		WEEKLY TEACHING HOURS	CREDITS
Lectures		3	3
<i>Add rows if necessary. The organization of teaching and the teaching methods used are described in detail under section 4</i>			
COURSE TYPE <i>Background knowledge, Scientific expertise, General Knowledge, Skills Development</i>	Skills Development		
PREREQUISITE COURSES:	None		
LANGUAGE OF INSTRUCTION:	English		
LANGUAGE OF EXAMINATION/ASSESSMENT:			
THE COURSE IS OFFERED TO ERASMUS STUDENTS	Yes		
COURSE WEBSITE (URL)	https://eclass.unipi.gr/courses/TOY173		

(2) LEARNING OUTCOMES

<p>Learning Outcomes The course learning outcomes, specific knowledge, skills and competences of an appropriate (certain) level, which students will acquire upon successful completion of the course, are described in detail. It is necessary to consult:</p> <p>APPENDIX A</p> <ul style="list-style-type: none"> ● Description of the level of learning outcomes for each level of study, in accordance with the European Higher Education Qualifications' Framework. ● Descriptive indicators for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and <p>APPENDIX B</p> <ul style="list-style-type: none"> ● Guidelines for writing Learning Outcomes <p>Upon successful completion of the course students are able to:</p> <ul style="list-style-type: none"> -to produce and reformulate written and oral speech -examine concepts related to business management -to distinguish and produce a professional dialect (jargon) -interpret problems and suggest solutions / ways to deal with them -to make notes and -to compose individual / group work <p>General Competences Taking into consideration the general competences that students/graduates must acquire (as those are described in the Diploma Supplement and are mentioned below), at which of the following does the course</p>
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<p><i>attendance aim?</i> <i>Search for, analysis and synthesis of data and information by the use of appropriate technologies,</i> <i>Adapting to new situations</i> <i>Decision-making</i> <i>Individual/Independent work</i> <i>Group/Team work</i> <i>Working in an international environment</i> <i>Working in an interdisciplinary environment</i> <i>Introduction of innovative research</i></p>	<p><i>Project planning and management</i> <i>Respect for diversity and multiculturalism</i> <i>Environmental awareness</i> <i>Social, professional and ethical responsibility and sensitivity to gender issues</i> <i>Critical thinking</i> <i>Development of free, creative and inductive thinking</i> <i>(Other.....citizenship, spiritual freedom, social awareness, altruism etc.)</i> </p>
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- Understand lectures and written texts as well as participate in seminars and write assignments.
- Ability to work in teams and independently.
- Ability to work in an international or interdisciplinary environment.
- Respect diversity and multiculturalism.
- Demonstrate social, professional and moral responsibility as well as sensitivity to gender issues.

(3) COURSE CONTENT

The course includes the following sections:
Management and leadership roles
Culture and change in the workplace
Organizations and their functions
Production management
Strategy and business environment
Evaluation and financial support
Budgets, decision making and risks
Human resources
Skills development, motivation - rewards, learning and development / evolution
Industrial relations
Marketing management
Information systems management
Abbreviations and initials of organisms
Additional exercises are posted on the e class.

(4) TEACHING METHODS--ASSESSMENT

<p>MODES OF DELIVERY <i>Face-to-face, in-class lecturing, distance teaching and distance learning etc.</i></p>	In-class interactive teaching-learning																		
<p>USE OF INFORMATION AND COMMUNICATION TECHNOLOGY <i>Use of ICT in teaching, Laboratory Education, Communication with students</i></p>	Use of Information and Communication technology (use of audiovisual means to support the learning process) Communication with students: office hours. e mail, e class platform																		
<p>COURSE DESIGN <i>Description of teaching techniques, practices and methods:</i> <i>Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, Internship, Art Workshop, Interactive teaching, Educational visits, projects, Essay writing, Artistic creativity, etc.</i></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;"><i>Activity/Method</i></th> <th style="text-align: center;"><i>Semester workload</i></th> </tr> </thead> <tbody> <tr> <td>Lectures</td> <td style="text-align: center;">3hrs a weekx13 weeks=39</td> </tr> <tr> <td>Writing tasks</td> <td style="text-align: center;">1hr a weekx13 weeks=13</td> </tr> <tr> <td>Self-study of course material</td> <td style="text-align: center;">23hrs</td> </tr> <tr> <td>Exams</td> <td style="text-align: center;">2hrs</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	<i>Activity/Method</i>	<i>Semester workload</i>	Lectures	3hrs a weekx13 weeks=39	Writing tasks	1hr a weekx13 weeks=13	Self-study of course material	23hrs	Exams	2hrs								
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<p>The study hours for each learning activity as well as the hours of self-directed study are given following the principles of the ECTS.</p>		
	Total	77
<p>STUDENT PERFORMANCE EVALUATION/ASSESSMENT METHODS Detailed description of the evaluation procedures:</p> <p><i>Language of evaluation, assessment methods, formative or summative (conclusive), multiple choice tests, short-answer questions, open-ended questions, problem solving, written work, essay/report, oral exam, presentation, laboratory work, other.....etc.</i></p> <p><i>Specifically defined evaluation criteria are stated, as well as if and where they are accessible by the students.</i></p>	<p>Language of exams: English</p> <p>Assessments: The material to be tested is announced in the classroom and is posted on the e class immediately after the end of term. The final grade is totally (100%) based on the student's performance in the one-hour final exam, in January, or in case of failure in September. A bonus of 10%-20% is given for optional coursework. The written exam includes reading comprehension, vocabulary, and terminology exercises in the form of multiple choice and matching. Students with reading and writing difficulties as they are certified and specified by the competent body are examined in accordance with the stipulated department procedure. A bonus of 20%, or 10% is offered to students who make an essay presentation. Announcement of the assessment criteria: The criteria of assessment are explained during the course and are clearly stated in the e class). Students are entitled to see their corrected test (in the office hours) and receive explanations on the mark they obtained.</p>	

(5) SUGGESTED BIBLIOGRAPHY:

<p>Bibliography:</p> <p>Adams J. et al,(2019), English in Economics, Management, Accounting, Finance and Informatics, BROKEN HILL PUBLISHERS LTD, Series Editor: Terry Philips</p>
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