COURSE OUTLINE

(1) General information

FACULTY/SCHOOL	ECONOMICS, BUSINESS AND INTERNATIONAL STUDIES
DEPARTMENT	TOURISM STUDIES
LEVEL OF STUDY	UNDERGRADUATE
COURSE UNIT CODE	TSK617

COURSE UNIT CODE	TSK617	**SEMESTER**	5th or 7th

COURSE TITLE	TOURISM AND CRISIS MANAGEMENT

INDEPENDENT TEACHING ACTIVITIES *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*		**WEEKLY TEACHNG HOURS**	**CREDITS**
	Lectures, Individual or group assignments/exercises	3	4
Add rows if necessary. The organization of teaching and the teaching methods used are described in detail under section 4			

COURSE TYPE *Background knowledge, Scientific expertise, General Knowledge, Skills Development*	SCIENTIFIC EXPERTISE
PREREQUISITE COURSES:	NO
LANGUAGE OF INSTRUCTION:	
	GREEK
LANGUAGE OF EXAMINATION/ASSESSMENT:	
THE COURSE IS OFFERED TO ERASMUS STUDENTS	YES
COURSE WEBSITE (URL)	https://eclass.unipi.gr/courses/TOY164/

(2) LEARNING OUTCOMES

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:

APPENDIX A
- *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*

APPENDIX B
- *Guidelines for writing Learning Outcomes*

The course introduces the student to the concepts of Crisis Management in Tourism. Upon completion of the course, they will have the ability for organizational crisis analysis, planning, decision making and utilization of every available resource in order to minimize the possibility of threats, preparation, response to the emergency and recovery.

Upon completion of the course students will be able to:
- examine the uncertain environment in which tourism businesses operate.
- recognize and analyze crises in tourism and tourism businesses.
- analyze the dynamic nature and how to prevent crises.
- examine the types of crises that tourism businesses face.
- set goals for systematic response to the crisis in tourism.
- identify the crisis management stages involved.

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 attendance aim?

Search for, analysis and synthesis of data and   Project planning and management

*information by the use of appropriate
technologies,*
Adapting to new situations
Decision-making
Individual/Independent work
Group/Team work
Working in an international environment
Working in an interdisciplinary environment
Introduction of innovative research

Respect for diversity and multiculturalism
Environmental awareness
*Social, professional and ethical responsibility and
sensitivity to gender issues*
Critical thinking
Development of free, creative and inductive thinking
......
*(Other.......citizenship, spiritual freedom, social awareness,
altruism etc.)*
....

- Search, analysis and synthesis of data and information, using the necessary technologies
- Decision making
- Adapting to new situations
- Working in an international environment
- Working in an interdisciplinary environment

(3) COURSE CONTENT

- The study of crises in the International Environment
- The effects of the crises on Greek tourism
- Crises at international, regional, national level
- Crises in tourism businesses and organizations
- Crisis recognition methods
- Systematic approach to crisis management
- Crisis management planning and decision making
- Creation of a manual for dealing with crises
- Crisis prevention in tourism businesses
- Communication and Crisis Management
- Recovery after a crisis
- Leadership, Human Resources and Teams for Crisis Response
- Examples of Crises and communication response

(4) TEACHING METHODS--ASSESSMENT

MODES OF DELIVERY *Face-to-face, in-class lecturing, distance teaching and distance learning etc.*	Face-to-face	
USE OF INFORMATION AND COMMUNICATION TECHNOLOGY *Use of ICT in teaching, Laboratory Education, Communication with students*	About the content of the course Videos (Youtube videos) -Internet for searching information in the context of exercise / work (inside and outside the classroom) - Analysis of online case studies Use of ICT in Communication with students: -Online Platform of the course (messages, announcements)	
COURSE DESIGN *Description of teaching techniques, practices and methods: Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, Internship, Art Workshop, Interactive teaching, Educational visits, projects, Essay writing, Artistic creativity, etc.* *The study hours for each learning activity as well as the hours of self-directed study are given following the principles of the ECTS.*	***Activity/Method***	***Semester workload***
	Lectures-Interactive Teaching (Discussion, videos, audios, Real examples from the Tourism Sector)-	39
	Case Studies	11
	Individual or group assignment or exercises	20
	Independent Study	28
	Exams	2
	Σύνολο	***100***
STUDENT PERFORMANCE EVALUATION/ASSESSMENT METHODS	Language of evaluation: Greek:	

Detailed description of the evaluation procedures: *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.* *Specifically defined evaluation criteria are stated, as well as if and where they are accessible by the students.*	Students are assessed by a written final exam. The exam material is announced in the e-class, in the classroom and in the expanded course outline, at the beginning of the year. The written examination includes the following assessment methods: - Multiple Choice Test -Short or normal Answer Questions In case of a temporary or permanent disability, where the standard arrangements would place a student at an unfair disadvantage, oral-assessment evaluation is possible, if relevant proof documents are submitted in advance of the examination. The written exam constitutes 80% of the final grade. 20% of the final grade corresponds to individual or group exercises / tasks. Students are informed about the assessment process through the online learning support platform (e-class), as well as in the classroom by the teacher.

(5) SUGGESTED BIBLIOGRAPHY:

-Suggested bibliography:
H. Robert (2004), Crisis Management - Effective techniques for operational preparedness Hell. Ed., H. GIOURDA & CO. EU (In Greek)

- Relevant academic journals:
Journal of Disaster Prevention and Management
Tourism Economics SAGE
Tourism Review
International
Journal of Tourism Research,
Journal of Travel & Tourism,
Organization Development Journal,
Academy of management review,