



مركز الاعتماد  
وإضمان الجودة  
ACCREDITATION & QUALITY ASSURANCE CENTER



**The University of Jordan**

**Accreditation & Quality Assurance Center**

**Course Syllabus**

**Course Name:**

Human Resources Management in Tourism

1	Course title	Human Resources Management in Tourism
2	Course number	2603321
3	Credit hours (theory, practical)	3
	Contact hours (theory, practical)	
4	Prerequisites/corequisites	
5	Program title	Tourism Management
6	Program code	
7	Awarding institution	
8	Faculty	Archaeology and Tourism
9	Department	Tourism Management
10	Level of course	3
11	Year of study and semester (s)	2018/2017 1
12	Final Qualification	
13	Other department (s) involved in teaching the course	
14	Language of Instruction	English
15	Date of production/revision	2018

**16. Course Coordinator:**

Office numbers, office hours, phone numbers, and email addresses should be listed.  
 m.allan@ju.edu.jo  
 Ex: 25032

**17. Other instructors:**

*Office numbers, office hours, phone numbers, and email addresses should be listed.*

**18. Course Description:**

*As stated in the approved study plan.*

The major objective of this course is to address the nature and scope of human resources management in the context of tourism and hospitality. Thus, it gives an overview about the concept of the human resources management (HRM), International human resource management (IHRM), and other concepts related to HRM. Moreover, this course

provides an insight vision about the development of HRM in different tourism and hospitality sectors.

1. 19. Course aims and outcomes:

A- Aims:

The major leaning objective is based on introducing the different approaches in managing different types of nature reserves. Thus, this unit seeks to achieve these main objectives:

1. Introducing the main terms and issues of HRM
2. To provide details about the main characteristics of the tourism market and employment
3. Learn the students the main required practical skills in HRM in the tourism and hospitality context
4. Improving students' knowledge toward managing diversity in tourism workforce



		Class Discussion	WE	-	F2F
10	7	Elements of TM	MO	Case studies/Videos	
		Class Discussion	WE	-	F2F
11	8a	Computerized HR information system	MO	PPT, Videos	
		Class Discussion	WE	-	F2F
12	8b	HRM Applications	MO	Videos, Photos	
		Class Discussion	WE	-	F2F
13	-	International Case Studies and Practices	MO	Videos, case studies, photos	
		Class Discussion	WE	-	F2F
14	-	Online Discussion	MO	Forums, online discussions	
		General revision	WE	-	F2F

### 21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

This unit is a blended course. It will include online and lecture-based education. Also, it will involve Presentations, Videos, ppt, case studies, and other materials of the related lecture's topics, Discussion, group activity, and other related activities.

### 22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

Exams, presentation, marketing project and activities

### 23. Course Policies:

A- Attendance policies:

B- Absences from exams and handing in assignments on time:

C- Health and safety procedures:

D- Honesty policy regarding cheating, plagiarism, misbehavior:

E- Grading policy:

F- Available university services that support achievement in the course:

*All of the following policies and requirements will be followed in all potential cases according to the university regulations and procedure*

#### 24. Required equipment:

PC

Data Show

#### 25. References:

A- Required book (s), assigned reading and audio-visuals:

Lecture Notes (To be made available)

##### **Recommended Web Sites**

<http://www.ilo.org/global/lang--en/index.htm>

<http://www.hrmtoday.com/>

<http://www.shrm.org/pages/default.aspx>

##### **Recommended References**

Human Resource Management For the hospitality and tourism industries, by Dennis Nickson, 2007

Human Resources and Tourism, by Darren Lee-Ross, Josephine Pryce, 2010

B- Recommended books, materials, and media:

**26. Additional information:**

Name of Course Coordinator: Mamoon Allan Signature:            Date: 2018

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: ----- -Signature: -----

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Head of Department  
Assistant Dean for Quality Assurance  
Course File