The University of Jordan

Accreditation & Quality Assurance Center

Course Syllabus

Course Name: Practical Training in Tourism

1	Course title	Practical Training in Tourism
2	Course number	2603455
3	Credit hours (theory, practical)	6 hours
	Contact hours (theory, practical)	6hours
4	Prerequisites/corequisites	Travel Agents Management, Computer Application in Tourism, Accounting in tourism
5	Program title	Tourism management
6	Program code	
7	Awarding institution	
8	Faculty	Archaeology & Tourism
9	Department	Tourism management
10	Level of course	Fourth year after 90 hours.
11	Year of study and semester (s)	201٧/201٨ semester 1
12	Final Qualification	
13	Other department (s) involved in teaching the course	
14	Language of Instruction	Arabic
15	Date of production/revision	

16. Course Coordinator:

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

Lubna Said Hiajawi,12- 1 (SUN-TES- THUS)

25041-ext.
l.hiajawi@ju.edu.jo

17. Other instructors:

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

none

18. Course Description:

As stated in the approved study plan.
This practical course focuses on training students the operation of any related sectors of tourism field such as travel agencies, Airlines, Jordan Tourism Board, Ministry of Archaeology and Tourism.
 In addition to making students aware of the operation-sections like reservation, ticketing, filling,

customer care and working procedures .

1. 19. Course aims and outcomes:
2.

A- Aims:
The aim of this course is to provide student with the practical experience essential in the Tourism industry by training them in different Tourism sectors.

Course module objectives:
1- To identify the importance of training program
2- To be familiar with the job- tasks and environment.
3- Identify the advantages and disadvantages for each job characteristics

B- Intended Learning Outcomes (ILOs): Upon successful completion of this course students will be able to …

• Knowledge and understanding
1- To understand the job- task description for each department.
2- To know the job nature and abilities for each position in Tourism industry.
3- To know the articles included in the hotel and tourism legislation and instruments
• Cognitive skills (thinking and analysis).
1- Skills of analyzing the organizational chart of the tourism companies.
2- Skills of M.B.O participation. (Management by Objectives)
• Communication skills (personal and academic).
1- Skills of communicating with different levels of company management staff
2- Skills of being an active member to identify customer relationship.
3- Communicate with web sites and systems.
• Practical and subject specific skills (Transferable Skills).
1- Skills of writing and presenting different themes for the job- task.
2- Skills of applying the theoretical techniques to be a part of practical policy.

20. Topic Outline and Schedule:

3.

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference	Ev Me
• Meeting with students	Week 1					
Distribution of students upon different sectors	2					
An introduction to the job task and identifying each department of the company	3					
Reservation techniques	4					
Reception techniques	5					
training	6-12					
Writing report	13					
				Final exam		

21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following <u>teaching and learning methods</u>:

22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following <u>assessment methods and requirements</u>:
1. Follow-up and monitoring   10%
2. Institution Evaluation   20%
3. Training Report   30%
4. Discussion and presentations   40%

Total: 100%

23. Course Policies:

A- Attendance policies:

As Jordan University 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:

24. Required equipment:

Overhead projector

2٥. References:

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

B- Recommended books, materials, and media:

2٦. Additional information:

Name of Course Coordinator: --Lubna Said Hijawi----------------Signature: ------------------------ Date: 27/9

/2018----------------------- Head of curriculum committee/Depa---------------------- Signature: -----------------

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Head of Department:Dr. Noor Okaily ------------------------ Signature: --------------------------------

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

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

<u>Copy to:</u>
Head of Department
Assistant Dean for Quality Assurance
Course File