

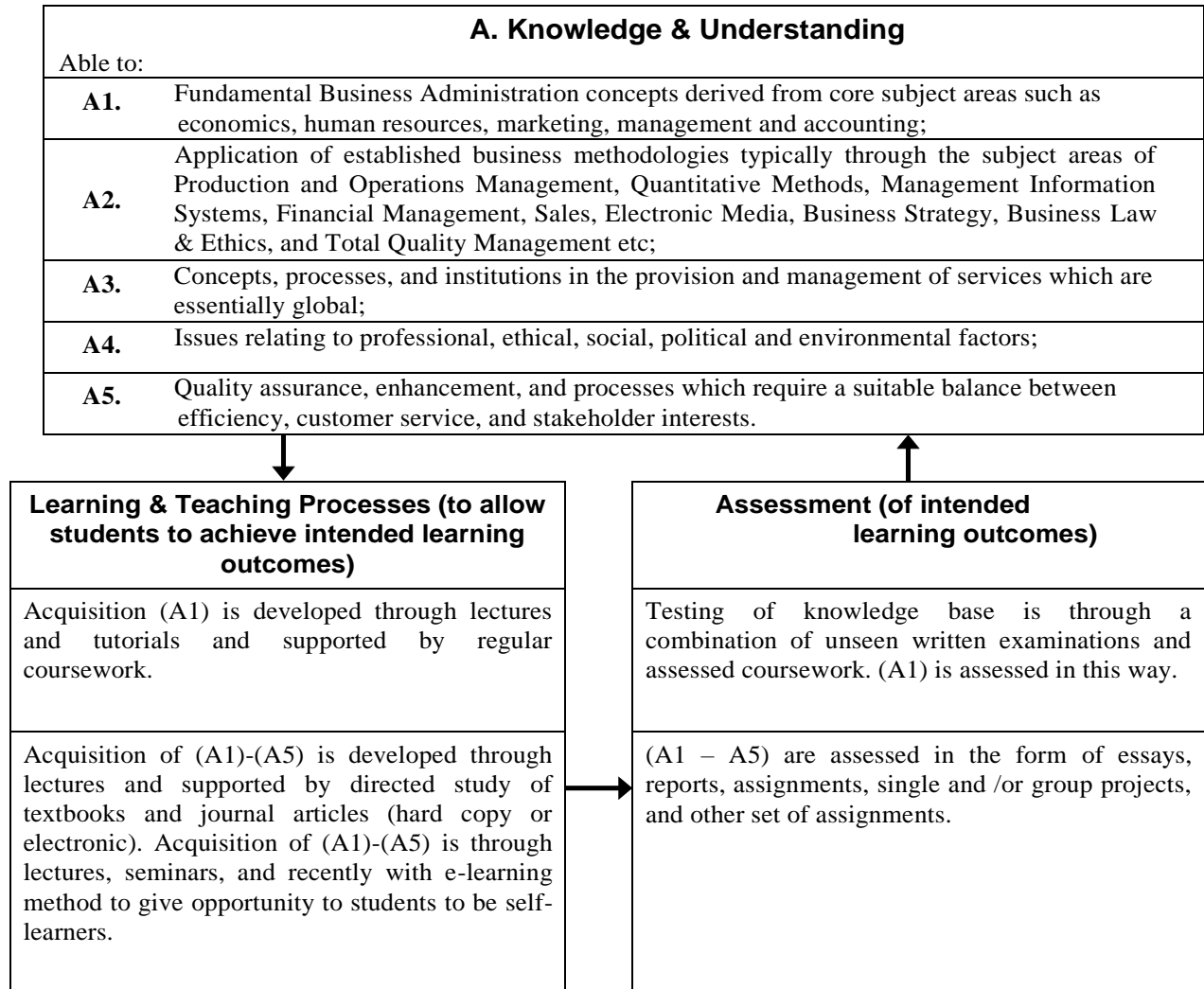
Department of Tourism and Hotel

1. AIMS OF THE PROGRAM

The programme aims to:

- To offer opportunities to students who wish to pursue managerial careers in the hotel and tourism industries.
- To prompt in students the ability to understand and evaluate tourism in society, and using this knowledge to develop and apply the skills necessary for success in business as managers within the public and private sectors.
- To provide students with a programme of study and an exit qualification that will enable them to progress in higher education should they wish to.
- To enable students to develop those intellectual, vocational and personal skills relevant to further learning challenges and to management careers in the hotel and tourism sectors.

2. INTENDED LEARNING OUTCOMES OF THE PROGRAM



B. Intellectual Skills	
Able to:	
B1.	Analyze a wide range of business problems, provide a suitable rationale of the analysis, and provide solutions through suitable text, diagrams, quantitative illustrations, simulations etc;
B2.	Perform and evaluate research with a view to acquire new knowledge and to utilize it in practice where possible;
B3.	Use theoretical concepts and practical business design tools to design and demonstrate typical business cases;
B4.	Gain a coherent understanding of business theory and develop entrepreneurial skills through analysis and synthesis of large volumes of information;
B5.	Communicate effectively with peer groups about professional and business matters.



Learning & Teaching Processes	Assessment
<p>Intellectual skills are developed through the teaching and learning program. Each course, whatever the format of teaching, involves practice in applying concepts orally and in writing, analysis and interpretation of materials, and individual feedback sessions for learners on work produced. Workshops and practical exercises more usually support skill development curricula and open learning materials are used extensively to facilitate individually paced skill acquisition and development.</p> <p>Project-based and student-tutor directed approaches are introduced to encourage the notion of learner independence and to promote application of developing competencies.</p>	<p>The assessment methods place great emphasis on the learner's ability to demonstrate skills (B1) - (B5) through the exams and the problem based exercises, the submission of coursework, reports, case studies, and set of assignments. Every student should submit a report for the practical training, and the graduation project, which provide a perfect vehicle to demonstrate capability in a range of intellectual skills linked to specialist knowledge, understanding and practical skills.</p>

C. Practical Skills	
Able to:	
C1.	Plan, organize, and operate business management projects ranging over a wide scale of complexity;
C2.	Prepare and deliver coherent and well structured reports which meet professional standards;
C3.	Utilize traditional methods and modern technology to present material and data at a professional level;
C4.	Gain competence in the use of new technologies to search for and retrieve suitable materials and make discriminating use of various available resources including the Electronic Library;
C5.	Communicate effectively at a spectrum of different levels and set up suitable channels of communication between various parts of an organization;
C6.	Be fully aware of and adapt to the rapidly changing and risk- oriented nature of real life business;
C7.	Gain competence in the use of special tools necessary in business decision-making situations.



Learning & Teaching Processes	Assessment
<p>These skills are developed through opportunities to practice the activity in an appropriate learning context such as workplace placement. Guidance manuals may be used to support learning. All learners receive initial guidance on how to locate and use material available in textbooks, library and the Internet. The references provided for each module at the outset are for guidelines for the production of coursework, projects, essays, or reports.</p> <p>The reports that should be submitted for graduation project and the practical training modules enable students to achieve (C1, C2).</p>	<p>Coursework portfolios are considered as a mechanism for managing breadth and complexity and as an instrument for providing ongoing feedback. More huge assessment vehicles are the norm with significant opportunity for student negotiation of assessment around a theme through deployment of learning contracts.</p>

D. Transferable Skills and Personal Qualities

Able to:

- D1.** Understand the importance of communication skills
- D2.** Work effectively with and for others;
- D3.** Strike a balance between self-reliance and seeking help when necessary in new situations;
- D4.** Manage time, prioritize work loads, recognize and manage emotion and stress levels;
- D5.** Utilize information management skills e.g. use of IT, office automation and new communication technologies as they become available;
- D6.** Be responsive to appraisal and recognize continuous learning and training as an integral part of professional practice;
- D7.** Be multidisciplinary in approach, understand the competitive nature of business and foster attitudes of tenacity which help to succeed in demanding circumstances.



Learning & Teaching Processes	Assessment
<p>All modules require coursework and regular feedback, which is given to the learners to develop not only their understanding but also their ability to design and write well-structured reports (D1). Skill (D2) is mainly developed through individual learning. Individuals or group learners develop skills (D3) and (D4) in classes, tutorials, seminars, workshops, which rely on discussion and interaction, as well as presentations given. Skill (D5) is learnt through the management of time to meet the various and sometimes conflicting deadlines for submissions of coursework. Skill (D6, D7) are learnt through tutorials. These skills are also developed through extra-curricula activities including work experience in social and cultural activities.</p>	<p>Effective communication of ideas is an important criterion in assessing all areas of a learner's work, and the regular feedbacks as well as the final mark reflect this. Skill (D2) is assessed through the assembly of necessary information for writing reports especially for the graduation project and the practical training modules, or for the preparation of the coursework. Skills (D3) and (D4) are assessed by both the coursework and the graduation project produced, which, although supervised, is nevertheless the result of independent thought and work/research by the learner.</p>

3. THE STRUCTURE OF THE PROGRAM

The College applies the American Course System which is based on the credit units. Students should complete 44 modules for the bachelor's degree (22 modules for the diploma), each with 3 credit hours (Total of 132 credit hours for the bachelor's degree and 22 modules for the diploma).

4. CURRICULUM PROGRESSION: INTENDED LEARNING OUTCOMES FOR EACH YEAR

Outlined later in this *Handbook of Curriculum Design*.

5. STUDENT INDUCTION, SUPPORT AND DEVELOPMENT (in order to deliver the year learning outcomes)

Student induction, support and development are well-developed aspects with a framework, which provides support to the students throughout their program. The key mechanisms include the following:

- Induction procedures for new students at admission with access to senior members of staff. Induction for returning students is also implemented as it is beneficial in specifying the progressive nature of the learning experience, for example, higher order skills and independent learning. In both cases, many meetings are held between the Dean and the students and the Head of Department with the students.
- Provision of Academic tutor for each student
- Provision of good physical and learning resources including internet, library, and up to date electronic educational media, e.g. Email and web based material.
- Provision of good social facilities, e.g. internet cafes, sport spaces, cafeterias, etc.
- Provision of Self Study Facilities:
 - The Electronic Library
 - The College Web page that provides students with all relevant information such as:
 - Undergraduate Handbook
 - Program Specifications
 - Lectures and course notes.
 - Past Exams, tutorials, and assignments.
 - Distance learning has been implemented through agreement with Yarmouk University which provided the College with video-conferencing facilities.
 - Careers Advisory Service to provide information for students and graduates of the College.
 - Student's opinion on the quality of the teaching is considered by completing a Module Evaluation Questionnaire for each module in each semester.
 - Students' Memberships of various committees can add a voice in resource allocation and other matters.
 - Drop-In centre is utilized to enhance students' performance in some courses.
 - Student Financial Aid is provided in two mechanisms: the first mechanism is through the Student work program. The second mechanism is through special Discount Scholarships provided by the College to students based on various criteria.
 - Free books & medical insurance.

Curriculum Map of Course Units against Intended Learning Outcomes of Tourism and Hotel Management Programme

Course Unit Title and Code (including placements, field courses and other components)			Knowledge & Understanding					Intellectual Skills					Practical Skills							Transferable Skills & Personal Qualities						
Code	<i>Course Unit title</i>	C/O	A1	A2	A3	A4	A5	B1	B2	B3	B4	B5	C1	C2	C3	C4	C5	C6	C7	D1	D2	D3	D4	D5	D6	D7
250105	Business mathematics	C	D	A	D			A		D		A	D	A	A	D	D	A	D			A		A	D	
202101	Principles of Accounting (1)	C	A			A	D			D	A				D			A	A	A		D				A
103202	Research Methods and Statistics	C		D	A	D				A	D	A		D	A	A	A	A			A			D	A	
102104	Principles of Micro Economics	C	D	A			A	A	A	D									D			D		A	D	
102101	Introduction to Management	C			A	D		A	A	D	A	A	D	D		A		A			A		D	D		A
320211	Financial Management	C					D		A		D	A	D							A		D	D			
330250	Managerial Communication Skills	C	A	A	D										A	A	D		A		D	D				
403201	Principles of Marketing	C		A	A	D	D	A	D	A			D			A	A	A								D
0381130	History and Archeology of Jordan	C				A	A	D	D	A	D			A	A	D					A	A	D			
0381141	Principles of Tourism and Hotel Management	C		A	D	D				A	D	D			D		A	D				D	D			
0381211	Basics of Food Preparation and Production	C	D		A	D		A			D	D		A	A	D	D	A	D			A	A	D		
0381251	Tourism Information Systems	C		A			A						D		A		D	A				D	A	D	A	
0381222	Exhibition and Conference Management	C		A	D	D			A	A	D	D		D	A	D	A	A	D	D	A	D		A		
0381223	Hotel Security and Control	C			D		A	D						A	A	D	D				A	A		A	D	
0381231	Sustainable Tourism	C	A	D	D		A	A	D	D	A	D			D	D	D	A								
0381242	Tourism and Hotel Knowledge in Italian Language	C				D		A	D					A	A	D	D				D		A	A	A	D
0381243	Special English Language for Tourism and Hotel Management Students	C	D		D		A	D			A			A	A	D	D		A				D	A	A	D
0381312	Hotel Operation Management 1	C				D		A	D			A			D	A	A				D	A	D	A	A	D
0381313	Travel Agency and Tour Operation Management	C	A	D	D		D		A	D	D			D	D	D	A		A	D	A					
0381314	Resort and Hotel Management	C		A	D			D		A	D				D	D	A		D	D	D	A				A

0381331	Tourism and Hotel Legislations and Law	C	D	A	D		D		D	A	D	A	A		D	D	A	A	A		
0381332	Tourism Guidance	C		D	A	D		D	A	A	D	D		D			D	A	D		
0381411	Food and Beverage Management	C	A	D	D	D	A	D			D	D	D	A		D	A	D	A	A	
0381412	Hotel Operation Management 2	C	D	A	D		D	A	D	A	A	D	D		D	A				D	
0381450	Tourism and Hotel Computer Applications	C	A	D			D	A	D	A	A	D	D		A		D	D	D	A	
0381460	Internship (1)	C			D		A	D			D	D	D	A		D	A	D	A	D	
0381461	Internship (2)	C	A	D			D	A	D			D	D	A		D		A	D	A	
0381465	Research Project	C	D	A	D			D			D	A	A				D	A	D	A	
0320208	Managerial Statistics	O	D	A	D		A	D		D	A	A	D	D		D	A	D	A	A	
0330223	Operation management &	C	D	A	D		A	D			D		A	A	A		D	A			
0330317	Human Resource Management	C	A	A	D		D		D			D	A	A		A	A	D	D	A	
0350245	Tourism And Hotel Marketing	C	D	A	D		A	D		D	D	A	D	A	A	A		D	D	D	A
0350220	E- Marketing	C	A	A	D	D	A	A	D		D	A			D		A	A	D	D	A
0371350	E- Commerce	C	A	A	D	D		A		A		D	D	D	A		A	A	D	D	D

Legends for Cells:

D = skills are taught or developed by students within this course unit
A = skills are assessed within this course unit

C = compulsory course unit
O = optional course unit

