Course Specification
— (Bachelor)

Course Title: Cooperative Training 2

Course Code: 5403484-2

Program: B.Sc. Tourism and Hospitality Management

Department: Tourism and Hospitality

College: School of Business and Economics

Institution: Umm Al Qura University

Version: 1

Last Revision Date: 7-12-2023

رئيس قسم السياحة والضيافة
د. فاطمة المغربي

Fatima Almaghrabi

Table of Contents

A. General information about the course:

1. Course Identification

1. Credit hours: 2

2. Course type

A.	☐University	☐College	☒ Department	☐Track	☐Others
B.	☒ Required		☐Elective		

3. Level/year at which this course is offered: 6 / YEAR 2

4. Course general Description:

Intern will have an opportunity to experience all areas of tourism operations with an emphasis on front office procedures. Intern will receive four weeks of training.

5. Pre-requirements for this course (if any):

Training 1 5403366-2

6. Pre-requirements for this course (if any):

7. Course Main Objective(s):

This course helps students to:

- Learn how to "do the work" in as many areas of operations and administration as possible.
- Understand the structure of tourism operations.
- Get knowledge on the functions of each tourism company department.
- Be exposed to as many administrative areas as possible, including, but not limited to, finance, marketing, sales and personnel.

2. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom		
2	E-learning		
3	Hybrid		

No	Mode of Instruction	Contact Hours	Percentage
	• Traditional classroom • E-learning		
4	Distance learning		

3. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	**Lectures**	
2.	**Laboratory/Studio**	
3.	**Field**	
4.	**Tutorial**	
5.	**Others (Training)**	200
Total		**200**

B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
1.0	**Knowledge and understanding**			
1.1	**Understand the nature of hospitality jobs.**	**1.1**	**Training-based learning.**	- **Employer Evaluation and Verification of Hours.** - **Final Report**
1.2	**Become familiar with industry vocabulary, business practices and customer service.**	**1.2**	**Training-based learning.**	- **Employer Evaluation and Verification of Hours.** - **Final Report**
1.3	**An appreciation of the link between theory and practice in the field of hotel**	**1.3**	**Training-based learning.**	- **Employer Evaluation and Verification of Hours.**

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
	management operations.			- Final Report
2.0	Skills			
2.1	**Identify problem solving techniques that can be applied to manage critical situations such as guest complaints.**	2.1	**Training-based learning.**	- Employer Evaluation and Verification of Hours. - Final Report
2.2	**Demonstrate and apply analytical and critical thinking and synthesis of understandings in the fields of tourism and hospitality.**	2.2	**Training-based learning.**	- Employer Evaluation and Verification of Hours. - Final Report
2.3	**Identify assumptions, evaluate statements in terms of evidence, detect false logic or reasoning, identify implicit values, define terms adequately and generalize appropriately.**	2.3	**Training-based learning.**	- Employer Evaluation and Verification of Hours. - Final Report
2.4	**Manage effective performance within a team environment.**	2.4	**Training-based learning.**	- Employer Evaluation and Verification of Hours. - Final Report
2.5	**Taking a leadership/managerial role as appropriate.**	2.5	**Training-based learning.**	- Employer Evaluation and Verification of Hours. - Final Report

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
2.6	**Responsibility for own learning.**	**2.6**	Training-based learning.	- Employer Evaluation and Verification of Hours. - Final Report
3.0	**Values, autonomy, and responsibility**			
3.1	**Select and deploy task-appropriate forms of oral, written, digital, and graphic communication.**	**3.1**	Training-based learning.	- Employer Evaluation and Verification of Hours. - Final Report
3.2	**Value and practice active listening, critical thinking, and critical reading.**	**3.2**	Training-based learning.	- Employer Evaluation and Verification of Hours. - Final Report
3.3	**Distinguish and produce forms of communication relevant to academia, business, government, and industry.**	**3.3**	Training-based learning.	- Employer Evaluation and Verification of Hours. - Final Report
3.4	**Assess, evaluate, and employ appropriate communication tools for discussions within and between teams and members, various audiences, decision-making teams, and corporate communication tasks.**	**3.4**	Training-based learning.	- Employer Evaluation and Verification of Hours. - Final Report.

C. Course Content

No	List of Topics	Contact Hours
1.	**Training at a Hotel (20 hours/week for 10 weeks).**	**200**
Total		**200**

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	**Training Evaluation Form.**	**10-12**	**35%**
2.	**Presentation**	**10-12**	**25%**
3.	**Training report**	**10-12**	**30%**
4.	**Attendance Sheet**	**10-12**	**10%**

*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.).

E. Learning Resources and Facilities

1. References and Learning Resources

Essential References	
Supportive References	
Electronic Materials	
Other Learning Materials	

2. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	-
Technology equipment (projector, smart board, software)	-
Other equipment (depending on the nature of the specialty)	

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of training	**Academic supervisor**	**Training report and students feedback**
Effectiveness of Students assessment	**Academic supervisor and the department**	**At the end of the semester a questionnaire will be distributed by the quality assurance unit and a report will be given to the course director summarizing its outcome**
The extent to which CLOs have been achieved	**Peer review/ Program leader**	**Direct/ Indirect**

Evaluation areas: (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes, Quality of learning resources, etc.)
Evaluators: (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify)
Assessment Methods: (Direct, Indirect).

G. Specification Approval

COUNCIL /COMMITTEE	
REFERENCE NO.	
DATE	07/12/2023