اعتماد
NCAAA

T4

2020

Course Specifications

Course Title:	Cooperative Training 2
Course Code:	
Program:	B.Sc. Tourism and Hospitality Management: Hotel Management (Minor Specialization)
Department:	Tourism and Hospitality Management
College:	Business Administration
Institution:	Umm Al Qura University

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KINGDOM OF SAUDI ARABIA

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A. Course Identification

1. Credit hours:	
2. Course type	
a. University ☐ College ☐ Department ■ Others ☐	
b. Required ■ Elective ☐	
3. Level/year at which this course is offered: 9 / year 3	
4. Pre-requisites for this course (if any)**: Cooperative Training 1**	
5. Co-requisites for this course (if any)**:**	

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom		
2	Blended		
3	E-learning		
4	Distance learning		
5	Other	200	100%

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	
2	Laboratory/Studio	
3	Tutorial	
4	Others (Training)	200
	Total	200

B. Course Objectives and Learning Outcomes

1. Course Description

Intern will have an opportunity to experience the work of 5- and 4-stars hotels. Intern will receive ten weeks of training rotating between a minimum of 3 departments within the hotel they will work with. Opportunities will also exist for those that are interested to gain more experience in hotels development.

2. Course Main Objective

This course helps students to:

- Learn how to "do the work" in as many areas of operations and administration as possible in 5- and 4- stars hotels
- Understand the structure of 5- and 4 stars hotels.
- Get knowledge on the functions of each department in 5- and 4- stars hotels
- Realize the relationship between hotels and other hospitality suppliers

- Be exposed to as many administrative areas as possible, including, but not limited to, finance, marketing, sales, and personnel

3. Course Learning Outcomes

	CLOs	Aligned PLOs
1	**Knowledge and Understanding**	
1.1	Understand the nature of hospitality and hotels jobs	
1.2	Become familiar with industry vocabulary, business practices and customer service	
1.3	An appreciation of the link between theory and practice in the field of hotel management	
2	**Skills:**	
2.1	Identify problem solving techniques that can be applied to manage critical situations such as client complaints	
2.2	Demonstrate and apply analytical and critical thinking and synthesis of understandings in the fields of hospitality.	
2.3	Identify assumptions, evaluate statements in terms of evidence, detect false logic or reasoning, identify implicit values, define terms adequately and generalize appropriately.	
2.4	Manage effective performance within a team environment	
2.5	Taking a leadership/managerial role as appropriate.	
2.6	Responsibility for own learning.	
2.7	Adhere to ethical standards of behavior.	
3	**Values:**	
3.1	Select and deploy task-appropriate forms of oral, written, digital, and graphic communication.	
3.2	Value and practice active listening, critical thinking, and critical reading.	
3.3	Distinguish and produce forms of communication relevant to academia, business, government, and industry.	
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	

C. Course Content

No	List of Topics	Contact Hours
1	Training at a 5- and 4-stars Hotel (20 hours/week for 10 weeks)	200
	Total	200

D. Teaching and Assessment

1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	**Knowledge and Understanding**		
1.1	Understand the nature of hospitality and hotels jobs	Training-based learning	-Employer Evaluation and Verification of Hours - Final Report

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.2	Become familiar with industry vocabulary, business practices and customer service	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 management	Training-based learning	-Employer Evaluation and Verification of Hours - Final Report
2.0	**Skills**		
2.1	Identify problem solving techniques that can be applied to manage critical situations such as client complaints	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 hospitality.	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.	Training-based learning	-Employer Evaluation and Verification of Hours - Final Report
2.4	Manage effective performance within a team environment	Training-based learning	-Employer Evaluation and Verification of Hours - Final Report
2.5	Taking a leadership/managerial role as appropriate.	Training-based learning	-Employer Evaluation and Verification of Hours - Final Report
2.6	Responsibility for own learning.	Training-based learning	-Employer Evaluation and Verification of Hours - Final Report
2.7	Adhere to ethical standards of behavior.	Training-based learning	-Employer Evaluation and Verification of Hours - Final Report
3.0	**Values**		
3.1	Select and deploy task-appropriate forms of oral, written, digital, and graphic communication.	Training-based learning	-Employer Evaluation and Verification of Hours - Final Report
3.2	Value and practice active listening, critical thinking, and critical reading.	Training-based learning	-Employer Evaluation and Verification of Hours
3.3	Distinguish and produce forms of communication relevant to academia, business, government, and industry.	Training-based learning	- 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	Training-based learning	-Employer Evaluation and Verification of Hours

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Training Evaluation Form	-	60%
2	Final report discussion	11-12	40%

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Student Academic Counseling and Support

Arrangements for availability of faculty and teaching staff for individual student consultations and academic advice :

The course director is available at his office hours to help and support students. The academic advising unit is also affording the service to the college students.

-Office hours (10/week).
- E-mail (available).
- Meetings (3-5 times /semester)

F. Learning Resources and Facilities

1.Learning Resources

Required Textbooks	
Essential References Materials	
Electronic Materials	
Other Learning Materials	

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	Classroom with max of 30 seats- Active Learning Halls
Technology Resources (AV, data show, Smart Board, software, etc.)	Data-show, Video and scientific films, White board, flip chart, Markers.
Other Resources (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
1. Strategies for Obtaining Student Feedback on Effectiveness of Teaching - At the end of every lecture, students are asked to write down their feedback about the lecture in an anonymous piece of paper and to hand it to the lecturer. All students feedback will be read and will be discussed in the next lecture - 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.	Instructor	
2. Other Strategies for Evaluation of Teaching by the Instructor or by the Department • Peer Observation Guidelines and Recommendations • Classroom Observation Instruments • Reviews by the department council of course materials (e.g., syllabi, assignments, activities) • Discussions within group of faculty teaching the course.	Instructor	
3. Processes for Improvement of Teaching • Conducting workshops given by experts on the	Instructor	

Course Specifications

Evaluation Areas/Issues	Evaluators	Evaluation Methods
teaching and learning Methodologies . • Periodical departmental revisions of its methods of teaching. • Monitoring of teaching activates by senior faculty members .		
4. Processes for Verifying Standards of Student Achievement (e.g. check marking by an independent member teaching staff of a sample of student work, periodic exchange and remarking of tests or a sample of assignments with staff at another institution) • Providing samples all kind of assessment in the departmental course portfolio of each course . • Assigning group of faculty members who have an experience on teaching the course to grade same Questions for various students. Faculty from other institutions are invited • To review the accuracy of the grading policy . • Conducting stander exams.	Instructor	

Evaluation Areas/Issues	Evaluators	Evaluation Methods
5. Describe the planning arrangements for periodically reviewing course effectiveness and planning for improvement. • The course material and learning outcomes are periodically reviewed and the changes to be taken are approved in the departmental and higher councils. • The head of department and faculty take the responsibility of implementing the proposed changes. • The Unit of Quality Assurance in the college is also held responsible for monitoring this issue together with the course director every year	Instructor	

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)

H. Specification Approval Data

Council / Committee	
Reference No.	
Date	