

**POLYTECHNIC OF ŠIBENIK**  
**PROFESSIONAL UNDERGRADUATE STUDY OF MANAGEMENT**  
**DEPARTMENT OF TOURISM MANAGEMENT**

Trg Andrije Hebranga 11  
22000 Šibenik



Šibenik, December 2020.

**POLYTECHNIC OF ŠIBENIK**  
**PROFESSIONAL UNDERGRADUATE STUDY OF MANAGEMENT**  
**DEPARTMENT OF TOURISM MANAGEMENT**

Trg Andrije Hebranga 11  
22000 Šibenik

**SYLLABUS**

**Academic year 2020/2021**

**Dean of Polytechnic of Šibenik**  
**PhD Ljubo Runjić, s.lec.**

**Head of department Management**  
**Nikolina Gaćina, MEng, s.lec.**

Šibenik, November 2020.

# 1. REQUIREMENTS AND RESULTS OF THE STUDY PROGRAM

Professional undergraduate study of Management, Department of Tourism Management, program is intended for the education of students for professional work in management in middle and higher management positions, primarily in the tourism sector, as well as other business systems. Due to the significant share of economic educational content, the students educated in this study can successfully perform all the tasks that are required for business and economic analysis and management activities based on the analysis of economic indicators of business activity.

Students are provided with the latest scientific and technical knowledge related to the development of tourism management in Croatia and the world. By completing their studies, the students acquire the skills and competences needed to respond to all requirements in the tourism sector and with economic operators, and they are expected to acquire the ability to solve numerous practical problems which could occur in the work of business entities.

**The general competences** that the student acquires by completing the studies is the ability to solve problems, analyze, synthesize and evaluate, develop self-learning and literature research, teamwork, planning and organizing, improve numeracy and digital skills, oral and written business communication, the ability to negotiate in the mother tongue and at least two foreign languages, the ability of creative and critical thinking, generating new ideas, the ability to manage time and fulfill tasks and plans within the deadline.

**During the studies, students acquire specific knowledge, skills and competences** related to management of departments, processes and jobs at the lower and middle level of management in the company, tourist destination, hotel, tourist agency, then designing and implementing marketing and business strategies, managing financial results and their application, assessing the introduction of international quality standards, positioning a company or tourist subject in the market, managing human resources, and with all listed the students will know to work responsibly, taking into account the environment in which the company operates through legitimate business and respect for human rights.

The study consists of six semesters through which students are offered a high degree of mobility through the choice of program content of studies according to student affinities while maintaining the range of professional knowledge provided by the program core of the study.

Upon completion of the study program the holder of this qualification is entitled to use the legally protected professional title "Professional Bachelor (baccalaureus) of Economy" (bacc. oec.) and perform professional tasks within their professions.

## **2. EXPECTED LEARNING OUTCOMES**

1. To apply and link economic terms in more complex written and oral communication in Croatian and foreign languages.
2. To organize and lead teamwork, and critically judge the opinions and attitudes of team members.
3. To individually and responsibly search relevant literature for reaching solutions and conclusions in Croatian and foreign languages.
4. To collect, calculate and graphically display statistical data from the field of economics and business by using advanced software tools and further comment and analyze them.
5. To use planning, organizing, management and control methods on practical examples, analyze the problem and propose appropriate solutions to problem situations.
6. To analyze and link basic concepts and apply content related to the area of economics, management, accounting, and finance.
7. To interpret business and financial reports and propose solutions to improve financial performance and profitability.
8. To interpret, solve and / or graphically present solutions in the fields of maths, statistics and information technology and apply their methods and techniques in analyzing economic problems by using advanced software tools.
9. To link basic terms and apply contents related to the area of law for the preparation of legal acts (contracts, rulebook) connected to a company or organization.
10. To develop team and interpersonal teamwork skills, master communication skills and presentation skills of set topics and tasks (case studies, projects, seminars) using advanced software tools for document creation, presentation and budget implementation.
11. To understand specific human resource management processes and propose a proper value system in judgment process and assessment of work achievements and performances.
12. To design and economically valorize entrepreneurial ideas, events, projects, products and services in the team and present them.
13. To analyze new roles of organizations, systems, processes, products and services and quality standards in companies and propose valorization of new trends in companies and organizations.
14. To assess cause and effect connections of influence of the economic development process and multiplicative influence of tourism on social changes and environment and suggest options and strategies for improving and developing them.
15. To propose and evaluate the importance of food, nutrition and hygienically correct food production and preparation in tourism.
16. To analyze offer and resources (in organization, enterprises, tourism, tourist destination) by taking into account changing environment and using key business indicators at the global, national, regional and local levels, compose development strategies to achieve competitiveness.
17. To develop business plan and development activities for tourism enterprise, and propose e-marketing tools in tourism.
18. To develop marketing plan for a specific economic entity and formulate marketing strategy
19. To use software packages to manage business units, processes, and organizations.

### 3. PROGRESSION THROUGH THE STUDY PROGRAM

The student is required to enroll in the academic year in the enrollment deadlines. A person who does not enter the academic year loses status and rights of a student. The deadlines are published on Polytechnic web sites and newsletters and, if necessary, in Polytechnic publications (brochures, promotional materials, etc.).

**When enrolling in the study year, the student enrolls compulsory and elective subjects in value of minimum 27 to a maximum of 35 ECTS per semester, i.e. a minimum of 60 ECTS per year, in accordance with the Study Regulations.**

- I. Students enroll in a higher academic year if they have obtained at least 50 ECTS from the previous year, as follows: from the previous year, students enroll all non-passed subjects and a maximum of 60 ECTS from higher study years.
- II. Students have the right to enroll a repetition of the study year with partial enrollment of subjects from higher year of study under the following conditions:
  - Partial entry of subjects from the second (2) year of study if they have at least 30 ECTS in the first (1) study year
  - Partial entry of subjects from the third (3) year of study if they have at least 30 ECTS in the second (2.) study year
- III. If a student has completed at least one of the ECTS credits with 29 or fewer ECTS credits, he or she must enter a repeat of the year in the Academic Calendar as set forth in the academic year for the next academic year.

If the student has passed as many subjects as possible by the end of the academic year whose ECTS value is 29 or less ECTS he or she is obliged to enter a repetition of the year in the deadlines set forth for enrollment in the Academic Calendar for the next academic year.

**Figure 1.** Number of enrolled students in the academic year 2020./2021.

Teaching year	Full-time student		Part-time students	
	First entry	Repeat	First entry	Repeat
3.	55	2	14	0

**Teaching at undergraduate professional study Management consists of lectures, seminars, exercises, laboratory exercises, field work, practical training, projects, consultations, mentoring, colloquia, examinations and other forms of assessment and professional practice.**

Prerequisites for enrollment in a higher study year are attended courses from the lower academic year (confirmed by the signature of the course lecturer). The student is obliged to attend all forms of teaching in the scope determined by the performance plan of the teaching of a particular subject.

For economics and rationality, classes for full-time and part-time students are carried out jointly whenever possible given spatial and other conditions.

**Students are obliged to complete all the commitments undertaken in the course** (seminar papers, exercise protocols, project work, case studies) **which the teacher certifies by signing**

**the index** at the end of the semester (usually the last teaching week of the semester). **The teacher has the right to refuse signing the index to a full-time student who is absent from more than 30% of teaching hours.**

Part-time student's obligations are created according to the possibilities of their attendance in courses, which must be in accordance with the approved performance plan of the teaching of a particular subject.

The total obligation of the full-time students can be 48 hours a week at most, and not less than 40 hours, of which the most 24 hours a week of active hours. Exceptionally, students' obligations may be greater in the case of increased practical teaching, but not more than two weeks in a row during the semester.

Professional Undergraduate Study of Management, Department of Tourism Management is evaluated with 180 ECTS credits, which are realized through enrollment of the courses. Before completing the final thesis, the student **must pass all courses**. The total number of credits placed with the final thesis should be **at least 180 ECTS points**.

#### 4. LIST OF LECTURERS WHO TEACH AT PROFESSIONAL UNDERGRADUATE STUDY OF MANAGEMENT – DEPARTMENT OF TOURIST MANAGEMENT

NAME AND SURNAME OF THE LECTURER	COURSE	CONTACT E-MAIL	CONSULTATION
<b>EMPLOYEES of Polytechnic of Šibenik</b>			
<b>Nikolina GAČINA, Master in eng., s.lec.</b>	Nutrition and Tourism	<a href="mailto:nikolina@vus.hr">nikolina@vus.hr</a>	Cabinet 2
<b>Divna GOLEŠ, Master in econ., s.lec.</b>	Quality Management	<a href="mailto:divna@vus.hr">divna@vus.hr</a>	Cabinet 4
<b>Dijana MEČEV, Master in econ., s.lec.</b>	Public Sector Economics	<a href="mailto:dijana@vus.hr">dijana@vus.hr</a>	Cabinet 3
<b>Jasmina SLADOLJEV, Master in econ., s. lec.</b>	Hotel Organization and Reception Operation Management of Tourist Agencies and Tour operators Management of Tourist Destination Professional Practice	<a href="mailto:jasmina@vus.hr">jasmina@vus.hr</a>	Cabinet 5
<b>Dino Slavica, master in econ., assistant</b>	Professional Practice	<a href="mailto:dslavica@vus.hr">dslavica@vus.hr</a>	
<b>PhD Ana VUKUČEVIĆ, s.lec.</b>	Business Organization	<a href="mailto:ana_u@vus.hr">ana_u@vus.hr</a>	Cabinet C
<b>Žaja Jelena, Master in econ., lect.</b>	Fundamentals of Enterprise Financing in Tourism	<a href="mailto:jzaja@vus.hr">jzaja@vus.hr</a>	Cabinet 2

NAME AND SURNAME OF THE LECTURER	COURSE	CONTACT E-MAIL	CONSULTATION
<b>EXTERNAL COLLABORATORS</b>			
<b>MSc Anita Křolo Crvelin, s. lec.</b>	Human Resource Management	<a href="mailto:akroloc@oss.unist.hr">akroloc@oss.unist.hr</a>	According to the schedule of lectures and exams
<b>PhD Ivica Poljićak</b>	Business Communication	<a href="mailto:poljicak@vus.hr">poljicak@vus.hr</a>	Cabinet 13, According to the schedule of lectures and exams

## **5. PLACE OF TEACHING OF THE UNDERGRADUATE PROFESSIONAL STUDY MANAGEMENT, DEPARTMENT OF TOURISM MANAGENET**

Teaching at the Professional Undergraduate Study Management, Department of Tourism Management is performed at the Polytechnic of Šibenik, in Šibenik, address "Trg Andrije Hebranga 11". In the mentioned location, apart from the service offices, there are 12 lecture halls with a total area of 757 m<sup>2</sup>.

The premises in which the teaching process takes place provide optimal conditions with regard to the number of enrolled students. The aforementioned space contains spatial capacities that, in keeping with the standards of higher education, enable students to have good quality monitoring and participation in educational activities.

Classes at the Polytechnic take place from Monday to Friday (in exceptional cases on Saturdays in the morning) according to the fix schedule of the lessons published on the notice boards and on the official website of the Polytechnic. In accordance with the requirements of the *Regulation on the content of license and conditions for issuing license to perform activities of higher education, carrying out study programs and re-accreditation of higher education institutions* (Narodne novine No. 24/10) Article 5 (2), Polytechnic has a ratio of students and the space available for the teaching (1.25 m<sup>2</sup> / student)



**6. LIST OF SUBJECTS, TEACHER AND ASSOCIATES, TIMETABLE OF THE SUBJECT, STUDENT WORKLOAD OF THE PROFESSIONAL UNDERGRADUATE STUDY OF MANAGEMENT, DEPARTMENT OF TOURIST MANAGEMENT**

M / N	SUBJECT HOLDER	SUBJECT	TEACHER - LECTURERS	TEACHER - EXERCISES / SEMINARS	Lectures	Seminars	Number of groups	Exercises	Number of groups	ECTS
					Hours per week	Hours per week		Hours per week		
		<b>V. SEMESTER</b>								
M	Krolo Crvelin A.	Human Resource Management	Krolo Crvelin A.	Krolo Crvelin A.	2	2	2			6
M	Sladoljev J.	Hotel Organization and Reception Operation	Sladoljev, J.	Sladoljev, J.	2			2	1	6
M	Sladoljev, J.	Management of Tourist agencies and Tour Operators	Sladoljev, J.	asistent.	2	2	1			6
M	Vukičević, A.	Business Organization	Vukičević, A.	Vukičević, A.	3	1	1			4
M	Goleš D.	Quality Management	Goleš, D.	Goleš, D.	3	1	1			4
N	Mečev D.	Public Sector Economics	Mečev, D.	Mečev, D.	3	1	1			4
N	Gaćina N.	Nutrition and Tourism	Gaćina, N.	Gaćina, N.	3	1	1			4
N	Poljičak I.	Business Communication	Poljičak I.	Poljičak I.	2	1	1			4

M / N	SUBJECT HOLDER	SUBJECT	TEACHER - LECTURERS	TEACHER - EXERCISES / SEMINARS	Lectures	Seminars	Number of groups	Exercises	Number of groups	ECTS
					Hours per week	Hours per week		Hours per week		
		<b>VI. SEMESTER</b>								
M	Sladoljev J.	Management of Tourist Destination	Sladoljev, J.	Slavica D.	3	1	1			6
M	Žaja J.	Fundamentals of Enterprise Financing in Tourism	Žaja, J.	Žaja, J.	2			2	2	5
M	Sladoljev J.	Professional Practice	Sladoljev J.	Slavica D.						9
M		Final Thesis								10

## 7. ACADEMIC CALENDAR FOR THE ACADEMIC YEAR 2020/2021.

ACTIVITY	TERM
<b>Winter semester</b>	<b>05 October 2020 - 27 February 2021</b>
Lectures, exercises, and seminars	05 October 2020 - 30 January 2021
Winter holidays	24 December 2020 - 05 January 2021
Winter regular examination period	01 February 2021– 27 February 2021
Testing the Winter Semester	15 - 19 February 2021
<b>Summer semester</b>	<b>01 March 2021 - 30 September 2021</b>
Lectures, exercises, and seminars	01 March 2021 - 12 June 2021
Summer regular examination period	14 June 2021- 10 July 2021
Summer break	26 July 2021 - 23 August 2021
Autumn regular examination period	23 August 2021 - 18 September 2021
Testing the Summer semester	12 - 16 July 2021 / 20 - 30 September 2021

### NATIONAL HOLIDAYS

DATE	PUBLIC HOLIDAYS
<i>November 1<sup>st</sup></i>	All Saint's Day
<i>November 18<sup>th</sup></i>	Homeland War Remembrance Day
	Day of Remembrance for the Victims of the Homeland War Day of Remembrance for Vukovar and Škabrnja
<i>December 25<sup>th</sup></i>	Christmas
<i>December 26<sup>th</sup></i>	St. Stephen's Day
<i>January 1<sup>st</sup></i>	New Year's Day
<i>January 6<sup>th</sup></i>	Epiphany
<i>April 4<sup>th</sup></i>	Easter
<i>April 5<sup>th</sup></i>	Easter Monday
<i>May 1<sup>st</sup></i>	International Workers' Day
<i>May 31<sup>st</sup></i>	Corpus Christi
<i>May 30<sup>th</sup></i>	National Day
<i>June 3<sup>rd</sup></i>	Corpus Christi holiday
<i>June 22<sup>nd</sup></i>	Anti-Fascist Struggle Day
<i>August 5<sup>th</sup></i>	Victory Day and Homeland Thanksgiving
	Croatian Veterans Day
<i>August 15<sup>th</sup></i>	Assumption of Mary

## 8. CALENDAR OF EXAM TERMS AND DEADLINES FOR ACADEMIC YEAR 2020. /2021.

SUBJECT HOLDER	SUBJECT	Winter examination period		Summer examination period		Autumn examination period	
		1st period	2nd period	3rd period	4th period	5th period	6th period
	<b>V. SEMESTER</b>						
Krolo Crvelin, A.	Human Resource Management	09.02.	23.02.	23.06.	07.07.	31.08.	14.09.
Sladoljev, J.	Hotel Organization and Reception Operation	09.02.	23.02.	24.06.	08.07.	31.08.	14.09.
Sladoljev, J.	Management of Tourist Agencies and Tour Operators	10.02.	24.02.	23.06.	07.07.	01.09.	15.09.
Vukičević, A.	Business Organization	08.02.	22.02.	21.06.	05.07.	30.08.	13.09.
Goleš D.	Quality Management	03.02.	17.02.	14.06.	28.06.	25.08.	08.09.
Mečev, D.	Public Sector Economics	02.02.	16.02.	15.06.	29.09.	24.08.	07.09.
Gaćina, N.	Nutrition and Tourism	04.02.	18.02.	17.06.	01.07.	26.08.	09.09.
Poljičak I.	Business Communication	06.02.	20.02.	19.06.	03.07.	28.08.	11.09.
	<b>VI. SEMESTER</b>						
Sladoljev J.	Management of Tourist Destination	10.02.	24.02.	23.06.	07.07.	01.09.	15.09.
Žaja, J.	Fundamentals of Enterprise Financing in Tourism	08.02.	22.02.	21.06.	05.07.	30.08.	13.09.

## 9. CURRICULA AND COURSE CONTENT WITH EXPECTED LEARNING OUTCOMES AND BASIC LITERATURE

### V.SEMESTAR

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	<b>Human Resources Management</b>	1.8. ISVU course code	187576
1.2. Lecturer	Anita Krolo Crvelin, Senior Lecturer	1.9. MOZVAG course code	
1.3. Assistants and/or associates	None	1.10. Forms of teaching (number of hours Lecturing + Practical exercises + Seminars + e learning)	(30+0+30+0)
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate Study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	1 <sup>st</sup> – materials available On-line, 20%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	1.
1.6. Study year	3 <sup>rd</sup>	1.13. Modernization	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
1.7. Credit score (ECTS)	6	1.14. Percentage estimate of course changes and/or supplements	Less than 20% <input checked="" type="checkbox"/> More than 20 % <input type="checkbox"/>

2. COURSE DESCRIPTION						
2.1. Course objectives	<p>The objective is, that students based on the acquired theoretical knowledge and case studies:</p> <ul style="list-style-type: none"> <li>• Understand the role of Human Resources Management in business organizations.</li> <li>• Know and master the knowledge of human resource planning.</li> <li>• Know and master the knowledge of the employee appraisals models.</li> <li>• Know and master the knowledge of methods and techniques of professional selection.</li> <li>• Know and master the knowledge of motivation and employee rewarding.</li> <li>• Apply learned methods and techniques on real or hypothetical examples.</li> </ul>					
2.2. Terms of course entry and required competences	None					
2.3. Learning outcomes on the study programme level	<ul style="list-style-type: none"> <li>• Organize and lead teamwork, and critically evaluate opinions and attitudes of the team members.</li> <li>• Independently and responsibly search the relevant literature in Croatian and foreign language.</li> <li>• Correlate basic concepts and apply content related to legal framework of Human Resources Management.</li> <li>• Develop team and interpersonal skills of teamwork, master communication skills and presentation skills of assigned topics and tasks (case studies, projects, seminars) using advanced software tools for document and presentation development.</li> <li>• Understand the specific processes of Human Resources Management and propose correct value system in the employee performance appraisal.</li> <li>• Analyse new roles of organizations, systems, processes, goods and services and quality standards in organization and propose new trends valorisation.</li> </ul>					
2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)				<b>LO Level:</b>	
					1. <i>Recapture,</i>	
					2. <i>Understanding,</i>	
					3. <i>Application,</i>	
					4. <i>Analysis,</i>	
					5. <i>Evaluation,</i>	
					6. <i>Synthesis</i>	
It is expected that students, upon the completion of the course and preparing the seminar paper, will be able to:						
1. Understand the basic factors of Human Resource Management,				2		
2. Apply acquired knowledge in HR planning and recruiting processes for the different units of the organisations,				1, 3		
3. Understand and apply methods and techniques of professional selection and work motivation,				1, 2, 3		
4. Analyse selection and employment procedures,				4		
5. Create training and development methods and techniques,				2, 3		
6. Evaluate specific HR processes.				5		
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>					
	<b>No:</b>	<b>Thematic ensemble / Lecture Topic</b>	<b>Course LO</b>	<b>Content / Teaching Method</b>	<b>Evaluation</b>	<b>Time needed</b>
	1.	Introductory lesson.	-	Listen to the lecture. Get basic information about the course and their tasks on it.	-	2 hours
	HRM development.	1, 10, 11	They listen to a lecture and read literature.	At the colloquium and written or oral exam, they define basic HRM concepts. They describe the	2 hours	

					development of different HRM approaches and philosophies in business organizations. They understand contemporary trends that influence HRM.	
2.	Principles of HRM.	1, 10, 11	They listen to a lecture, individually or in teamwork on case studies and show the level of previously acquired knowledge, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they define basic HRM concepts. They are able to differentiate and explain specific features of human resources. They define HRM in broad and narrow meaning and differentiate hard and soft HRM.	2 hours	
3.	HRM basic factors.	1, 3, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they identify elements from external and internal environment that influence HRM.	3 hours	
4.	Strategic HRM.	1, 3, 9, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they explain SHRM. They understand the importance of efficient HRM for organizational goal achieving. They recognize basic strategic approaches and connect them with the adequate HRM activities. They understand HR portfolio matrix.	3 hours	
5.	Job Analysis.	1, 5, 6, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they explain job analysis, job design and re-design. They differentiate basic approaches to job design and advantages and disadvantages of job analysis techniques.	8 hours	
6.	Employee recruiting.	1, 5, 6, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they understand and explain employee planning and recruiting. They understand advantages and disadvantages of various sources of recruiting.	4 hours	
7.	Methods and techniques of professional selection.	1, 4, 7, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they explain selection procedure. Critically judge different selection procedures. They differentiate elements of selection procedure.	5 hours	
8.	Employee performance.	1, 3, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they define employee work performance. They are able to connect earlier acquired knowledge of job analysis with the methods of employee performance appraisal. They can identify common mistakes of performance appraisal.	5 hours	
9.	Work motivation.	1, 3, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they list and explain basic motivational theories. They differentiate individual characteristic, job characteristics and organizational characteristics as the motivational factors.	4 hours	
10.	Motivational strategies.	1, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature	At the colloquium and written or oral exam, they define and describe material and immaterial motivational strategies.	4 hours	
11.	Employee training and development.	1, 2, 8, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they define and describe training and education. They describe training process. They understand basic	2 hours	

					characteristics of learning process. Critically evaluate different training methods.	
	12.	Career development and management.	1, 8, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they define and describe career, development and succession planning. They understand the career development process.	6 hours
	13.	Training and Development of manager.	1, 2, 3, 4, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they define and describe basic concepts of managers training and development.	2 hours
	14.	Best employee selection – first part	1, 3, 9, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium and written or oral exam, they apply earlier acquired knowledge in real or hypothetical situations. They use all the information necessary for proper selection of the employees	2 hours
	15.	Best employee selection – second part		They listen to a lecture and prepare individually for the exam.	At the colloquium and written or oral exam, they apply earlier acquired knowledge in real or hypothetical situations. They use all the information necessary for proper selection of the employees	3 hours

### 3. EVALUATION OF STUDENT WORK

3.1. Students` obligations	In accordance with the Book of Rules and the Rulebook on Student Assessment and Evaluation: for all regular students attend at least 70% attendance. Part-time students have the obligation to attend at least 50% of lectures. All students must create, present and positively colloquy seminar paper. Seminar paper is obligatory and precondition to approach the exam. Final exam can be passed during the semester, by passing two colloquia. If student approach the final exam without the colloquia, oral exam is obligatory.					
3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attendance	2	Written exam	1 (without colloquiums)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium	2 (without the written and oral exams)	Seminar paper	1	Other (inscribe)	
	Class activities		Oral exam	1 (without colloquiums)	Other (inscribe)	
3.3. Student workload	The student's workload on all basis's amounts to 1 ECTS point for 30 hours of work per semester and is estimated as:					
	<b>Commitment</b>			<b>Hours (estimate)</b>		
	1. Attending classes			60		
	2. Creating and Presenting seminar paper			60		
3. Preparation for the Colloquium / exam through self-study			60			

4. GRADING					
4.1. Seminar paper grading	Valuation Element	Poor	Satisfying	Above average	
	Organization	The paper is not organized in a logical order and its structure is lacking.	The paper is well structured with a clear distinction between the introduction, the main part of the text and the conclusion.	The paper is well-structured with a clear distinction between the introduction, the main part of the text and the conclusions that are perfectly logically linked to one another	
	Terminology, writing style	Words and phrases are low harmonized with official terminology. Writing style is not appropriate, sentences are too long, modest vocabulary, and frequent and repeated grammatical mistakes.	Words and phrases are aligned with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and has little grammatical errors.	Words and phrases are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.	
	Quoting and referencing	Sources are not specified at all. The references do not match the topic and show a superficial approach to the research topic.	Sources are listed, but incomplete and with errors. The references are appropriate for the subject and show a satisfactory research attitude.	Sources are accurate, complete and consistent. The references are appropriate, their list is "rich" and comprehensive and shows a robust research approach.	
4.2. Colloquium / exam grading	Poor		Satisfying	Above average	
	Give answer by memory, no deeper understanding. Does not know and does not apply the basic terms and concepts. Cannot apply or explain the contents of the course.		Reproduces basic terms, without difficulty transfers new knowledge, understands subject matter, explains the terms and the notions that substantiate by examples.	Knowledge is at the level of analysis, synthesis and evaluation. It observes legitimacy, accurately and thoroughly explains the content of the subject, and logically links and explains the terms and concepts that it encapsulates. Find solutions that are not originally given. There is a correlation with correlative subjects.	
4.3. Creating a final grade according to evaluation elements	Active participation in the lessons	less than 70% of attendance	70-75% of attendance	76-85% of attendance	86-100% of attendance
		0 points	5 points	7 points	10 points
	Seminar paper	2	3	4	5
		15 points	22 points	27 points	30 points
	Colloquium / written exam	2	3	4	5
		50-64%	65-77%	78-89%	90-100%
		25 points	30 points	35 points	40 points
	Oral exam	2	3	5	5
10 points		15 points	18 points	20 points	



4.4. Creating a final grade according to absolute allocation		Percentage of adopted knowledge, skills and competences (teaching + final exam)	Numerous grade	ECTS grade	
		90 – 100%	5 (excellent)	A	
		80 – 89,9%	4 (very good)	B	
		65 – 79,9%	3 (good)	C	
		60 – 64,9%	2 (sufficient)	D	
		50 – 59,9%	2 (sufficient)	E	
<b>5. ADDITIONAL INFORMATION ABOUT THE COURSE</b>					
5.1. Compulsory literature (available in the library and through other media)	Title			Number of copies in the library	Availability via other media
	1. Bahtijarević-Šiber, F. (1999). Management ljudskih potencijala. Golden marketing. Zagreb				
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Marušić, S. (2006). Upravljanje ljudskim potencijalima. IV. izmijenjeno i dopunjeno izdanje. Adeco, Zagreb 2. Noe, R. A; Hollenbeck, J. R.; Gerhart, B; Wright, P. M. (2006), Menadžment ljudskih potencijala, Mate, Zagreb 3. Beardwell, J., Thompson, A. (2014). Human Resource Management: A Contemporary Approach, Pearson Education Limited				
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	The control of students' work quality and the acquisition of necessary knowledge and skills will be ensured through interactive work. By keeping track of attendance and student activity during classes and provided information on students' progress through short colloquiums and homework, information for further guidance to students will be provided in order to increase the efficiency of their work. Students will be informed about their rights and obligations as well as the methods of work and the required literature. Indicators of quality assurance system: Student survey, monitoring of annual data from the Croatian employment service on the annual state of student employment, surveys from employers and Alumni association.				
5.4. information on the course and contact with the teacher	It is obligatory for every student to regularly inform about the course, teaching and teaching activities. All information about teaching or any delay in teaching will be published on the e-learning pages of the course and on the web pages of the Polytechnic. Students can contact the teachers during the consultation term (at least one hour per week), while brief questions and explanations can be addressed during classes. It is possible to ask questions by e-mail (from the official e-mail address from the domain @vus.hr) that will be answered in a short time (no later than five working days from the receipt of e-mail).				

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	<b>Hotel Organization and Reception Operations</b>	1.8. ISVU course code	201943 146375
1.2. Lecturer	<b>Jasmina Sladoljev , univ.spec. oec.</b>	1.9. MOZVAG course code	B65b65-I
1.3. Assistants and/or associates	None	1.10. Forms of teaching (number of hours Lecturing + Practical exercises + Seminars + e learning)	(30 + 30 + 0 )
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	Level 1 - Materials Available Online, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	2 .
1.6. Study year	3 <sup>rd</sup>	1.13. Modernization	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
1.7. Credit score (ECTS)	5	1.14. Percentage estimate of course changes and/or supplements	Less than 20% More than 20% <input type="checkbox"/>

<b>2. COURSE DESCRIPTION</b>	
2.1. Course objectives	After completing the course, students will know how to classify a hotel, standards in a hotel by department, type of hotel with regard to ownership, how to set up an organizational structure, will know how to describe the main business processes of different departments in a hotel, will know how to form the price of a hotel service, make a calculation, make offer for a travel agency, conduct correspondence with a guest in foreign and Croatian language through software solutions, know how to act when a guest arrives at a hotel, calculate revenue based on forecasts, estimate the number of employees required given the complexity of the process on a daily basis at the hotel (kitchen department and households)
2.2. Terms of course entry and required competences	Terms of the pass the exams with the second year of study
2.3. Learning outcomes on the study programme level	<ol style="list-style-type: none"> <li>1. Apply and link economic terms in complex written and oral communication in Croatian and foreign languages</li> <li>2. Organize and lead teamwork, and critically evaluate the opinions and attitudes of team stakeholders</li> <li>3. Independently and responsibly search the relevant literature for decision making and conclusion in Croatian and foreign language</li> <li>4. Collect, budget and graph economy and business statistics using advanced software tools and comment and analyse them</li> <li>5. Use planning, organizing, leading, and controlling methods using case studies and analysing the problem</li> <li>6. Analyse and integrate core concepts and apply content related to economics, management, accounting and finance</li> <li>7. Develop team and interpersonal teamwork skills, master communication and case presentation skills (case studies, projects, seminars) using advanced software tools for document creation, presentation, and budget implementation</li> <li>8. Link basic concepts and apply content related to the field of law for drafting legal acts (contracts, regulations) related to the company or organization</li> <li>9. Use software packages to manage business departments, processes, and organizations</li> <li>10. Design and economically evaluate entrepreneurial ideas, events, projects, products, and services in the team and present the same</li> <li>11. Analyse the new roles of organizations, systems, processes, products and services and quality standards in the company and propose the valorisation of new trends in enterprises and organizations</li> <li>12. Analyse supply and resources (in organization, company, tourism, tourist destination) respecting the changing environment using key business indicators at global, national, regional and local levels, and develop development strategies to achieve competitiveness</li> </ol>

2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)		LO Level: 1. <i>Recapture</i> , 2. <i>Understanding</i> , 3. <i>Application</i> , 4. <i>Analysis</i> , 5. <i>Evaluation</i> , 6. <i>Synthesis</i>		
	1.	explain and critically evaluate the basic concepts and characteristics of hotels, hotel management	2, 5		
	2.	develop a project plan for a hotel company	4, 6		
	3.	analyse hotel environment on a concrete example, and based on that, determine the cost of services the hotel	6		
	4.	draw up contracts between a travel agency and a tour operator and a travel agency and a service provider	3		
	5.	making an offer for a travel agency	3		
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>				
	<b>Thematic unit</b>	<b>IU course</b>	<b>Content / teaching method</b>	<b>Valuation</b>	<b>It takes time</b>
	Introductory lecture, introduction to the course and student obligations	1	They listen to a lecture. In the course of the seminar they are introduced to the course content and documents on the e-learning page of the course by working independently on a computer.	-	6 hours
	Catering, hospitality, hotel development Hotel industry - concept and characteristics;	1, 4	They listen to a lecture, solve case studies. They analyse objects from a group of hotels	At the colloquium or the written and oral exam they define and explain the basic concepts that occur in this whole; then they need to show and analyse the same on a concrete example	6 hours
	Rulebook on the classification and categorization of catering establishments; Catering standards, classification and classification of hotel and restaurant establishments; Types of services and processes at the hotel	1, 4; 8, 12	Listening to a lecture, solving case studies, Creating a type of hotel service for various facilities in a group of hotels Browse and analyse forms for categorizing objects from a group of hotels	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the	8 hours

				presented problem and propose a solution to the same problem.	
	Ownership in hotel management, management, hotel manager; Hotel types and organizational structures	1, 2, 4, 8	Listening to a lecture, solving case studies, defining services for a hotel business; Defining the number of rooms, type of age	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	8 hours
	Quality in hotel industry; Hotel pricing policy ; forecasting	1, 2, 3, 6, 7, 8, 10, 12	Listening to a lecture, solving case studies, Pricing Hotel Services - a project	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	8 hours
	Functional organization of hotel business Hotel staff (work, jobs, hotel staff)	1,2, 3, 5, 6,7, 10, 12	They listen to a lecture, solve case studies; Creating organizational structure for the project; Call for proposals by type of business; Making a job application in a foreign language	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	8 hours
	Reception and accommodation of guests (reception functions and staff, sale of hotel services, reception, accommodation and records, functioning of the reception desk)	1,2, 4, 5, 6, 7,10, 11, 12	They listen to a lecture, solve case studies. They create a tourist arrangement in teams	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	10 hours

	Mode of operation of the food and beverage department (catering kitchen and its function, organization of space, equipment and inventory, work organization, kitchen administration, standards in the hospitality industry)	1, 2, 5, 7,9, 10, 11, 12	Listening to lectures, solving case studies, designing organizational structures by departments in a hotel; Calculation of required number of workers according to workload and hotel needs	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	10 hours
	School trip	11,12	They perceive different forms of hotel business and come to a conclusion	they need to present and analyse an example , critically evaluate the problem presented, and suggest a solution to the same problem.	6 hours
	Hotel Price Policy.	1, 2, 5, 7,9, 10, 11, 12	They listen to a lecture, solve case studies, Analysis of hotel prices in Croatia by location, type of hotel and category Analysis of hotel prices in the selected EU country by location, type of hotel and category	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	12 hours
	Sale at the hotel; Types of contract; Reservations	1, 2, 5, 7,9, 10, 11, 12	They listen to a lecture, solve case studies, Correspondence with guests; Correspondence with guests and travel agencies; Drafting of the contract	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	12 hours
	Reservations	1, 2, 5, 7,9, 10, 11, 12	They listen to a lecture, solve case studies, Making an offer for an individual guest; Preparation of the offer for a travel agency in a language;	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the	16 hours

			Hotel occupancy forecast for example Reporting for the receptionist, director and hotel household	presented problem and propose a solution to the same problem.	
	Staffing and jobs in the receiving department	12, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, Estimation of the required personnel by example	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	12 hours
	Business result management	1, 2, 5, 7,9, 10, 11, 12	They listen to a lecture, Team Project Defences Entering reservations into the program; calculation of occupancy rate; Preparation of reports for the receptionist, director and hotel management based on all previous exercises	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	12 hours
	Business result management; Concluding Considerations; Signatures: 2nd Colloquium		Team project defence	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	6 hours

3. EVALUATION OF STUDENT WORK													
3.1. Students` obligations	<p>In accordance with the Book of Rules and the Rulebook on Student Assessment and Evaluation: for all regular students attend at least 70% attendance. Part-time students have the obligation to attend at least 50% of lectures. All students must create, present and positively colloquy seminar paper.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> <li>• From 0 – 24,9% ECTS credits- is rated F (unsuccessful) and cannot get ECTS credits and must re-enrol the subject in the next academic year;</li> <li>• From 25 – 49,9% ECTS credits - is rated FX (inadequate) and has to come out and pass the test (exam). A written exam can be held in a regular or extraordinary exam period.</li> <li>• More than 50% ECTS credits - students have the right to access the final exam of the subject.</li> </ul> <p>Students can pass the final exam in two ways: a) during the course through continuous student attendance (active participation in the lessons, solving case studies, making and presenting the seminar paper and project, passing two colloquia); b) during the course (active participation in the lessons, solving case studies, creating and presenting the seminar paper and project) and passing the exam (written and oral exam).</p>												
3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attending classes	0.5	Written exam	2 (no midterm)	Project	2							
	Experimental work		Research		Practical work								
	Essay		Report		Continuous checking								
	Colloquium	3 (without written and oral exam)	Seminar paper		(other type)								
	Teaching activities	0.5	Oral exam	1 (no midterm)	(other type)								
3.3. Student workload	<p>Student workload on all bases is 1 ECTS credit 30 semester hours and is estimated as:</p> <table border="1" data-bbox="533 932 2033 1061"> <thead> <tr> <th data-bbox="533 932 1473 963"><i>Commitment</i></th> <th data-bbox="1480 932 2033 963"><i>Hours (estimated)</i></th> </tr> </thead> <tbody> <tr> <td data-bbox="533 968 1473 1000">1. Attending classes</td> <td data-bbox="1480 968 2033 1000">60</td> </tr> <tr> <td data-bbox="533 1005 1473 1037">2. Creation of seminar work and project assignment and presentation</td> <td data-bbox="1480 1005 2033 1037">45</td> </tr> <tr> <td data-bbox="533 1042 1473 1061">3. Preparation for the midterm / exam through self-study</td> <td data-bbox="1480 1042 2033 1061">45</td> </tr> </tbody> </table>					<i>Commitment</i>	<i>Hours (estimated)</i>	1. Attending classes	60	2. Creation of seminar work and project assignment and presentation	45	3. Preparation for the midterm / exam through self-study	45
<i>Commitment</i>	<i>Hours (estimated)</i>												
1. Attending classes	60												
2. Creation of seminar work and project assignment and presentation	45												
3. Preparation for the midterm / exam through self-study	45												



4. GRADING				
4.1. Seminar paper grading	Valuation Element	Poor	Satisfying	Above average
	Organization	The paper is not organized in a logical order and lacks structure.	The paper is well structured with a clear distinction between the introduction, the main body of the text and the conclusion.	The paper is well structured with a clear distinction between the introduction, the main body of the text and the conclusion, which are logically interconnected.
	Terminology, writing style	Words and expressions low in line with official terminology. The writing style is not appropriate, the sentences are too long, of a modest vocabulary and with frequent and repeated grammatical errors.	Words and expressions are in line with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and there are few grammatical errors.	Words and expressions are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.
	Citing and referencing references	The sources are not listed at all. The references do not fit the topic and show a cursory approach to exploring the topic.	The sources are listed but incomplete with errors. The references are relevant to the topic and show a satisfactory research attitude.	The sources are accurately, completely and consistently listed. The references are appropriate, their list is "rich" and comprehensive and shows a detailed research approach.
4.2. Colloquium / exam grading	Poor	Satisfying	Above average	
	Give answer by memory, no deeper understanding. Does not know and does not apply the basic terms and concepts. Cannot apply or explain the contents of the course.	Reproduces basic terms, without difficulty transfers new knowledge, understands subject matter, explains the terms and the notions that substantiate by examples.	Knowledge is at the level of analysis, synthesis and evaluation. It observes legitimacy, accurately and thoroughly explains the content of the subject, and logically links and explains the terms and concepts that it encapsulates. Find solutions that are not originally given. There is a correlation with correlative subjects.	

4.3. Creating a final grade according to evaluation elements	Active attendance	70-75% attendance	76-86% attendance	87-100% presence	Project assignment
		2 points	4 points	7 points	Solved case studies
	Seminar paper	2	3	4	3 points
		5 points	7 points	8 points	5
	Examination / Written examination	2	3	4	10 points
		50 to 64.9%	65 to 79.9%	80 to 89.9%	5
		25 points	30 points	35 points	90-100%
	Oral part of the exam	2	3	5	40 points
25 points		30 points	35 points	5	
4.4. Creating a final grade according to absolute allocation	Percentage of acquired knowledge, skills and competences (teaching + final exam)	Number rating	ECTS grade		
		90 - 100%	5 (excellent)	AND	
		80 - 89,9%	4 (very good)	B	
		65 - 79,9%	3 (good)	C	
		60 - 64,9%	2 (sufficient)	D	
		50 - 59.9%	2 (sufficient)	E	
<b>5. ADDITIONAL INFORMATION ABOUT THE COURSE</b>					
5.1. Compulsory literature (available in the library and through other media)	Title			Number of copies in the library	Availability through other media
	Galičić, V., Ivanović, S. Lapić, M., Hotelska prodaja i recepcijsko poslovanje, Fakultet za turistički i hotelski menadžment u Opatiji, Opatija, 2005.			2	
	Carev, D., Hotelska prodaja i recepcijsko poslovanje, VPŠ Libertas, Zagreb, 2015.			5	
	e-learning handout				

5.2. Additional literature (at the moment of changes and/or amended of study programme)	<p>Prijia, D., Standardi u turističkom ugostiteljstvu, Visoka škola za turizam, 2003.</p> <p>Medlik, S., Ingram, H., Hotelsko poslovanje, Golden marketing, 2002.</p> <p>Berc Radišić, B., Cerović, Z., Cicvarić, A., i dr., Organizacija rada u hotelu, Sveučilište u Rijeci, Hotelijerstki fakultet Opatcija, 1994.</p> <p>Vrtiprah, V., Pavlić, I., Menadžerska ekonomija u hotelijerstvu, Sveučilište u Dubrovniku, 2005.</p>		Da
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	<p>Quality control of students' work and the acquisition of necessary knowledge and skills will be ensured through interactive work. Keeping records of students' attendance and activity in the classroom and information obtained about student progress through the midterm will provide the information needed for further guidance to students in order to increase their work efficiency. Students will be instructed in their rights and obligations as well as working methods and required literature.</p> <p>Quality assurance system indicators: Student survey, monitoring of annual data with CES - on the annual student employment status, employer survey and Alumni Association.</p>		
5.4. information on the course and contact with the teacher	<p>It is the obligation of each student to be regularly informed about the course, the coursework and the classroom activities. All notices of classes or possible adjournment will be published in a timely manner on the e-learning site of the course and on the website of the Polytechnic. Students can contact teachers during the consultation period (at least one hour per week), while for short questions and explanations they can be contacted during class. It is also possible to ask questions by e-mail (from the official e-mail address at @vus.hr), which will be answered as soon as possible (no later than five working days after receiving the e-mail).</p>		

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	<b>Management of Tourist Agencies and Tour operators</b>	1.8. ISVU course code	142629 202063
1.2. Lecturer	<b>Jasmina Sladoljev, univ.spec. oec.</b>	1.9. MOZVAG course code	B65 B65-I
1.3. Assistants and/or associates	None	1.10. Forms of teaching (number of hours Lecturing + Practical exercises + Seminars + e learning)	(45 + 0 + 15 +0)
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e-learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	Level 1 - Materials Available Online, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	2.
1.6. Study year	3rd	1.13. Modernization	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
1.7. Credit score (ECTS)	6	1.14. Percentage estimate of course changes and/or supplements	<b>Less than 20%</b> More than 20% <input type="checkbox"/>

2. COURSE DESCRIPTION	
2.1. Course objectives	The aim of the course is to acquaint students with the specifics of tourist destinations, and to direct them to the analysis of resources and supply of them in a competitive environment to develop a destination development strategy
2.2. Terms of course entry and required competences	
2.3. Learning outcomes on the study programme level	1. Apply and link economic terms in complex written and oral communication in Croatian and foreign languages
	2. Organize and lead teamwork, and critically evaluate the opinions and attitudes of team stakeholders
	3. Independently and responsibly search the relevant literature for decision making and conclusion in Croatian and foreign language
	4. Collect, budget and graph economy and business statistics using advanced software tools and comment and analyse them
	5. Use planning, organizing, leading and controlling methods using case studies and analysing the problem
	6. Analyse and integrate core concepts and apply content related to economics, management, accounting, and finance
	7. Develop team and interpersonal teamwork skills, master communication and case presentation skills (case studies, projects, seminars) using advanced software tools for document creation, presentation, and budget implementation
	8. Link basic concepts and apply content related to the field of law for drafting legal acts (contracts, regulations) related to the company or organization
	9. Use software packages to manage business departments, processes, and organizations
	10. Design and economically evaluate entrepreneurial ideas, events, projects, products, and services in the team and present the same
	11. Analyse the new roles of organizations, systems, processes, products and services and quality standards in the company and propose the valorisation of new trends in enterprises and organizations
	12. Analyse supply and resources (in organization, company, tourism, tourist destination) respecting the changing environment using key business indicators at global, national, regional and local levels, and develop development strategies to achieve competitiveness

2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)				LO Level: <i>Recapture, Understanding, Application, Analysis, Evaluation, Synthesis</i>	
	1.	explain and critically evaluate the basic concepts and characteristics of a tourist destination			2, 5	
	2.	create, calculate, and present models in a foreign language			4, 6	
	3.	to analyse the tourist environment on a concrete example and on that basis determine the prices of services of the tourist agency			4	
	4.	design new products and services			6	
	5.	analyse and process the offer and resources of the tourist destination			5,6	
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>					
	<b>nr.</b>	<b>Thematic unit</b>	<b>IU course</b>	<b>Content / teaching method</b>	<b>Valuation</b>	<b>It takes time</b>
	1.	Introductory lecture.	1	They listen to a lecture. In the course of the seminar they are introduced to the course content and documents on the e-learning page of the course by working independently on a computer.	-	6 hours
	2.	Tourism - classification, functions of tourism; Tourism as a system; Basic factors of tourism	1, 2,3 4	They listen to a lecture, present seminar papers	At the midterm or the written and oral exam they define and explain the basic concepts that occur in this whole; then they need to show and analyse the same on a concrete example	6 hours
3.	Touristic destination and destination system. Tourism trends;	1, 2,3 4;8,	They listen to lectures, solve case studies, present seminar papers	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a	8 o'clock	

					concrete example, critically judge based on the presented problem and propose a solution to the same problem.	
	4.	Planning as a function of managing a tourist destination; principles and characteristics of planning; subjective to you in the process of development planning tour with t Icke destination.	1, 2, 3, 4, 8	They listen to lectures, solve case studies, present seminar papers	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	10 o'clock
	5.	Planning as a function of managing a tourist destination; local planning procedures; planning of tourist sites;	1, 2, 3, 6, 7, 8, 10, 12	They listen to lectures, solve case studies, present seminar papers	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	10 o'clock
	6.	Analysis of the macro environment and the tourist destination market; SWOT analysis, 1 colloquium	1, 2, 3, 5, 6,7, 10, 12	They listen to lectures, present seminar papers	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	10 o'clock
	7.	Study trip	11.12	They analyse the elements of the tourist destination and the role of the organizations and make concrete conclusions and suggestions	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem	12 hours

					and propose a solution to the same problem.	
	8.	Strategic destination management, Planning models and techniques for minimizing the negative effects of tourism	1, 2, 3, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	12 hours
	9.	Strategic marketing planning as part of the overall development planning process	1, 2, 5, 7,9, 10, 11, 12	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	12 hours
	10.	Organization of economic agents of tourist intermediation.	1, 2, 3, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours
	11.	Managing the destination mix marketing tools	1, 2, 3, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours



	12.	Destination organization and management structure	1, 2, 3, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours
	13.	Prac learning and monitoring implementation plans	1, 2, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours
	14.	Global Tourism Trends; Guest lecture; Preparation for the colloquium	1, 2, 5, 7,9, 10, 11, 12	They listen to a lecture, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours
	15.	Concluding Considerations, Signatures, 2nd Colloquium	11.12	present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	4

3. EVALUATION OF STUDENT WORK																					
3.1. Students` obligations	<p>In accordance with the Book of Rules and the Rulebook on Student Assessment and Evaluation: for all regular students attend at least 70% attendance. Part-time students have the obligation to attend at least 50% of lectures. All students must create, present and positively colloquy seminar paper.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> <li>• From 0 – 24,9% ECTS credits- is rated F (unsuccessful) and cannot get ECTS credits and must re-enrol the subject in the next academic year.</li> <li>• From 25 – 49,9% ECTS credits - is rated FX (inadequate) and has to come out and pass the test (exam). A written exam can be held in a regular or extraordinary exam period.</li> <li>• More than 50% ECTS credits - students have the right to access the final exam of the subject.</li> </ul> <p>Students can pass the final exam in two ways: a) during the course through continuous student attendance (active participation in the lessons, solving case studies, making and presenting the seminar paper and project, passing two colloquia); b) during the course (active participation in the lessons, solving case studies, creating and presenting the seminar paper and project) and passing the exam (written and oral exam).</p>																				
3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attending classes	0.5	Written exam	2 (no midterm)	The project	1.5															
	Experimental work		Research		Practical work																
	Essay		Essay		Continuous checking																
	Colloquia	3 (without written and oral exam)	Seminar paper	0.5	(other type)																
	Class activities	0.5	Oral examination	1 (no midterm)	(other type)																
3.3. Student workload	<p>Student workload on all bases is 1 ECTS credit 30 semester hours and is estimated as:</p> <table border="1" data-bbox="416 863 1935 1027"> <thead> <tr> <th colspan="2"><i>Obligation</i></th> <th><i>Hours (estimated)</i></th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Attending classes</td> <td>60</td> </tr> <tr> <td>2.</td> <td>Creation of seminar work and project assignment and presentation</td> <td>30</td> </tr> <tr> <td>3.</td> <td>Preparation for the midterm / exam through self-study</td> <td>90</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>						<i>Obligation</i>		<i>Hours (estimated)</i>	1.	Attending classes	60	2.	Creation of seminar work and project assignment and presentation	30	3.	Preparation for the midterm / exam through self-study	90			
<i>Obligation</i>		<i>Hours (estimated)</i>																			
1.	Attending classes	60																			
2.	Creation of seminar work and project assignment and presentation	30																			
3.	Preparation for the midterm / exam through self-study	90																			

4. GRADING				
4.1. Seminar paper grading	Valuation Element	Poor	Satisfying	Above average
	Organization	The paper is not organized in a logical order and lacks structure.	The paper is well structured with a clear distinction between the introduction, the main body of the text and the conclusion.	The paper is well structured with a clear distinction between the introduction, the main body of the text and the conclusion, which are logically interconnected.
	Terminology, writing style	Words and expressions low in line with official terminology. The writing style is not appropriate, the sentences are too long, of a modest vocabulary and with frequent and repeated grammatical errors.	Words and expressions are in line with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and there are few grammatical errors.	Words and expressions are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.
	Citing and referencing references	The sources are not listed at all. The references do not fit the topic and show a cursory approach to exploring the topic.	The sources are listed but incomplete with errors. The references are relevant to the topic and show a satisfactory research attitude.	The sources are accurately, completely and consistently listed. The references are appropriate, their list is "rich" and comprehensive and shows a detailed research approach.
4.2. Colloquium / exam grading	Poor	Satisfying	Above average	
	Give answer by memory, no deeper understanding. Does not know and does not apply the basic terms and concepts. Cannot apply or explain the contents of the course.	Reproduces basic terms, without difficulty transfers new knowledge, understands subject matter, explains the terms and the notions that substantiate by examples.	Knowledge is at the level of analysis, synthesis and evaluation. It observes legitimacy, accurately and thoroughly explains the content of the subject, and logically links and explains the terms and concepts that it encapsulates. Find solutions that are not originally given. There is a correlation with correlative subjects.	

4.3. Creating a final grade according to evaluation elements	Active attendance	70-75% attendance	76-86% attendance	87-100% presence	Project task Solved case studies
		2 points	4 points	7 points	3 points
	Seminar paper	2	3	4	5
		5 points	7 points	8 points	10 points
	Examination / Written examination	2	3	4	5
		50-64.9%	65-79,9%	80-89.9%	90-100%
		25 points	30 points	35 points	40 points
	Oral part of the exam	2	3	5	5
25 points		30 points	35 points	40 points	
4.4. Creating a final grade according to absolute allocation	Percentage of adopted knowledge, skills, and competences (teaching + final exam)	Number rating		ECTS grade	
	90 - 100%	5 (excellent)		A	
	80 - 89,9%	4 (very good)		B	
	65 - 79,9%	3 (good)		C	
	60 - 64,9%	2 (sufficient)		D	
	50 - 59,9%	2 (sufficient)		E	
<b>5. ADDITIONAL INFORMATION ABOUT THE COURSE</b>					
5.1. Compulsory literature (available in the library and through other media)	Title			Number of copies in the library	Availability through other media
	1. P. Gardijan, Menadžment turističke destinacije-brend menadžment turističke destinacije, Veleučilište u Šibeniku, 2010.			5	
	2. L. Petrić, Upravljanje turističkom destinacijom, Načela i praksa, Ekonomski fakultet u Splitu, Split, 2011.			10	

5.2. Additional literature (at the moment of changes and/or amended of study programme)	<ol style="list-style-type: none"> <li>1. D. Magaš, Management turističke organizacije i destinacije, Adamić, Rijeka, 2003.</li> <li>2. R. Dobre, Menadžment turističke destinacije (skripta), Visoka škola za turistički menadžment Šibenik, Šibenik, 2004.</li> <li>3. Časopisi (Turizam, Tourism and Hospitality Management, Journal of Travel research, Acta Turistica)</li> <li>4. P. Mason, Tourism Impacts, Planning and Management, Elsevier, Oxford 2006.</li> </ol>	3	Yes
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	<p>The control of students' work quality and the acquisition of necessary knowledge and skills will be ensured through interactive work. By keeping track of attendance and student activity during classes and provided information on students' progress through short colloquiums and homework, information for further guidance to students will be provided in order to increase the efficiency of their work. Students will be informed about their rights and obligations as well as the methods of work and the required literature. Indicators of quality assurance system: Student survey, monitoring of annual data from the Croatian employment service on the annual state of student employment, surveys from employers and Alumni association.</p>		
5.4. Information on the course and contact with the teacher	<p>It is obligatory for every student to regularly inform about the course, teaching and teaching activities. All information about teaching or any delay in teaching will be published on the e-learning pages of the course and on the web pages of the Polytechnic. Students can contact the teachers during the consultation term (at least one hour per week), while brief questions and explanations can be addressed during classes. It is possible to ask questions by e-mail (from the official e-mail address from the domain @vus.hr) that will be answered in a short time (no later than five working days from the receipt of e-mail).</p>		

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	<b>Business Organization</b>	1.8. ISVU course code	
1.2. Lecturer	Ana Vukičević, Ph.D.	1.9. MOZVAG course code	
1.3. Assistants and/or associates	None	1.10. Forms of teaching (number of hours Lecturing + Practical exercises + Seminars + e learning)	(45+0+15+0)
1.4. Study programme (specialist, undergraduate, graduate)	undergraduate	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of on line course performance (max. 20%)	1 <sup>st</sup> – materials available On-line, 0%
1.5. Course status (obligatory, optional)	optional	1.12. Number of course revisions	2.
1.6. Study year	3	1.13. Modernization	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
1.7. Credit score (ECTS)	4	1.14. Percentage estimate of course changes and/or supplements	Less than 20% <input checked="" type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	Introduce students with organizations theories and organizations structures and types of leadership styles.		
2.2. Terms of course entry and required competences	Four-year high school education completed; having a qualification at level 4.2		

2.3. Learning outcomes on the study programme level	LO5 : To use planning, organizing, management and control methods on practical examples, analyze the problem and propose appropriate solutions to problem situations					
	LO11 : To analyze new roles of organizations, systems, processes, products and services and quality standards in companies and propose valorization of new trends in companies and organizations					
	LO13: To understand specific human resource management processes and propose a proper value system in judgment process and assessment of work achievements and performances					
2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)				<b>LO Level:</b> 7. <i>Recapture,</i> 8. <i>Understanding,</i> 9. <i>Application,</i> 10. <i>Analysis,</i> 11. <i>Evaluation,</i> 12. <i>Synthesis</i>	
	1.	analyze new roles of organizations			1,2	
	2.	critically analyze organizations theories and identify modern organization structures			5,2	
	3.	comment problematic of different organizations' structures and to recommend leadership styles			4,5	
	4.	analyze and to grade satisfactions and employees' values.			6	
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>					
	<b>No:</b>	<b>Thematic ensemble / Lecture Topic</b>	<b>Course LO</b>	<b>Content / Teaching Method</b>	<b>Evaluation</b>	<b>Time needed</b>
	16.	Introduction to course	-,	Listen to the lecture. On seminary teaching, by independent work on the computer students get acquainted with course content and documents on the e-learning course page.	-	2 hours
		Organization theories	1,6	Listen to the lecture and read the literature.	In a colloquy or written and oral exam students define main organization theories and define their representatives.	4 hours
	17.	Organization behavior	1, 6,	Listen to the lecture and read the literature.	In a colloquy or written and oral exam students can name and distinguish organization behaviour	4 hours
	18.	Perception and individual decision making	1,2,3,4,5,6,	Listen to the lecture and read the literature.	In a colloquy or written and oral exam students can define and describe the perception of an individual inside the organization and define the process of decision making.	4 hours
	19.	Group behavior	1, 5,6,	Listen to the lecture and read the literature. At the seminar student individually, in pairs or Socrates threes solve case studies thus presenting the appropriateness of	In a colloquy or written and oral exam students can define group behaviour and name the specifics of an formal and informal group. Solved case study.	10 hours

				previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.		
	20.	Teamwork	1, 3,5,6	Listen to the lecture and read the literature. At the seminar student individually explore the content of this topic area by searching the database and based on it and read literature students write seminar paper thus presenting the acquired knowledge and making their own ideas, and ways to solve problems. Methods of brainstorm and discussion on the exposed topic is applied in the whole group.	In a colloquy or written and oral exam students can define and describe teamwork as a part of decision making and problem solving technique in organization. Created and Presented seminar paper (by independent use of computer programs).	10 hours
	21.	Motivation	1, 3, 5, 6,	Listen to the lecture and read the literature. At the seminar student individually explore the content of this topic area by searching the database and based on it and read literature students write seminar paper thus presenting the acquired knowledge and making their own ideas, and ways to solve problems. Methods of brainstorm and discussion on the exposed topic is applied in the whole group.	In a colloquy or written and oral exam they can define and describe different types of motivation. Created and Presented seminar paper (by independent use of computer programs).	8 hours
	22.	Communication	1, 2, 3, 4, 5, 6, 7	Listen to the lecture and read the literature. At the seminar student individually explore the content of this topic area by searching the database and based on it and read literature students write seminar paper thus presenting the acquired knowledge and making their own ideas, and ways to solve problems. Methods of brainstorm and discussion on the exposed topic is applied in the whole group.	In a colloquy or written and oral exam they can define and describe communicational channels in organization. Seminar paper (by independent use of computer programs).	10 hours
	23.	Leadership theories	1, 4, 5, 6, 7	Listen to the lecture and read the literature. They use multimedia and network. Listen to the lecture and read the literature. At the seminar student individually explore the content of this topic area by searching the database and based on it and read literature students write seminar paper thus presenting the	In a colloquy or written and oral exam they can define and describe each leadership theories and define leadership styles. Created and Presented seminar paper (by independent use of computer programs).	4 hours



				acquired knowledge and making their own ideas, and ways to solve problems. Methods of brainstorm and discussion on the exposed topic is applied in the whole group.		
	24.	Organization structures	1, 2, 3, 4, 5, 6, 7	Listen to the lecture and read the literature. Listen to the lecture and read the literature. At the seminar student individually explore the content of this topic area by searching the database and based on it and read literature students write seminar paper thus presenting the acquired knowledge and making their own ideas, and ways to solve problems. Methods of brainstorm and discussion on the exposed topic is applied in the whole group.	In a colloquy or written and oral exam students can define and describe different modern and traditional organization structures. Created and Presented seminar paper (by independent use of computer programs).	6 hours
	25.	Organization changes	1, 2, 3, 4, 5, 6, 7	Listen to the lecture and read the literature. At the seminar, students solve the case study.	In a colloquy or written and oral exam students can define and describe organizational changes and choose between mechanisms to solve changes. .. Created and Presented seminar paper (by independent use of computer programs).	8 hours
	26.	Values and job satisfaction	1, 2, 3, 4, 5, 6, 7	Listen to the lecture and read the literature. At the seminar, students solve the case study.	In a colloquy or written and oral exam they can define and describe how individuals measure and value job satisfaction.  Created and Presented seminar paper (by independent use of computer programs).	8 hours
	27.	Personalities and values	1, 2, 3, 4, 5, 6, 7	Listen to the lecture and read the literature. They use multimedia and network. Listen to the lecture and read the literature. At the seminar student individually explore the content of this topic area by searching the database and based on it and read literature students write seminar paper thus presenting the acquired knowledge and making their own ideas, and ways to solve problems. Methods of brainstorm and discussion on the exposed topic is applied in the whole group.	In a colloquy or written and oral exam students can define and describe the values and external and internal factors of an individual in organization.  Created and Presented seminar paper (by independent use of computer programs).	6 hours

	28.	Business politics	2,3	Listen to the lecture and read the literature. Listen to the lecture and read the literature. At the seminar student individually explore the content of this topic area by searching the database and based on it and read literature students write seminar paper thus presenting the acquired knowledge and making their own ideas, and ways to solve problems. Methods of brainstorm and discussion on the exposed topic is applied in the whole group.	In a colloquy or written and oral exam students can define and describe the politics and power within the organization. Created and Presented seminar paper (by independent use of computer programs).	6 hours
	29.	Organization culture	2,3	Listen to the lecture and read the literature.	In a colloquy or written and oral exam they can describe different organization cultures. Created and Presented seminar paper (by independent use of computer programs).	8 hours
	30.	Concluding Considerations / Repeating and Preparing for Exam.		Listen to the lecture and individual preparation for the exam.		20 hours

### 3. EVALUATION OF STUDENT WORK

3.1. Students` obligations	<p>In accordance with the Book of Rules and the Rulebook on Student Assessment and Evaluation: for all regular students attend at least 70% attendance. Part-time students have the obligation to attend at least 50% of lectures. All students must create, present and positively colloquy seminar paper.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> <li>• From 0 – 24,9% ECTS credits- is rated F (unsuccessful) and cannot get ECTS credits and must re-enrol the subject in the next academic year;</li> <li>• From 25 – 49,9% ECTS credits - is rated FX (inadequate) and has to come out and pass the test (exam). A written exam can be held in a regular or extraordinary exam period;</li> <li>• More than 50% ECTS credits - students have the right to access the final exam of the subject.</li> </ul> <p>Students can pass the final exam in two ways: a) during the course through continuous student attendance (active participation in the lessons, , solving case studies, making and presenting the seminar paper and passing two colloquia); b) during the course (active participation in the lessons,, solving case studies, creating and presenting the seminar paper) and passing the exam (written and oral exam).</p>
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3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attendance		Written exam	(by submitting both colloquiums the student is relieved of an written examination)	Project	
	Experimental work		Research	0,5	Practical work	
	Essay		Report		Continuous examination	
	Colloquium	1 (by submitting both colloquiums the student is relieved of a written and oral examination)	Seminar paper	0,5	Other (inscribe)	
	Class activities		Oral exam	1 (by submitting both colloquiums the student is	Other (inscribe)	

				relieved of an oral examination)		
3.3. Student workload	The student's workload on all bases amounts to 1 ECTS point for 30 hours of work per semester and is estimated as:					
	<b>Commitment</b>			<b>Hours (estimate)</b>		
	4. Attending classes			20		
	5. Creating and Presenting seminar paper			40		
	6. Preparation for the Colloquium / exam through self-study			50		
<b>4. GRADING</b>						
4.1. Seminar paper grading	<b>Valuation Element</b>	<b>Poor</b>	<b>Satisfying</b>	<b>Above average</b>		
	Organization	The paper is not organized in a logical order and its structure is lacking.	The paper is well structured with a clear distinction between the introduction, the main part of the text and the conclusion.	The paper is well-structured with a clear distinction between the introduction, the main part of the text and the conclusions that are perfectly logically linked to one another		
	Terminology, writing style	Words and phrases are low harmonized with official terminology. Writing style is not appropriate, sentences are too long, modest vocabulary, and frequent and repeated grammatical mistakes.	Words and phrases are aligned with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and has little grammatical errors.	Words and phrases are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.		
	Quoting and referencing	Sources are not specified at all. The references do not match the topic and show a superficial approach to the research topic.	Sources are listed, but incomplete and with errors. The references are appropriate for the subject and show a satisfactory research attitude.	Sources are accurate, complete and consistent. The references are appropriate, their list is "rich" and comprehensive and shows a robust research approach.		
4.2. Colloquium / exam grading	<b>Poor</b>	<b>Satisfying</b>		<b>Above average</b>		
	Give answer by memory, no deeper understanding. Does not know and does not apply the basic terms and concepts. Cannot apply or explain the contents of the course.	Reproduces basic terms, without difficulty transfers new knowledge, understands subject matter, explains the terms and the notions that substantiate by examples.		Knowledge is at the level of analysis, synthesis and evaluation. It observes legitimacy, accurately and thoroughly explains the content of the subject, and logically links and explains the terms and concepts that it encapsulates. Find solutions that are not originally given. There is a correlation with correlative subjects.		

4.3. Creating a final grade according to evaluation elements	Active participation in the lessons	70-75% of attendance	76-86% of attendance	87-100% of attendance	Created mental map. Solved case study.
		2 points	4 points	7 points	3 points
	Seminar paper	2	3	4	5
		5 points	7 points	8 points	10 points
	Colloquium / written exam	2	3	4	5
		50-64,9%	65-79,9%	80-89,9%	90-100%
		25 points	30 points	35 points	40 points
	Oral exam	2	3	5	5
25 points		30 points	35 points	40 points	
4.4. Creating a final grade according to absolute allocation	Percentage of adopted knowledge, skills and competences (teaching + final exam)	Numerous grade	ECTS grade		
		90 – 100%	5 (excellent)	A	
		80 – 89,9%	4 (very good)	B	
		65 – 79,9%	3 (good)	C	
		60 – 64,9%	2 (sufficient)	D	
		50 – 59,9%	2 (sufficient)	E	
<b>5. ADDITIONAL INFORMATION ABOUT THE COURSE</b>					
5.1. Compulsory literature (available in the library and through other media)	<b>Title</b>			<b>Number of copies in the library</b>	<b>Availability via other media</b>
	1. 1. Robbins, S.P. i Judge, T.A.: Organizacijsko ponašanje, Mate, 2009..			3	-
	2. Sikavica, P., Novak, M.: Modeliranje organizacijske strukture poduzeća, Informator, Zagreb.			3	-
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Sikavica, P., Novak, M., Poslovno odlučivanje, Informator, Zagreb, 1999.			2	-
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	The control of students' work quality and the acquisition of necessary knowledge and skills will be ensured through interactive work. By keeping track of attendance and student activity during classes and provided information on students' progress through short colloquiums and homework, information for further guidance to students will be provided in order to increase the efficiency of their work. Students will be informed about their rights and obligations as well as the methods of work and the required literature. Indicators of quality assurance system: Student survey, monitoring of annual data from the Croatian employment service on the annual state of student employment, surveys from employers and Alumni association.				

#### 5.4. information on the course and contact with the teacher

It is obligatory for every student to regularly inform about the course, teaching and teaching activities. All information about teaching or any delay in teaching will be published on the e-learning pages of the course and on the web pages of the Polytechnic. Students can contact the teachers during the consultation term (at least one hour per week), while brief questions and explanations can be addressed during classes. It is possible to ask questions by e-mail (from the official e-mail address from the domain @vus.hr) that will be answered in a short time (no later than five working days from the receipt of e-mail).

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	<b>Quality Management</b>	1.8. ISVU course code	142639
1.2. Lecturer	Divna Goleš, Master of Economics, Senior lecturer	1.9. MOZVAG course code	
1.3. Assistants and/or associates	None	1.10. Forms of teaching (number of hours Lecturing +Practical exercises + Seminars + e learning)	(45+0+15+0)
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	1 <sup>st</sup> – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	2.
1.6. Study year	3 <sup>rd</sup>	1.13. Modernization	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
1.7. Credit score (ECTS)	6	1.14. Percentage estimate of course changes and/or supplements	Less than 20% <input checked="" type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	The aim of the collegium is to familiarize students with important terms in the area of Quality Management System and understanding the systems applied to quality management. Furthermore, collegium aims to familiarize, analyse and apply methods and tools that can be used to identify and eliminate non-conformities in the Quality Management System.		
2.2. Terms of course entry and required competences	Admission requirements for the 3rd year of study		

2.3. Learning outcomes on the study programme level	LO2: To organize and lead teamwork, and critically evaluate the opinions and attitudes of team stakeholders					
	LO3: To independently and responsibly search relevant literature for decision making and conclusion in Croatian and foreign language					
	LO10: To develop team and interpersonal teamwork skills, master communication and case study skills (case studies, projects, seminars) using advanced software tools for document preparation, presentation and budget implementation					
	LO13: To analyse new roles of organizations, systems, processes, products and services and quality standards in companies and propose valorisation of new trends in companies and organizations					
2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)				<b>LO Level:</b> 1. <i>Recapture,</i> 2. <i>Understanding,</i> 3. <i>Application,</i> 4. <i>Analysis,</i> 5. <i>Evaluation,</i> 6. <i>Synthesis</i>	
	1. Explain and critically evaluate key concepts and processes that are important in the Quality Management System				2,5	
	2. Analyse the role and importance of quality policy and give a concrete example.				4,6	
	3. To analyse the importance of the Quality Management System in modern market conditions				4	
	4. To connect the reasons for improving the quality domain, the role of quality cost and quality-based system development.				6	
	5. Choose and critically evaluate the appropriateness of selected methods and tools to solve problems in the Quality Management Systems				3,5	
	6. Present seminar paper and critically judge the topic covered				6,5	
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>					
	<b>No:</b>	<b>Thematic ensemble / Lecture Topic</b>	<b>Course LO</b>	<b>Content / Teaching Method</b>	<b>Evaluation</b>	<b>Time needed</b>
	1	Introduction to the course and a detailed performance plan.	-	Listen to the lecture. On seminary teaching, by independent work on the computer students get acquainted with course content and documents on the e-learning course page.	-	4 hours
	2.	The basis of the theory of quality.	1,2,6	They listen to a lecture. They read the literature.	At the colloquium or the written and oral exam, they define fundamental insights into quality theory.	6 hours
	3.	Interested partners and their integration into the Quality Management System.	1,2,3,6	They listen to a lecture. They read the literature.	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit.	8 hours
	4.	Application of quality management principles.	1,2,3,6	They listen to a lecture, they read the literature, present a seminar paper, followed by a discussion.	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit.	8 hours
	5.	Strategy, policy, mission, vision and quality goals. Business Systems and Quality Management Systems.	1,2,3,6	They listen to a lecture, work in a team on case work, present a seminar paper, followed by a discussion.	At the colloquium or the written and oral exam they define and explain the concepts that occur in this	12 hours

					thematic unit, then they should present and analyse the same on a concrete example.	
6.	Business Systems and Quality Management Systems.	1,2,3,6	They listen to a lecture, they read the literature, present a seminar paper, followed by a discussion.	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example.	12 hours	
7.	Documentation in the Quality Management System.	1,2,3,4,6	They listen to a lecture, work in a team on case work, present a seminar paper, followed by a discussion.	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example.	12 hours	
8.	Construction and modelling of business processes.	1,2,3,4,6	They listen to a lecture, work in a team on case work, present a seminar paper, followed by a discussion.	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example.	12 hours	
9.	Standards, guidelines and laws in the Quality Management System, I. colloquium.	2,3,4,6	They listen to a lecture, they read the literature, present a seminar paper, followed by a discussion.	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example.	16 hours	
10.	Concept of continuous improvement of quality.	3,4,5,6	They listen to a lecture, they read the literature, present a seminar paper, followed by a discussion.	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example.	12 hours	
11.	Implementation of auditing and certification process.	3,4,5,6	They listen to a lecture, work in a team on case work, present a seminar paper, followed by a discussion	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example-	12 hours	
12.	Troubleshooting Techniques in the Quality Management System.	3,4,5,6	They listen to a lecture, work in a team on case work, present a seminar paper, followed by a discussion	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example.	12 hours	
13.	Norm 9000 ff. TQM Models (Business Excellence Awards).	3,4,5,6	They listen to a lecture, work in a team on case work, present a seminar paper, followed by a discussion	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example.	12 hours	
14.	Quality Costs.	4,5,6	They listen to a lecture, they read the literature, present a seminar paper, followed by a discussion	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example.	12 hours	
15.	Final lecture, course signatures, II. colloquium	1,2,3,4,5,6	They listen to a lecture and prepare independently for the exam.	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit.	30 hours	



### 3. EVALUATION OF STUDENT WORK

<p>3.1. Students` obligations</p>	<p>In accordance with the Book of Rules and the Rulebook on Student Assessment and Evaluation: for all regular students attend at least 70% attendance. Part-time students have the obligation to attend at least 50% of lectures. All students must create, present and positively colloquy seminar paper.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> <li>• From 0 – 24,9% ECTS credits- is rated F (unsuccessful) and cannot get ECTS credits and must re-enrol the subject in the next academic year.</li> <li>• From 25 – 49,9% ECTS credits - is rated FX (inadequate) and has to come out and pass the test (exam). A written exam can be held in a regular or extraordinary exam period.</li> <li>• More than 50% ECTS credits - students have the right to access the final exam of the subject.</li> </ul> <p>Students can pass the final exam in two ways: a) during the course through continuous student attendance (active participation in the lessons, making and presenting the seminar paper, passing two colloquia); b) during the course (active participation in the lessons, creating and presenting the seminar) and passing the exam (written and oral exam).</p>													
<p>3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)</p>	Attendance	1	Written exam	2 (by submitting both colloquiums the student is relieved of an written examination)	Project									
	Experimental work		Research		Practical work									
	Essay		Report		Continuous examination									
	Colloquium	3,5 (by submitting both colloquiums the student is relieved of a written and oral examination)	Seminar paper	1	Other (inscribe)									
	Class activities	0,5	Oral exam	1,5 (by submitting both colloquiums the student is relieved of an oral examination)	Other (inscribe)									
<p>3.3. Student workload</p>	<p>The student's workload on all basis's amounts to 1 ECTS point for 30 hours of work per semester and is estimated as:</p> <table border="1" data-bbox="521 938 2139 1066"> <thead> <tr> <th data-bbox="521 938 1339 970"><i>Commitment</i></th> <th data-bbox="1339 938 2139 970"><i>Hours (estimate)</i></th> </tr> </thead> <tbody> <tr> <td data-bbox="521 970 1339 1002">1. Attending classes</td> <td data-bbox="1339 970 2139 1002">60</td> </tr> <tr> <td data-bbox="521 1002 1339 1034">2. Creating and Presenting seminar paper</td> <td data-bbox="1339 1002 2139 1034">15</td> </tr> <tr> <td data-bbox="521 1034 1339 1066">3. Preparation for the Colloquium / exam through self-study</td> <td data-bbox="1339 1034 2139 1066">105</td> </tr> </tbody> </table>						<i>Commitment</i>	<i>Hours (estimate)</i>	1. Attending classes	60	2. Creating and Presenting seminar paper	15	3. Preparation for the Colloquium / exam through self-study	105
<i>Commitment</i>	<i>Hours (estimate)</i>													
1. Attending classes	60													
2. Creating and Presenting seminar paper	15													
3. Preparation for the Colloquium / exam through self-study	105													

4. GRADING					
4.1. Seminar paper grading	Valuation Element	Poor	Satisfying	Above average	
	Organization	The paper is not organized in a logical order and its structure is lacking.	The paper is well structured with a clear distinction between the introduction, the main part of the text and the conclusion.	The paper is well-structured with a clear distinction between the introduction, the main part of the text and the conclusions that are perfectly logically linked to one another	
	Terminology, writing style	Words and phrases are low harmonized with official terminology. Writing style is not appropriate, sentences are too long, modest vocabulary, and frequent and repeated grammatical mistakes.	Words and phrases are aligned with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and has little grammatical errors.	Words and phrases are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.	
	Quoting and referencing	Sources are not specified at all. The references do not match the topic and show a superficial approach to the research topic.	Sources are listed, but incomplete and with errors. The references are appropriate for the subject and show a satisfactory research attitude.	Sources are accurate, complete and consistent. The references are appropriate, their list is "rich" and comprehensive and shows a robust research approach.	
4.2. Colloquium / exam grading	Poor		Satisfying	Above average	
	Give answer by memory, no deeper understanding. Does not know and does not apply the basic terms and concepts. Cannot apply or explain the contents of the course.		Reproduces basic terms, without difficulty transfers new knowledge, understands subject matter, explains the terms and the notions that substantiate by examples.	Knowledge is at the level of analysis, synthesis and evaluation. It observes legitimacy, accurately and thoroughly explains the content of the subject, and logically links and explains the terms and concepts that it encapsulates. Find solutions that are not originally given. There is a correlation with correlative subjects.	
4.3. Creating a final grade according to evaluation elements	Active participation in the lessons	70-75% of attendance	76-86% of attendance	87-100% of attendance	Solved case study and project
		2 points	4 points	7 points	3 points
	Seminar paper	2	3	4	5
		5 points	7 points	8 points	10 points
	Colloquium / written exam	2	3	4	5
		50-64,9%	65-79,9%	80-89,9%	90-100%
		25 points	30 points	35 points	40 points
	Oral exam	2	3	5	5
25 points		30 points	35 points	40 points	

4.4. Creating a final grade according to absolute allocation	Percentage of adopted knowledge, skills and competences (teaching + final exam)	Numerous grade	ECTS grade
	90 – 100%	5 (excellent)	A
	80 – 89,9%	4 (very good)	B
	65 – 79,9%	3 (good)	C
	60 – 64,9%	2 (sufficient)	D
	50 – 59,9%	2 (sufficient)	E

## 5. ADDITIONAL INFORMATION ABOUT THE COURSE

	Title	Number of copies in the library	Availability via other media
5.1. Compulsory literature (available in the library and through other media)	1. Goleš D.(2011). *Upravljanje kvalitetom* script, Veleučilište u Šibeniku, Šibenik		e- learning
	2. Injac N.(2002). *Mala enciklopedija kvalitete, I dio, Upoznajmo normu ISO 9000*, Oskar, Zagreb,	7	
	3. Šiško Kuliš M., Grubišić D.(2010). *Upravljanje kvalitetom*, Sveučilište u Splitu, Ekonomski fakultet, Split, 2010. (selected chapters)	2	
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Lazibat T.(2009). *Upravljanje kvalitetom* Znanstvena knjiga, Zagreb 2. Injac N.(2001). *Mala enciklopedija kvalitete, Moderna povijest kvalitete*, Oskar, Zagreb 3. Drljača M.(2004).* Mala enciklopedija kvalitete, Troškovi kvalitete* Oskar, Zagreb 4. Injac N.(2002).*Mala enciklopedija kvalitete, Informacije, dokumentacija, auditi*, Oskar, Zagreb 5. Avelini Holjevac I.(2002).* Upravljanje kvalitetom u turizmu i hotelskoj industriji*Fakultet za turistički i hotelski menadžment, Opatija	1 6 3 5 2	
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	The control of students' work quality and the acquisition of necessary knowledge and skills will be ensured through interactive work. By keeping track of attendance and student activity during classes and provided information on students` progress through short colloquiums and homework, information for further guidance to students will be provided in order to increase the efficiency of their work. Students will be informed about their rights and obligations as well as the methods of work and the required literature. Indicators of quality assurance system: Student survey, monitoring of annual data from the Croatian employment service on the annual state of student employment, surveys from employers and Alumni association.		
5.4. information on the course and contact with the teacher	It is obligatory for every student to regularly inform about the course, teaching and teaching activities. All information about teaching or any delay in teaching will be published on the e-learning pages of the course and on the web pages of the Polytechnic. Students can contact the teachers during the consultation term (at least one hour per week), while brief questions and explanations can be addressed during classes. It is possible to ask questions by e-mail (from the official e-mail address from the domain @ vus.hr) that will be answered in a short time (no later than five working days from the receipt of e-mail).		

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Name of the course	<b>Public Sector Economy</b>	1.8. ISVU course code	BO36
1.2. Lecturer	Dijana Mečev, PhD, s.lec.	1.9. MOZVAG course code	
1.3. Assistants and/or associates	-	1.10. Forms of teaching (number of hours Lecturing + Practical exercises + Seminars + e learning)	(45+0+15+0)
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1st, 2nd, 3rd level), percentage of online course performance (max. 20%)	1 st level – materials available on-line, 0%
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	1
1.6. Study year	3rd	1.13. Modernization	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
1.7. Credit score (ECTS)	4	1.14. Percentage estimate of course changes and/or supplements	Less than 20% <input checked="" type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	The aim is to acquaint students with theories and research related to public sector economy; enable the understanding and analysis of the public sector economy and related economic and social controversies; understanding and analyzing not only the economic but also social, political and cultural aspects of the public sector economy and how they affect the economy as well as the daily life of the individual.		
2.2. Terms of course entry and required competences	Four-year secondary education completed; qualification level 4.2 according to the CROQF.		

2.3. Learning outcomes on the study programme level	LO1: To apply and link economic terms in more complex written and oral communication in Croatian and foreign languages.					
	LO2: To organize and lead teamwork, and critically judge the opinions and attitudes of team members.					
	LO3: To individually and responsibly search relevant literature for reaching solutions and conclusions in Croatian and foreign languages.					
	LO5: To use planning, organizing, management and control methods on practical examples, analyse the problem and propose appropriate solutions to problem situations.					
	LO6: To analyse and link basic concepts and apply content related to the area of economics, management, accounting, and finance.					
	LO10: To develop team and interpersonal teamwork skills, master communication skills and presentation skills of set topics and tasks (case studies, projects, seminars) using advanced software tools for document creation, presentation and budget implementation.					
2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)				<b>LO Level:</b> 1. <i>Recapture,</i> 2. <i>Understanding,</i> 3. <i>Application,</i> 4. <i>Analysis,</i> 5. <i>Evaluation,</i> 6. <i>Synthesis</i>	
	1.	To <b>define</b> and <b>explain</b> all categories and features of public sector.			1,2	
2.	To <b>identify</b> and critically <b>evaluate</b> the complex factors of public sector action.			1,5		
3.	To <b>group</b> and <b>describe</b> the categories of determinants of the public sector economy.			2,1		
4.	To <b>categorize</b> ways of addressing economic and social problems through public sector economy measures.			4		
5.	To <b>analyse</b> problems and measures of the public sector economy.			4		
6.	To <b>apply</b> economic way of thinking in the analysis of certain contemporary economic problems.			6		
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>					
	<b>no.</b>	<b>Thematic ensemble / Lecture Topic</b>	<b>Course LO</b>	<b>Content / Teaching Method</b>	<b>Evaluation</b>	<b>Time needed</b>
	1	Introduction to the course and a detailed performance plan	-	Listen to the lecture. By independent work on the computer students get acquainted with course content and documents on the e-learning course page.	-	2 hours
		Introduction to Public Sector economy.	1, 2,3	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students can define and describe the basic concepts of public sector economy	8 hours
2.	The role of the state in a market economy.	1, 2,3,4,6	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and	In a colloquium or written and oral exam students know how to identify and explain the functions of the state. They can think critically about the differences between "good society" and public choice theory. They can explain the reasons for state intervention in the economy as well as the disadvantages of that intervention.	8 hours	

				presenting adopted knowledge and ideas, discuss issues.		
3.	Public goods and private goods provided by the public sector.	1,2,3,5	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students can define public, mixed and private goods. They can think critically about the reasons for the inefficiency of the market mechanism in the supply of public goods. They know how to identify and explain the reasons for income redistribution.	8 hours	
4.	Public revenues and public expenditures.	1, 5	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students identify and explain the various forms of public revenue and public expenditure. They can analyze public revenues from the aspect of fiscal burden and according to the level of financial autonomy and financial sovereignty. They analyze public expenditures by object, time and spending entity; distinguish public revenues from public expenditures in the state budget.	8 hours	
5.	Tax analysis.	1, 4	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students can identify and explain the basic concepts of tax terminology. They can think critically about the fairness and efficiency of the tax system.	10 hours	
6.	Taxation of individuals and their behaviour.	1,4	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students can explain the position of the natural person in the income tax system. They know how to analyze income tax as means of achieving fiscal and non-fiscal goals. They can reasonably opt for progressive or proportional taxation of personal income.	6 hours	
7.	Business taxation.	1, 4	Listen to the lecture and read the literature. Use multimedia and network. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students can extract the basic features of the income tax system. They know how to distinguish between the factors of increasing and decreasing the tax base of corporate income tax. They know how to evaluate the use of tax losses for going concern.	6 hours	
8.	Consumption taxes.	1,4	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus	In a colloquium or written and oral exam students analyse consumption taxes as a means of achieving fiscal and non-fiscal goals. They know how to extract the basic features of consumption tax.	6 hours	

				presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.		
	9.	Public debt.	1, 4, 5, 6	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students define public debt; critically evaluate the existing amount and structure of public debt, as well as identify the options and limitations of refinancing obligations that have become due.	6 hours
	10.	Pension insurance and social welfare.	3, 4	Listen to the lecture and read the literature. Use multimedia and network. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students can explain the role of pension insurance and social welfare. They are capable of thinking critically about sustainability of intergenerational solidarity system.	6 hours
	11.	Health insurance.	1, 2, 4, 5, 6	Listen to the lecture and read the literature. Use multimedia and network. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students can describe and define basic economic concepts in healthcare, explain the way healthcare is financing in the Republic of Croatia and in other countries. They know how to explain the role of different stakeholders in the healthcare system. They know the advantages and disadvantages of a centralized and polycentric health planning model.	6 hours
	12.	Education as a public good.	1,2, 4, 5, 6	Listen to the lecture and read the literature. Use multimedia and network. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students can define and describe the concepts of education economics. They can explain the relationships between education policies, education reform and economic growth; they can analyze the impact of the cost of investing in education on the social benefit of education.	6 hours
	13.	Cost benefit analysis.	6	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus	In a colloquium or written and oral exam students describe the purpose and objectives of conducting a	6 hours

				presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	cost-benefit analysis. They know how to value different models of cost-benefit analysis.	
	14.	Political economy.	2,5,6	Listen to the lecture and read the literature. Discuss issues. At the seminar student individually or in pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquium or written and oral exam students define basic concepts in the field of political economy. They know how to explain different approaches to implementing economic and political reforms. They know how to critically reflect on the relationship between economics and politics, namely, markets and the state in contemporary societies.	8 hours
	15.	Concluding Considerations / Repeating and Preparing for Exam.		Concluding Considerations / Repeating and Preparing for Exam.		22 hours

### 3. EVALUATION OF STUDENT WORK

3.1. Students` obligations	<p>In accordance with the Book of Rules and the Rulebook on Student Assessment and Evaluation: for all regular students attend at least 70% attendance. Part-time students have the obligation to attend at least 50% of lectures. All students must create, present and positively colloquium seminar paper.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> <li>• From 0 – 24,9% ECTS credits- is rated F (unsuccessful) and cannot get ECTS credits and must re-enrol the subject in the next academic year;</li> <li>• From 25 – 49,9% ECTS credits - is rated FX (inadequate) and has to come out and pass the test (exam). A written exam can be held in a regular or extraordinary exam period;</li> <li>• More than 50% ECTS credits - students have the right to access the final exam of the subject.</li> </ul> <p>Students can pass the final exam in two ways: a) during the course through continuous student attendance (active participation in the lessons, solving case studies, making and presenting the seminar paper and passing two colloquia); b) during the course (active participation in the lessons, solving case studies, creating and presenting the seminar paper) and passing the exam (written and oral exam).</p>					
3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attendance		Written exam	2 (by submitting both colloquiums the student is relieved of an written examination)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium	3 (by submitting both colloquiums the student is relieved of a written and oral examination)	Seminar paper	0,5		
	Class activities	0,5	Oral exam	1 (by submitting both colloquiums the student is relieved of an oral examination)		



3.3. Student workload	The student's workload on all bases amounts to 1 ECTS point for 30 hours of work per semester and is estimated as:	
	<b><i>Commitment</i></b>	<b><i>Hours (estimate)</i></b>
	1. Attending classes	60
	2. Creating and Presenting seminar paper	10
	3. Preparation for the Colloquium / exam through self-study	50

#### 4. GRADING

4.1. Seminar paper grading	<b>Valuation Element</b>	<b>Poor</b>	<b>Satisfying</b>	<b>Above average</b>
	Organization	The paper is not organized in a logical order and its structure is lacking.	The paper is well structured with a clear distinction between the introduction, the main part of the text and the conclusion.	The paper is well-structured with a clear distinction between the introduction, the main part of the text and the conclusions that are perfectly logically linked to one another
	Terminology, writing style	Words and phrases are low harmonized with official terminology. Writing style is not appropriate, sentences are too long, modest vocabulary, and frequent and repeated grammatical mistakes.	Words and phrases are aligned with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and has little grammatical errors.	Words and phrases are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.
	Quoting and referencing	Sources are not specified at all. The references do not match the topic and show a superficial approach to the research topic.	Sources are listed, but incomplete and with errors. The references are appropriate for the subject and show a satisfactory research attitude.	Sources are accurate, complete and consistent. The references are appropriate, their list is "rich" and comprehensive and shows a robust research approach.
4.2. Colloquium / exam grading	<b>Poor</b>	<b>Satisfying</b>		<b>Above average</b>
	Give answer by memory, no deeper understanding. Does not know and does not apply the basic terms and concepts. Cannot apply or explain the contents of the course.	Reproduces basic terms, without difficulty transfers new knowledge, understands subject matter, explains the terms and the notions that substantiate by examples.		Knowledge is at the level of analysis, synthesis and evaluation. It observes legitimacy, accurately and thoroughly explains the content of the subject, and logically links and explains the terms and concepts that it encapsulates. Find solutions that are not originally given. There is a correlation with correlative subjects.

4.3. Creating a final grade according to evaluation elements	Active participation in the lessons	70-75% of attendance	76-86% of attendance	87-100% of attendance	Solved case study.
		2 points	4 points	7 points	3 points
	Seminar paper	2	3	4	5
		5 points	7 points	8 points	10 points
	Colloquium / written exam	2	3	4	5
		50-64,9%	65-79,9%	80-89,9%	90-100%
		25 points	30 points	35 points	40 points
	Oral exam	2	3	5	5
25 points		30 points	35 points	40 points	
4.4. Creating a final grade according to absolute allocation		Percentage of adopted knowledge, skills and competences (teaching + final exam)	Numerous grade	ECTS grade	
		90 – 100%	5 (excellent)	A	
		80 – 89,9%	4 (very good)	B	
		65 – 79,9%	3 (good)	C	
		60 – 64,9%	2 (sufficient)	D	
		50 – 59,9%	2 (sufficient)	E	
<b>5. ADDITIONAL INFORMATION ABOUT THE COURSE</b>					
5.1. Compulsory literature (available in the library and through other media)	Title			Number of copies in the library	Availability via other media
	1. Mečev, D. & Žaja, J. (2018). „Financiranje središnje države i lokalnih vlasti“. Veleučilište u Šibeniku, Šibenik. 2. Slieglitz, J.E. (2004). „Ekonomija javnog sektora“. Ekonomski fakultet u Beogradu, Beograd. (selected chapters)			2	Available On-line
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Šimurina, N. i sur. (2012). „Javne financije u Hrvatskoj“. Ekonomski fakultet u Zagrebu, Zagreb.			5	
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	The control of students' work quality and the acquisition of necessary knowledge and skills will be ensured through interactive work. By keeping track of attendance and student activity during classes and provided information on students' progress through short colloquiums and homework, information for further guidance to students will be provided in order to increase the efficiency of their work. Students will be informed about their rights and obligations as well as the methods of work and the required literature. Indicators of quality assurance system: Student survey, monitoring of annual data from the Croatian employment service on the annual state of student employment, surveys from employers and Alumni association.				

**5.4. Information on the course and contact with the teacher**

It is obligatory for every student to regularly inform about the course, teaching and teaching activities. All information about teaching or any delay in teaching will be published on the e-learning pages of the course and on the web pages of the Polytechnic. Students can contact the teachers during the consultation term (at least one hour per week), while brief questions and explanations can be addressed during classes. It is possible to ask questions by e-mail (from the official e-mail address from the domain @vus.hr) that will be answered in a short time (no later than five working days from the receipt of e-mail).

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	<b>Nutrition and Tourism</b>	1.8. ISVU course code	187576
1.2. Lecturer	Nikolina Gaćina mag.ing., Senior Lecturer	1.9. MOZVAG course code	
1.3. Assistants and/or associates	None	1.10. Forms of teaching (number of hours Lecturing + Practical exercises + Seminars + e learning)	(45+0+15+0)
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	1 <sup>st</sup> – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	1.
1.6. Study year	3 <sup>rd</sup>	1.13. Modernization	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
1.7. Credit score (ECTS)	4	1.14. Percentage estimate of course changes and/or supplements	Less than 20% <input checked="" type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	<p>The goal is to provide students with theoretical knowledge and case studies:</p> <ul style="list-style-type: none"> <li>• Understand the principles of specific types of nutrition depending on age, weight, health status, physical activity, religion</li> <li>• Understand dietary restrictions so that they can independently choose alternate foods</li> <li>• Learn how to recognize the difference between food intolerance and an allergic reaction, and on that basis approach the importance of choosing alternative foods</li> <li>• Apply the learned content of this course in business practice.</li> </ul>		
2.2. Terms of course entry and required competences	Four-year secondary education completed; qualification level 4.2 according to the CROQF.		

2.3. Learning outcomes on the study programme level	LO 2: Organize to lead teamwork and critically evaluate the opinions and attitudes of team stakeholders					
	LO 3: Independently and responsibly search relevant literature for decision-making and conclusion in Croatian and foreign language					
	LO 5: Use planning, organizing, leading and controlling methods using case studies, and analyse the problem and propose appropriate solutions to problem situations					
	LO 12: Design and economically value entrepreneurial ideas, events, projects, products and services in the team and present the same					
	LO 13: Analyse the new roles of organizations, systems, processes, products and services and quality standards in the enterprise and propose the valorisation of new trends in enterprises and organizations					
	LO 15: Suggest and evaluate the importance of food and nutrition and hygienically correct production and preparation of food in the tourism industry					
	LO 16: Analyse supply and resources (in organization, enterprise, tourism, tourist destination) respecting the changing environment using key business indicators at global, national, regional and local levels, and develop development strategies to achieve competitiveness					
2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)				<b>LO Level:</b> 1. <i>Recapture,</i> 2. <i>Understanding,</i> 3. <i>Application,</i> 4. <i>Analysis,</i> 5. <i>Evaluation,</i> 6. <i>Synthesis</i>	
	1.	Demonstrate knowledge and understanding of course content by defining and describing basic concepts about food, nutrition and functional foods			1, 2	
	2.	Analyse and comment on the specific diet of a particular population in relation to age (children, adolescents, adults and the elderly)			4, 2	
	3.	Analyse and comment on the specifics of nutrition with regard to health status (food allergies and intolerances)			4, 2	
	4.	Analyse and highlight the benefits of Croatian traditional gastronomy, the labelling of Croatian products, authentic Croatian food and beverages			4, 5,6	
	5.	Analyse and compare nutritional specifics depending on the religion and tradition of each population			4, 2	
	6.	Use materials and tools to search scientific and professional literature in their native and English languages			3	
	7.	Present the acquired knowledge, ideas, problems and solutions independently and in a team			6	
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>					
	<b>No:</b>	<b>Thematic ensemble / Lecture Topic</b>	<b>Course LO</b>	<b>Content / Teaching Method</b>	<b>Evaluation</b>	<b>Time needed</b>
	1	Introduction to the course and detailed curriculum. Parameters for creating a seminar paper and selecting a topic for the paper.	-	Listen to the lecture.	-	2 hours
		Digestion. Nutrition.	1, 10, 11	They listen to a lecture, watch multimedia, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: define the basic concepts of nutrition science, describe the course of food digestion.	4 hours
2.	Macronutrients. Micronutrients.	1, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: to define and classify basic macronutrients, explain their primary role in the human body and evaluate the good nutritional sources of them; define and classify micronutrients, explain their primary role in the human body, and evaluate good	10 hours	

					nutritional sources. They know how to list, distinguish and give an example of essential nutrients.	
3.	Functional food.	1, 3, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: to define and classify functional foods according to different aspects.	4 hours	
4.	Traditional diet.	1, 3, 9, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: to define, describe and compare traditional diet.	4 hours	
5.	Croatian traditional gastronomy.	1, 5, 6, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: to explain also the specifics of Croatian gastronomy, the types of foodstuffs and the ways of their thermal processing.	10 hours	
6.	Labeling of Croatian indigenous products at national and European level.	1, 5, 6, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: define and classify the labelling of Croatian autochthonous products at national and European level, enumerate and describe Croatian autochthonous products.	10 hours	
7.	Food allergies and intolerances. Alternative foods for lactose and gluten intolerance.	1, 4, 7, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or written and oral exam they know: define and describe food allergies and intolerances, list the most common food allergens, define and describe lactose intolerance and gluten intolerance, enumerate substitute functional foods for the same intolerances and analyse its specificities. its marking.	10 hours	
8.	Food additives. GM Food vs. organic food.	1, 3, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: define to classify food additives, explain the use of E numbers, define GM foods and describe the negative effects of its consumption, define organic foods and explain the positive effects of its consumption, and describe their labelling.	4 hours	
9.	Standards of consumption of food and drink. Means of supply of food and drink.	1, 3, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: to define and describe the norms of food and drink consumption, to analyse the losses in the preparation and heat treatment of foodstuffs, as well as the method of calculating the norms for a particular food or beverage, to describe the structure of the means of supply of food and beverages and their function.	6 hours	
10.	Central food preps. Food and tourism. Catering.	1, 10,11	They listen to a lecture, watch multimedia, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: to define and explain the central food prep and their benefits, to analyse the role of food in a particular form of tourism, to define catering.	6 hours	
11.	Nutritional characteristics by age group. Children's menu. Seniors menu.	1, 2, 8, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: to define, describe and analyse the specifics of children's diet and the diet of the elderly.	6 hours	

	12.	Nutrition of athletes.	1, 8, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: to define and analyse the nutrition of athletes and non-athletes, the specificity of the athlete's hydration and the timing of the consumption of food and drink.	4 hours
	13.	Food Safety Basics. Transport and storage conditions of individual food groups. Declaring food.	1, 2, 3, 4, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: to describe and critically basic concepts of food safety, to describe and analyse the conditions of storage and transport of food, to analyse the basic declaration of food.	6 hours
	14.	Religious restrictions on diet. Colloquium.	1, 3, 9, 10, 11	They listen to a lecture, present a seminar paper, followed by a discussion, and read literature.	At the colloquium or the written and oral exam they know: describe the basic religious restrictions on diet and define substitute foods.	6 hours
	15.	Concluding Observations / Repeat and preparing for the exam.		They listen to a lecture and prepare individually for the exam.		30 hours

### 3. EVALUATION OF STUDENT WORK

3.1. Students` obligations	<p>In accordance with the Book of Rules and the Rulebook on Student Assessment and Evaluation: for all regular students attend at least 70% attendance. Part-time students have the obligation to attend at least 50% of lectures. All students must create, present and positively colloquy seminar paper.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> <li>From 0 – 24,9% ECTS credits- is rated F (unsuccessful) and cannot get ECTS credits and must re-enrol the subject in the next academic year;</li> <li>From 25 – 49,9% ECTS credits - is rated FX (inadequate) and has to come out and pass the test (exam). A written exam can be held in a regular or extraordinary exam period;</li> <li>More than 50% ECTS credits - students have the right to access the final exam of the subject.</li> </ul> <p>Students can pass the final exam in two ways:</p> <p>a) during the course through continuous student attendance (active participation in the lessons, solving case studies, making and presenting the seminar paper and project, passing two colloquia);</p> <p>b) during the course (active participation in the lessons, solving case studies, creating and presenting the seminar paper and project) and passing the exam (written and oral exam).</p>					
3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attendance	0,25	Written exam	2 (without colloquiums)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium	3 (without the written and oral exams)	Seminar paper	0, 5	Other (inscribe)	
	Class activities	0,25	Oral exam	1 (without colloquiums)	Other (inscribe)	
3.3. Student workload	The student's workload on all bases amounts to 1 ECTS point for 30 hours of work per semester and is estimated as:					
	<b>Commitment</b>			<b>Hours (estimate)</b>		
	1.	Attending classes		60		
	2.	Creating and Presenting seminar paper		10		
	3.	Preparation for the Colloquium / exam through self-study		50		

4. GRADING					
4.1. Seminar paper grading	Valuation Element	Poor	Satisfying	Above average	
	Organization	The paper is not organized in a logical order and its structure is lacking.	The paper is well structured with a clear distinction between the introduction, the main part of the text and the conclusion.	The paper is well-structured with a clear distinction between the introduction, the main part of the text and the conclusions that are perfectly logically linked to one another	
	Terminology, writing style	Words and phrases are low harmonized with official terminology. Writing style is not appropriate, sentences are too long, modest vocabulary, and frequent and repeated grammatical mistakes.	Words and phrases are aligned with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and has little grammatical errors.	Words and phrases are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.	
	Quoting and referencing	Sources are not specified at all. The references do not match the topic and show a superficial approach to the research topic.	Sources are listed, but incomplete and with errors. The references are appropriate for the subject and show a satisfactory research attitude.	Sources are accurate, complete and consistent. The references are appropriate, their list is "rich" and comprehensive and shows a robust research approach.	
4.2. Colloquium / exam grading	Poor	Satisfying	Above average		
	Give answer by memory, no deeper understanding. Does not know and does not apply the basic terms and concepts. Cannot apply or explain the contents of the course.	Reproduces basic terms, without difficulty transfers new knowledge, understands subject matter, explains the terms and the notions that substantiate by examples.	Knowledge is at the level of analysis, synthesis and evaluation. It observes legitimacy, accurately and thoroughly explains the content of the subject, and logically links and explains the terms and concepts that it encapsulates. Find solutions that are not originally given. There is a correlation with correlative subjects.		
4.3. Creating a final grade according to evaluation elements	Active participation in the lessons	70-75% of attendance	76-86% of attendance	87-100% of attendance	Case studies resolved
		3 points	4 points	5 points	5 points
	Research paper	2	3	4	5
		5 points	7 points	8 points	10 points
	Colloquium / written exam	2	3	4	5
		50-64,9%	65-79,9%	80-89,9%	90-100%
		25 points	35 points	40 points	50 points
	Oral exam	2	3	5	5
15 points		20 points	25 points	30 points	



4.4. Creating a final grade according to absolute allocation	Percentage of adopted knowledge, skills and competences (teaching + final exam)	Numerous grade	ECTS grade
	90 – 100%	5 (excellent)	A
	80 – 89,9%	4 (very good)	B
	65 – 79,9%	3 (good)	C
	60 – 64,9%	2 (sufficient)	D
	50 – 59,9%	2 (sufficient)	E

## 5. ADDITIONAL INFORMATION ABOUT THE COURSE

	Title	Number of copies in the library	Availability via other media
5.1. Compulsory literature (available in the library and through other media)	2. Gaćina, N. (2016). Nutrition and tourism. Internal script - handouts of the Polytechnic of Šibenik, Šibenik.		e-learnign VUŠ-a
	2. Gaćina, N. (2016). Nutrition and Tourism: Food and Tourism I. Textbook of the Polytechnic of Šibenik, Šibenik.		
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Krešić, G. (2012). Nutrition trends. Faculty of Tourism and Hospitality Management, Opatija.	4	
	3. Vranešić, D., Alebić, I. (2006). Magnifying Glass: How to Understand and Apply Nutrition Science?. Profile, Zagreb.	5	
	4. Kažinić Kreho, L. (2009). 21st Century Nutrition. Profile, Zagreb.	1	
	5. Mateljan, G. (2008). The healthiest foods in the world. Planetherapy, Zagreb.	3	
	6. Mahan, K. L., Esoot Stumo, S. (2008). Krauses Food and Nutrition Therapy. SAUNDERS Elsevier 12e, St Luise, Missouri.	1	
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	<p>The control of students' work quality and the acquisition of necessary knowledge and skills will be ensured through interactive work. By keeping track of attendance and student activity during classes and provided information on students' progress through short colloquiums and homework, information for further guidance to students will be provided in order to increase the efficiency of their work. Students will be informed about their rights and obligations as well as the methods of work and the required literature.</p> <p>Indicators of quality assurance system: Student survey, monitoring of annual data from the Croatian employment service on the annual state of student employment, surveys from employers and Alumni association.</p>		
5.4. information on the course and contact with the teacher	<p>It is obligatory for every student to regularly inform about the course, teaching and teaching activities. All information about teaching or any delay in teaching will be published on the e-learning pages of the course and on the web pages of the Polytechnic. Students can contact the teachers during the consultation term (at least one hour per week), while brief questions and explanations can be addressed during classes. It is possible to ask questions by e-mail (from the official e-mail address from the domain @ vus.hr) that will be answered in a short time (no later than five working days from the receipt of e-mail).</p>		

1. GENERAL INFORMATION			
1.1. Course lecturer	Ivica Poljičak, PhD	1.8. Course code in ISVU	140748
1.2. Course title	<b>Business Communication</b>	1.9. Course code in MOZVAG	
1.3. Assistants and/or associates		1.10. Forms of teaching (number of hours Lecturing +Practical exercises + Seminars + e learning)	(45+0+15+0)
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	1 <sup>st</sup> , course materials are on-line, 0%
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	5
1.6. Year of study	3 <sup>rd</sup>	1.13. Modernization	Yes
1.7. Credit score (ECTS)	4	1.14. Percentage estimate of course changes and/or supplements	Less than 20% <input checked="" type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	Getting familiar with basic communication terms, forms, and processes. Recognition and understanding of communication models and styles, with a purpose of effective application in business communication.		
2.2. Terms of course entry and required competences	-		
2.3. Learning outcomes on the study programme level	LO 2: To organize and lead teamwork, and critically judge the opinions and attitudes of team members LO 10: To develop team and interpersonal teamwork skills, master communication skills and presentation skills of set topics and tasks (case studies, projects, seminars) using advanced software tools for document creation, presentation, and budget implementation.		

2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> according to the Bloom`s taxonomy: (up to two verbs per LO)					<b>Level of LO:</b> 1- remembering, 2- understanding, 3- application, 4-analysis, 5-evaluation, 6-synthesis
	1.	define forms and processes of communication				2,3,4,5,6
	2.	identify and explain interpersonal communication				2,3,4,5,6
	3.	categorize and analyse verbal and nonverbal communication				2,3,4,5,6
	4.	define and analyse communication styles				2,3,4,5,6
	5.	analyse and apply different forms of electronic communication				2,3,4,5,6
	6.	define public speaking				2,3,4,5,6
	7.	analyse and apply basic presentation skills				2,3,4,5,6
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>					
	<b>no</b>	<b>Thematic unit</b>	<b>LO of the course</b>	<b>Content/teaching methods</b>	<b>Evaluation</b>	<b>Time</b>
	1	Introduction into the course and detailed plan.	-	Listen to lectures. Work independently on computer, get to know course content and eLearning documents.	-	5 h
	2.	Forms and processes of communication	2,3,4,5,6	Listen to lectures and read literature. Independently and in a team, analyse individual examples of different forms and processes of communication.	At the colloquium or written / oral exam, they know how to identify and evaluate the model of the communication process and the participants in the communication process.	10 h
	3.	Interpersonal communication	2,3,4,5,6	Listen to lectures and read literature. In the seminar classes, individually research examples of interpersonal communication, explain and present them.	At the colloquium or written / oral exam, they know how to identify and evaluate interpersonal communication and principles of successful communication.	10 h
4.	Business communication – structure of communication	2,3,4,5,6	Listen to lectures and read literature. In the seminar classes, individually research the content of this thematic field and present it individually.	At the colloquium or written / oral exam, they know how to identify verbal, nonverbal, written and electronic communication.	10 h	

	5.	Effective communication	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research the content of effective communication and present it individually.	At the colloquium or written / oral exam, they can analyse and explain the key elements of effective communication: concise presentation, active listening, asking questions, a positive atmosphere and avoiding meta-languages.	10 h	
	6.	Nonverbal communication – body language	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research nonverbal communication.	At the colloquium or written / oral exam, they can distinguish and explain different aspects of the impact of nonverbal communication on interpersonal communication.	10 h	
	7.	Communication styles – assertive communication style	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research communication styles, especially assertive communication style.	They know how to define and interpret an assertive communication style in a colloquium or written / oral exam.	10 h	
	8.	Communication styles – aggressive and submissive	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research communication styles, especially aggressive and submissive communication style.	They know how to define and interpret aggressive and submissive communication style at a colloquium or written / oral exam.	10 h	
	9.	Communication and cultural differences	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research the influence of cultural differences on communication process.	At the colloquium or written / oral exam, they can identify certain types of cultural differences and explain how they affect communication.	10 h	
	10.	Business correspondence	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research business correspondence.	At the colloquium or written / oral exam, they can explain, analyse and apply various forms of business correspondence.	10 h	
	11.	Electronic communication	2,3,4,5.6	Listen to lectures and read literature. In the seminar	At the colloquium or written / oral exam, they can describe electronic	10 h	

				classes, individually research electronic correspondence.	communication and analyse various forms of electronic communication.		
	12.	Public relations	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research the influence of public relations in modern organizations.	At the colloquium or written / oral exam, they know how to define public relations and describe the components of the public relations function.	10 h	
	13.	Public speaking and meeting management	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research the content of public speaking and meeting management.	At the colloquium or written / oral exam, they can explain and analyse public speaking and describe the key elements of meeting management.	10 h	
	14.	Preparation of presentations and presenting	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research how to prepare and make presentations.	At the colloquium or written / oral exam, they know how to identify the main parts of the presentation preparation and make a quality ppt.	10 h	
	15.	Negotiating as a communication skill	2,3,4,5.6	Listen to lectures and read literature. In the seminar classes, individually research negotiating as a communication skill.	At the colloquium or written / oral exam, they can define negotiation and describe the basic types of negotiation.	10 h	

### 3. EVALUATION OF STUDENTS` WORK

3.1. Students` obligations	<p>In accordance with the Regulations on Studying and the Regulations on Student Assessment and Evaluation: for all full-time students attendance of at least 70%. Part-time students are required to attend classes at least 50%. All students are required to prepare, present and positively pass the seminar paper.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> <li>• from 0 - 24,9% ECTS credits- are rated F (unsuccessful) and cannot obtain ECTS credits, and must re-enroll in the next academic year;</li> <li>• from 25 - 49,9% - are assessed by FX (insufficient) and must pass the written exam (test). Written exam (test) can be held in a regular or extraordinary exam period.</li> <li>• more than 50% - students have the right to take the final exam.</li> </ul> <p>Students can pass the final exam from the course in two ways: a) during classes through continuous monitoring of students (active participation in classes and preparation and presentation of seminar paper and two colloquia); b) during classes (active participation in classes and preparation and presentation of seminar work) and taking exams (written and oral exam).</p>
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	Students can take the final exam from the course in two ways: a) during the course of teaching through continuous monitoring of students (active participation in classes and through two colloquia); b) by passing the exam (written and oral part of the exam).				
3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attendance		Written exam	2 (without colloquia)	Project
	Experimental work		Research		Practical work
	Essay		Report		Continuous examination
	Colloquium	4 (without written and oral exam)	Seminar paper		Other
	Class activity		Oral exam	2 (without colloquia)	Other
3.3. Student workload	Student workload on all bases for 1 ECTS credit is 30 hours in a semester and is estimated as: 1. Attending classes and exercises 60 hours 2. Preparing colloquia or exams through individual work 60 hours				
<b>4. GRADING SYSTEM</b>					
4.1. Grading seminar papers					
4.2. Grading colloquia/ written and oral exam	<b>Unsatisfactory</b>		<b>Satisfactory</b>		<b>Above average</b>
	Responds by memory, without a deeper understanding. Does not know or apply basic terms and concepts. Does not know how to apply or explain the contents of the course with examples.		Reproduces the basic concepts and without difficulty imparts new knowledge, understands the material, explains the terms and concepts supported with examples.		Knowledge is at the level of analysis, synthesis and evaluation. Observes the principles, accurately and thoroughly explains the content of the material, and logically connects and explains the terms and concepts supported with examples. Finds solutions that were not originally given. Notes correlations with related material.
4.3. Final grade according to evaluation elements	Active course attendance	70-74,9% of attendance	75-79,9% of attendance	80-89,9% of attendance	90-100% of attendance
		2 points	5 points	10 points	20 points
	Colloquia/ Written exam	2	3	4	5
		50-64,9%	65-79,9%	80-89,9%	90-100%
		25 points	30 points	35 points	40 points
	Oral exam	2	3	5	5
25 points		30 points	35 points	40 points	

4.3. Final grade according to absolute division	Percentage of acquired knowledge, skills and competences (teaching + final exam)	Numerical grade	ECTS grade
	90 – 100%	5 (excellent)	A
	80 – 89,9%	4 (very good)	B
	65 – 79,9%	3 (good)	C
	60 – 64,9%	2 (satisfactory)	D
	50 – 59,9%	2 (satisfactory)	E

## 5. ADDITIONAL COURSE INFORMATION

5.1. Compulsory literature (available in the library and via other media)	Title	Number of copies in the library	Availability via other media
	Lamza-Maronić, M. i Glavaš, J. (2008.), Poslovno komuniciranje, Osijek, Studio HS Internet i EFOS.	5	
5.2. Additional literature (at the moment of changes and/or amended of study programme)	Fox, R. (2006.), Poslovna komunikacija, Zagreb, Hrvatska sveučilišna naklada i Pučko otvoreno učilište – Zagreb.	5	
	Reardon, K., K. (1988.), Interpersonalna komunikacija, Zagreb, Alineja.	5	
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	<p>The control of students' work quality and the acquisition of necessary knowledge and skills will be ensured through interactive work. By keeping track of attendance and student activity during classes and provided information on students' progress through short colloquiums and homework, information for further guidance to students will be provided in order to increase the efficiency of their work. Students will be informed about their rights and obligations as well as the methods of work and the required literature.</p> <p>Indicators of quality assurance system: Student survey, monitoring of annual data from the Croatian employment service on the annual state of student employment, surveys from employers and Alumni association.</p>		
5.4. Informing about the course and contacting the teacher	<p>It is the responsibility of each student to be regularly informed about the course, the coursework, and the classroom activities. All notices of classes or possible adjournment will be published in a timely manner on the e-learning site of the course and on the website of the Polytechnic. Students can contact teachers during the consultation period (at least one hour per week), while for short questions and explanations they can be contacted during class. It is also possible to ask questions by e-mail (from the official e-mail address at @vus.hr), which will be answered as soon as possible (no later than five working days after receiving the e-mail).</p>		

## VI. SEMSTAR

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	<b>Tourist Destination Management</b>	1.8. ISVU course code	142629 202063
1.2. Lecturer	<b>Jasmina Sladoljev, univ.spec. oec.</b>	1.9. MOZVAG course code	B65 B65-I
1.3. Assistants and/or associates	None	1.10. Forms of teaching (number of hours Lecturing +Practical exercises + Seminars + e learning)	(45 + 15 + 0)
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	Level 1 - Materials Available Online, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	2
1.6. Study year	3 rd	1.13. Modernization	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
1.7. Credit score (ECTS)	6	1.14. Percentage estimate of course changes and/or supplements	Less than 20% More than 20% <input type="checkbox"/>



<b>2. COURSE DESCRIPTION</b>	
2.1. Course objectives	The aim of the course is to acquaint students with the specifics of tourist destinations, and to direct them to the analysis of resources and supply of them in a competitive environment to develop a destination development strategy
2.2. Terms of course entry and required competences	Terms of the pis pass the exams with the second year of study
2.3. Learning outcomes on the study programme level	<ol style="list-style-type: none"> <li>1. Apply and link economic terms in complex written and oral communication in Croatian and foreign languages</li> <li>2. Organize and lead teamwork, and critically evaluate the opinions and attitudes of team stakeholders</li> <li>3. Independently and responsibly search the relevant literature for decision making and conclusion in Croatian and foreign language</li> <li>4. Collect, budget and graph economy and business statistics using advanced software tools, and comment and analyse them</li> <li>5. Use planning, organizing, leading and controlling methods using case studies and analysing the problem</li> <li>6. Analyse and integrate core concepts and apply content related to economics, management, accounting and finance</li> <li>7. Develop team and interpersonal teamwork skills, master communication and case presentation skills (case studies, projects, seminars) using advanced software tools for document creation, presentation and budget implementation</li> <li>8. Link basic concepts and apply content related to the field of law for drafting legal acts (contracts, regulations) related to the company or organization</li> <li>9. Use software packages to manage business departments, processes, and organizations</li> <li>10. Design and economically evaluate entrepreneurial ideas, events, projects, products and services in the team and present the same</li> <li>11. Analyse the new roles of organizations, systems, processes, products and services and quality standards in the company and propose the valorisation of new trends in enterprises and organizations</li> <li>12. Analyse supply and resources (in organization, company, tourism, tourist destination) respecting the changing environment using key business indicators at global, national, regional and local levels, and develop development strategies to achieve competitiveness</li> </ol>

2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)			LO Level: <i>Recapture, Understanding, Application, Analysis, Evaluation, Synthesis</i>	
	1.	explain and critically evaluate the basic concepts and characteristics of a tourist destination		2, 5	
	2.	create, calculate and present models in a foreign language		4, 6	
	3.	to analyse the tourist environment on a concrete example and on that basis determine the prices of services of the tourist agency		4	
	4.	design new products and services		6	
	5.	analyse and process the offer and resources of the tourist destination		5,6	
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>				
	<b>Thematic unit</b>	<b>IU course</b>	<b>Content / teaching method</b>	<b>Valuation</b>	<b>It takes time</b>
	Introductory lecture.	1	They listen to a lecture. In the course of the seminar they are introduced to the course content and documents on the e-learning page of the course by working independently on a computer.	-	6 hours
	Tourism - classification, functions of tourism; Tourism as a system; Basic factors of tourism	1, 2,3 4	They listen to a lecture, present seminar papers	At the midterm or the written and oral exam they define and explain the basic concepts that occur in this whole; then they need to show and analyse the same on a concrete example	6 hours
Touristic destination and destination system. Tourism trends;	1, 2,3 4 ; 8,	They listen to lectures, solve case studies, present seminar papers	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the	8 hours	

				presented problem and propose a solution to the same problem.	
	Planning as a function of managing a tourist destination; principles and characteristics of planning; subjective to you in the process of development planning tour with t Icke destination.	1, 2, 3, 4, 8	They listen to lectures, solve case studies, present seminar papers	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	10 hours
	Planning as a function of managing a tourist destination; local planning procedures; planning of tourist sites;	1, 2, 3, 6, 7, 8, 10, 12	They listen to lectures, solve case studies, present seminar papers	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	10 hours
	Analysis of the macro environment and the tourist destination market; SWOT analysis, 1 colloquium	1, 2, 3, 5, 6,7, 10, 12	They listen to lectures, present seminar papers	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	10 hours
	Study trip	11.12	They analyse the elements of the tourist destination and the role of the organizations and make concrete conclusions and suggestions	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	12 hours
	Strategic destination management, Planning models and techniques for minimizing the negative effects of tourism	1, 2, 3, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and	12 hours

				analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	
	Strategic marketing planning as part of the overall development planning process	1, 2, 5, 7, 9, 10, 11, 12	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	12 hours
	Organization of economic agents of tourist intermediation.	1, 2, 3, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours
	Managing the destination mix marketing tools	1, 2, 3, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours
	Destination organization and management structure	1, 2, 3, 5, 7, 9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours
	Prac learning and monitoring implementation plans	1, 2, 5, 7,9, 10, 11, 12,	They listen to a lecture, solve case studies, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic	16 hours

				unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	
	Global Tourism Trends; Guest lecture; Preparation for the colloquium	1, 2, 5, 7,9, 10, 11, 12	They listen to a lecture, present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours
	Concluding Considerations, Signatures, 2nd Colloquium	11.12	present projects	At the colloquium or the written and oral exam they define and explain the concepts that occur in this thematic unit, then they should present and analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	4 hours

### 3. EVALUATION OF STUDENT WORK

3.1. Students` obligations	<p>In accordance with the Book of Rules and the Rulebook on Student Assessment and Evaluation: for all regular students attend at least 70% attendance. Part-time students have the obligation to attend at least 50% of lectures. All students must create, present and positively colloquy seminar paper.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> <li>• From 0 – 24,9% ECTS credits- is rated F (unsuccessful) and cannot get ECTS credits and must re-enrol the subject in the next academic year.</li> <li>• From 25 – 49,9% ECTS credits - is rated FX (inadequate) and has to come out and pass the test (exam). A written exam can be held in a regular or extraordinary exam period.</li> <li>• More than 50% ECTS credits - students have the right to access the final exam of the subject.</li> </ul> <p>Students can pass the final exam in two ways: a) during the course through continuous student attendance (active participation in the lessons, solving case studies, making and presenting the seminar paper and project, passing two colloquia); b) during the course (active participation in the lessons, solving case studies, creating and presenting the seminar paper and project) and passing the exam (written and oral exam).</p>
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3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attending classes	0.5	Written exam	2 (no midterm)	The project	1.5
	Experimental work		Research		Practical work	
	Essay		Essay		Continuous checking	
	Colloquia	3 (without written and oral exam)	Seminar paper	0.5	(other type)	
	Teaching activities	0.5	Oral examination	1 (no midterm)	(other type)	
3.3. Student workload	<b>Obligation</b>					
	1.	Attending classes		60		
	2.	Creation of seminar work and project assignment and presentation		45		
	3.	Preparation for the midterm / exam through self-study		75		
<b>4. GRADING</b>						
4.1. Seminar paper grading	Valuation Element	Poor	Satisfying	Above average		
	Organization	The paper is not organized in a logical order and lacks structure.	The paper is well structured with a clear distinction between the introduction, the main body of the text and the conclusion.	The paper is well structured with a clear distinction between the introduction, the main body of the text and the conclusion, which are logically interconnected.		
	Terminology, writing style	Words and expressions low in line with official terminology. The writing style is not appropriate, the sentences are too long, of a modest vocabulary and with frequent and repeated grammatical errors.	Words and expressions are in line with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and there are few grammatical errors.	Words and expressions are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.		
	Citing and referencing references	The sources are not listed at all. The references do not fit the topic and show a cursory approach to exploring the topic.	The sources are listed but incomplete with errors. The references are relevant to the topic and show a satisfactory research attitude.	The sources are accurately, completely and consistently listed. The references are appropriate, their list is "rich" and comprehensive and shows a detailed research approach.		
4.2. Colloquium / exam grading	Poor		Satisfying		Above average	

	Give answer by memory, no deeper understanding. Does not know and does not apply the basic terms and concepts. Cannot apply or explain the contents of the course.	Reproduces basic terms, without difficulty transfers new knowledge, understands subject matter, explains the terms and the notions that substantiate by examples.	Knowledge is at the level of analysis, synthesis and evaluation. It observes legitimacy, accurately and thoroughly explains the content of the subject, and logically links and explains the terms and concepts that it encapsulates. Find solutions that are not originally given. There is a correlation with correlative subjects.			
		2 points	4 points	7 points	3 points	
	Seminar paper	2	3	4	5	
		5 points	7 points	8 points	10 points	
	Examination / Written examination	2	3	4	5	
		50 to 64.9%	65 to 79.9%	80 to 89.9%	90-100%	
		25 points	30 points	35 points	40 points	
	Oral part of the exam	2	3	5	5	
		25 points	30 points	35 points	40 points	
4.4. Creating a final grade according to absolute allocation	Percentage of acquired knowledge, skills and competences (teaching + final exam)		Number rating		ECTS grade	
	90 - 100%		5 (excellent)		AND	
	80 - 89,9%		4 (very good)		B	
	65 - 79,9%		3 (good)		C	
	60 - 64,9%		2 (sufficient)		D	
	50 - 59.9%		2 (sufficient)		E	

5. ADDITIONAL INFORMATION ABOUT THE COURSE			
5.1. Compulsory literature (available in the library and through other media)	Title	Number of copies in the library	Availability through other media
	1. P. Gardijan, Menadžment turističke destinacije-brend menadžment turističke destinacije, Veleučilište u Šibeniku, 2010.	5	
	2. L. Petrić, Upravljanje turističkom destinacijom, Načela i praksa, Ekonomski fakultet u Splitu, Split, 2011.	10	
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. D. Magaš, Management turističke organizacije i destinacije, Adamić, Rijeka, 2003. 2. R. Dobre, Menadžment turističke destinacije (skripta), Visoka škola za turistički menadžment Šibenik, Šibenik, 2004. 3. Časopisi (Turizam, Tourism and Hospitality Management, Journal of Travel research, Acta Turistica) 4. P. Mason, Tourism Impacts, Planning and Management, Elsevier, Oxford 2006.	3	Da
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	Quality control of students' work and the acquisition of necessary knowledge and skills will be ensured through interactive work. Keeping records of students' attendance and activity in the classroom and information obtained about student progress through the midterm will provide the information needed for further guidance to students in order to increase their work efficiency. Students will be instructed in their rights and obligations as well as working methods and required literature. Quality assurance system indicators: Student survey, monitoring of annual data with CES - on the annual student employment status, employer survey and Alumni Association.		
5.4. information on the course and contact with the teacher	It is the obligation of each student to be regularly informed about the course, the coursework and the classroom activities. All notices of classes or possible adjournment will be published in a timely manner on the e-learning site of the course and on the website of the Polytechnic. Students can contact teachers during the consultation period (at least one hour per week), while for short questions and explanations they can be contacted during class. It is also possible to ask questions by e-mail (from the official e-mail address at @vus.hr), which will be answered as soon as possible (no later than five working days after receiving the e-mail).		



1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	<b>Fundamentals of Enterprise Financing in Tourism</b>	1.8. ISVU course code	201483
1.2. Lecturer	Jelena Žaja	1.9. MOZVAG course code	
1.3. Assistants and/or associates		1.10. Forms of teaching (number of hours Lecturing + Practical exercises + Seminars + e learning)	(30+30+0+0)
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	1 <sup>st</sup> – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	0.
1.6. Study year	3 <sup>rd</sup>	1.13. Modernization	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
1.7. Credit score (ECTS)	5	1.14. Percentage estimate of course changes and/or supplements	Less than 20% <input checked="" type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	The aim is that student, based on theoretical knowledge and case studies, be able to: define basic concepts in the field of corporate finance. Identify different sources of financing offered to entrepreneurs in the tourism industry, understand key measures for monitoring the business of the company, and conduct an analysis of the basic financial statements using financial indicators.		
2.2. Terms of course entry and required competences	No conditions.		

2.3. Learning outcomes on the study programme level	LO1. To apply and link economic terms in more complex written and oral communication in Croatian and foreign languages					
	LO2. To organize and lead teamwork, and critically judge the opinions and attitudes of team members					
	LO3. To individually and responsibly search relevant literature for reaching solutions and conclusions in Croatian and foreign languages					
	LO5. To use planning, organizing, management and control methods on practical examples, analyse the problem and propose appropriate solutions to problem situations					
	LO6. To analyse and link basic concepts and apply content related to the area of economics, management, accounting, and finance					
	LO7. To interpret business and financial reports and propose solutions to improve financial performance and profitability					
	LO10. To develop team and interpersonal teamwork skills, master communication skills and presentation skills of set topics and tasks (case studies, projects, seminars) using advanced software tools for document creation, presentation, and budget implementation					
2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)				<b>LO Level:</b> 1. <i>Recapture,</i> 2. <i>Understanding,</i> 3. <i>Application,</i> 4. <i>Analysis,</i> 5. <i>Evaluation,</i> 6. <i>Synthesis</i>	
	1.	To define and relate basic concepts in the field of corporate finance and the financial environment of the company,			1,3	
	2.	to propose ways and means of financing short-term and long-term assets of a business entity,			6	
	3.	to evaluate the structure and sources of enterprise financing, and to estimate the costs related to individual sources of financing,			5,5	
	4.	to analyse the basic financial statements applying the main financial indicators for tourism sector companies,			4	
	5.	to evaluate the profitability of investing in tourism projects using appropriate methods of evaluating investment projects,			5	
	6.	to use material and tools to search scientific and professional literature in their native and English languages and present the acquired knowledge, ideas, problems and solutions independently and in a team.			3,6	
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>					
	<b>No:</b>	<b>Thematic ensemble / Lecture Topic</b>	<b>Course LO</b>	<b>Content / Teaching Method</b>	<b>Evaluation</b>	<b>Time needed</b>
	1	Introduction to the course and a detailed performance plan	-	Listen to the lecture. In the exercise classes, by independent work on computer students get acquainted with course content and documents on the e-learning course page.	-	2 hours
		Introduction to business finance.	1,6	Listen to the lecture and read the literature.	At the colloquium or the written and oral exam define the goals of the company, the goals and tasks of the financial function and the financial manager in the company, describe the basic financial activities necessary for the successful running of the company.	4 hours
2.	The financial environment of the company.	1,6	Listen to the lecture and read the literature.	At the colloquium or the written and oral exam they can explain the concept and role of the financial market, state the functions of financial markets and	8 hours	

					institutions. They know how to identify differences between types of financial markets.	
3.	Time value of money.	1,6	They listen to the lecture and read literature. At the exercises, they independently solve practical problems, use a computer program to apply discounting and interest calculations.		At the colloquium or the written and oral exam they know how to apply discounting and interest rate procedures (to calculate the future value of money invested today at a specific interest rate, to calculate the present and future value of a series of cash flows).	8 hours
4.	Key characteristics of tourism enterprises.	1,6	They listen to the lecture and read literature. Individually or in groups, they research the content of this thematic area and, on the basis of it, and the literature they read, make a seminar paper that presents the acquired knowledge and presents their own ideas, and ways to solve problems.		At the colloquium or the written and oral exam they can describe various forms of organization of business entities, they can identify and interpret the key characteristics of companies in the field of tourism.	6 hours
5.	Rules and principles of financing.	1,2,6	They listen to the lecture and read literature. At exercises, alone or in pairs, they solve case studies or practical problems, thus demonstrating the acquisition of previously acquired knowledge.		At the colloquium or the written and oral exam they can explain the basic principles and rules of financing, define horizontal and vertical rules of financing and determine their adherence on the basis of the financial statements of an individual company.	6 hours
6.	Sources of business financing.	1,2,3,6	They listen to the lecture and read literature. At exercises, alone or in pairs, they solve case studies or practical problems, thus demonstrating the acquisition of previously acquired knowledge.		At the colloquium or the written and oral exam they know to describe the sources, advantages and disadvantages of different sources of corporate financing, describe the essential characteristics of the sources of financing businesses in tourism.	6 hours
7.	Short-term and long-term securities.	1,2,3,6	Listen to the lecture and read the literature.		At the colloquium or the written and oral exam they can explain the characteristics of different securities and evaluate their values. Explain the advantages and disadvantages of debt financing, why the combination of debt and equity financing varies across companies and industries.	6 hours
8.	Financial analysis and planning.	1,3,4,6	Listen to the lecture and read the literature.		At the colloquium or the written and oral exam they know to find sources of financial information, explain and apply horizontal and vertical analysis of financial statements.	8 hours
9.	Financial statements analysis based on financial indicators in the tourism industry.	1,3,4,6	They listen to the lecture and read literature. In the exercise classes, they calculate and interpret the basic financial indicators of the company independently using computers.		At the colloquium or the written and oral exam, they know who the users are, the purposes and methods of analyzing the financial statements. They can explain the specifics of the analysis with financial indicators in the tourism industry. Analyze the financial statements of the company using the basic financial indicators, assess the potential risks of ratios based on accounting data.	10 hours

	10.	Indicators of business efficiency in the hotel business.	1,3,4,6	They listen to the lecture and read literature. In the exercise classes, they use computer to calculate basic business performance indicators.	At the colloquium or the written and oral exam they know to explain and apply the indicators used to measure efficiency in managing available capacities and hotel revenue.	10 hours
	11.	Capital budgeting.	1,5,6	They listen to the lecture and read literature. Case studies are handled in the exercise classes.	At the colloquium or the written and oral exam they can explain the purpose and classify capital investments. They know how to apply and compare methods and criteria for evaluating simpler investment projects.	10 hours
	12.	Short-term and long-term financial planning.	1,2,6	They listen to the lecture and read literature. Case studies are addressed in group work exercises.	At the midterm or written and oral exam they can describe the contents and use of the financial plan, explain why companies have to invest in net working capital, how long-term financial decisions affect short-term financial needs, and assess the need for short-term borrowing.	8 hours
	13.	Cost of capital.	1,3,5,6	They listen to the lecture and read literature. In the exercise classes, they individually determine the capital structure of the company, calculate the weighted average cost of capital.	At the colloquium or the written and oral exam they know to determine the capital structure of an enterprise, calculate a weighted average cost of capital, and estimate when it can be used as a discount rate for a new project.	8 hours
	14.	Financing small and medium-sized enterprises in the tourism industry.	1,2,3,6	They listen to the lecture and read literature. Case studies are handled in group work exercises.	At the colloquium or the written and oral exam they know how to describe and critically judge traditional and alternative financing options for companies.	8 hours
	15.	Concluding Considerations / Repeating and Preparing for Exam.		Listen to the lecture and individual preparation for the exam.		42 hours

### 3. EVALUATION OF STUDENT WORK

3.1. Students` obligations	<p>In accordance with the Book of Rules and the Rulebook on Student Assessment and Evaluation: for all regular students attend at least 70% attendance. Part-time students have the obligation to attend at least 50% of lectures. All students must create, present and positively colloquy seminar paper.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> <li>• From 0 – 24,9% ECTS credits- is rated F (unsuccessful) and cannot get ECTS credits and must re-enrol the subject in the next academic year;</li> <li>• From 25 – 49,9% ECTS credits - is rated FX (inadequate) and has to come out and pass the test (exam). A written exam can be held in a regular or extraordinary exam period;</li> <li>• More than 50% ECTS credits - students have the right to access the final exam of the subject.</li> </ul> <p>Students can pass the final exam in two ways: a) during the course through continuous student attendance (active participation in the lessons, solving case studies, making and presenting the seminar paper and passing two colloquia); b) during the course (active participation in the lessons, solving case studies, creating and presenting the seminar paper) and passing the exam (written and oral exam).</p>

3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attendance		Written exam	3 (by submitting both colloquiums the student is relieved of an written examination)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium	3 (by submitting both colloquiums the student is relieved of a written and oral examination)	Seminar paper	0,5	Other (inscribe)	
	Class activities	0,5	Oral exam	1 (by submitting both colloquiums the student is relieved of an oral examination)	Other (inscribe)	

3.3. Student workload	The student's workload on all bases amounts to 1 ECTS point for 30 hours of work per semester and is estimated as:					
	<b><i>Commitment</i></b>			<b><i>Hours (estimate)</i></b>		
	1.	Attending classes		60		
	2.	Creating and Presenting seminar paper		10		
	3.	Preparation for the Colloquium / exam through self-study		80		

#### 4. GRADING

4.1. Seminar paper grading	Valuation Element	Poor	Satisfying	Above average
	Organization	The paper is not organized in a logical order and its structure is lacking.	The paper is well structured with a clear distinction between the introduction, the main part of the text and the conclusion.	The paper is well-structured with a clear distinction between the introduction, the main part of the text and the conclusions that are perfectly logically linked to one another
Terminology, writing style	Words and phrases are low harmonized with official terminology. Writing style is not appropriate, sentences are too long, modest vocabulary, and frequent and repeated grammatical mistakes.	Words and phrases are aligned with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and has little grammatical errors.	Words and phrases are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.	
Quoting and referencing	Sources are not specified at all. The references do not match the topic and show a superficial approach to the research topic.	Sources are listed, but incomplete and with errors. The references are appropriate for the subject and show a satisfactory research attitude.	Sources are accurate, complete and consistent. The references are appropriate, their list is "rich" and comprehensive and shows a robust research approach.	

4.2. Colloquium / exam grading	<b>Poor</b>		<b>Satisfying</b>		<b>Above average</b>				
	Give answer by memory, no deeper understanding. Does not know and does not apply the basic terms and concepts. Cannot apply or explain the contents of the course.		Reproduces basic terms, without difficulty transfers new knowledge, understands subject matter, explains the terms and the notions that substantiate by examples.		Knowledge is at the level of analysis, synthesis and evaluation. It observes legitimacy, accurately and thoroughly explains the content of the subject, and logically links and explains the terms and concepts that it encapsulates. Find solutions that are not originally given. There is a correlation with correlative subjects.				
4.3. Creating a final grade according to evaluation elements	Active participation in the lessons	70-75% of attendance		76-86% of attendance		87-100% of attendance		Solved case study.	
		2 points		4 points		7 points		3 points	
	Seminar paper	2		3		4		5	
		5 points		7 points		8 points		10 points	
	Colloquium / written exam	2		3		4		5	
		50-64,9%		65-79,9%		80-89,9%		90-100%	
		25 points		30 points		35 points		40 points	
	Oral exam	2		3		5		5	
25 points		30 points		35 points		40 points			
4.4. Creating a final grade according to absolute allocation		Percentage of adopted knowledge, skills and competences (teaching + final exam)		Numerous grade		ECTS grade			
		90 – 100%		5 (excellent)		A			
		80 – 89,9%		4 (very good)		B			
		65 – 79,9%		3 (good)		C			
		60 – 64,9%		2 (sufficient)		D			
		50 – 59,9%		2 (sufficient)		E			

5. ADDITIONAL INFORMATION ABOUT THE COURSE			
	Title	Number of copies in the library	Availability via other media
5.1. Compulsory literature (available in the library and through other media)	1. Deković, Ž. (2016). *Analiza financijskog poslovanja hotelijerskih poduzeća*. Udžbenik Veleučilišta u Šibeniku, Šibenik (chosen chapters).		Available On-line
	2. Brealley, R., Myers, S., Marcus, A. (2008). *Osnove korporativnih financija*, MATE d.o.o., Zagreb (chosen chapters).	2	
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Orsag S., Dedi, L. (2011). *Budžetiranje kapitala: Procjena investicijskih projekata*. Masmedia, Zagreb. 2. Žager, K.; Žager, L. (1999). *Analiza financijskih izvještaja*. Masmedia, Zagreb	3	
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	The control of students' work quality and the acquisition of necessary knowledge and skills will be ensured through interactive work. By keeping track of attendance and student activity during classes and provided information on students' progress through short colloquiums and homework, information for further guidance to students will be provided in order to increase the efficiency of their work. Students will be informed about their rights and obligations as well as the methods of work and the required literature. Indicators of quality assurance system: Student survey, monitoring of annual data from the Croatian employment service on the annual state of student employment, surveys from employers and Alumni association.		
5.4. information on the course and contact with the teacher	It is obligatory for every student to regularly inform about the course, teaching and teaching activities. All information about teaching or any delay in teaching will be published on the e-learning pages of the course and on the web pages of the Polytechnic. Students can contact the teachers during the consultation term (at least one hour per week), while brief questions and explanations can be addressed during classes. It is possible to ask questions by e-mail (from the official e-mail address from the domain @vus.hr) that will be answered in a short time (no later than five working days from the receipt of e-mail).		

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	<b>Professional Practice</b>	1.8. ISVU course code	202065 187578
1.2. Lecturer	Jasmina Sladoljev, univ. spec. oec.	1.9. MOZVAG course code	T46-I T46
1.3. Assistants and/or associates	Dino Slavica, mag.oec .	1.10. Forms of teaching (number of hours Lecturing +Practical exercises + Seminars + e learning)	120 hours
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	Level 1 - materials available On-line,
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	2
1.6. Study year	3 <sup>rd</sup> year	1.13. Modernization	<input type="checkbox"/> yes <input type="checkbox"/> no
1.7. Credit score (ECTS)	9	1.14. Percentage estimate of course changes and/or supplements	<b>Less than 20%</b> More than 20%



2. COURSE DESCRIPTION		
2.1. Course objectives	The basic goal of the course is to acquaint students with practical work in tourism organizations and companies with the professional guidance of mentors in them. The goal is to train students to understand the organizational structure, way of working, types of tasks, jobs, functions, level of responsibility and decision making in different situations. Thanks to previously acquired theoretical knowledge and practical classes, students are trained to work in tourism organizations and companies. The goals of the professional practice are to strengthen the links between the Polytechnic of Šibenik and economic entities in tourism and to facilitate the employment of students.	
2.2. Terms of course entry and required competences	Enrolled VI semester	
2.3. Learning outcomes on the study programme level	<ul style="list-style-type: none"> <li>• Apply and connect economic terms in more complex written and oral communication in Croatian and foreign languages</li> <li>• Develop team and interpersonal skills in teamwork, master communication skills and presentation skills of given topics and tasks</li> <li>• Apply methods in the field of mathematics, statistics and informatics in the processing and analysis of data in the field of economics</li> <li>• Use methods of planning, organizing, leading and controlling on examples from practice and analyse the problem and propose appropriate solutions to problem situations in the field of tourism</li> <li>• Interpret business and financial reports and propose solutions to improve financial operations</li> <li>• Design and economically valorise entrepreneurial ideas, events, projects, products, and services in a team and present them</li> <li>• Analyse business processes and standards in tourism entities and propose the valorisation of new ones for their development</li> <li>• Develop a marketing plan for a tourism company</li> <li>• Use information and communication technology in business in tourism</li> </ul>	
2.4. Expected learning outcomes on the course level	<p><b>Learning outcomes</b> towards Bloom's taxonomy: (up to two verbs per LO)</p>	LO Level: <i>Recapture,</i> <i>Understanding,</i> <i>Application,</i> <i>Analysis,</i> <i>Evaluation,</i> <i>Synthesis</i>
	1. Analyse the organizational structure of the company	4,6
	2. Identify the scope of responsibilities in the workplace and competencies	4
	3. Analyse processes and procedures in business and work with clients and tourists	6
	4. Choose the right procedures in solving tasks	4
	5. Explain how to provide services and products and company policy	2
	6. Propose solutions for complex business situations	5

	7. Evaluate rules, procedures, and business rules		6		
	8. Analyse and connect basic concepts and apply content related to the field of economics, management, marketing, accounting, and finance		3,4		
2.5. Course content according to detailed curriculum schedule	<b>Constructive alignment</b>				
	<b>Thematic unit</b>	<b>IU course</b>	<b>Content / teaching method</b>	<b>Valuation</b>	<b>It takes time</b>
	1.	Execution of professional practice.	<p>Mandatory professional internship program (depending on the selected business entity or institution):</p> <ol style="list-style-type: none"> <li>1. Introduction to the organization and functioning of the business entity or organization in which the professional practice is performed.</li> <li>2. Introduction to the system of work and business of appropriate organizational units in the organization or company.</li> <li>3. Getting acquainted with the work and business and the scope of responsibilities of the organizational unit (s) in which the student will perform professional practice (these organizational unit (s) should deal with those activities that are consistent with the knowledge that the student acquires at their study, or have enough points of contact with professional subjects that the student listens to in their field of study). It is desirable that the student goes through several departments during the internship in order to better understand the functioning of the company and the connection between the departments.</li> <li>4. Work on specific cases from practice (for example: contracts in the sale of tourist facilities, monitoring processes and procedures in the business of tourist companies, contracting tourist arrangements, and making them, making calculations, making contracts, contracting transport and insurance, performing payment transactions in country and abroad, organization of marketing services in the company, market research, use of business information, introduction to the method of negotiation, organization of propaganda and advertising of the company, introduction to relevant legislation, method of drafting programs and projects, introduction to the work and business of hotels, hotel departments production department, procurement, sales, finance, non-board facilities....), contracts in tourism, making commercial calculations, getting acquainted with the method of making annual company plans, calculating economy, productivity and profitability of business, analyse financial data, get acquainted with legal organizations in tourism, and information organizations in tourism.</li> </ol>	Professional Practice Diary prepared and presented.	120 hours

### 3. EVALUATION OF STUDENT WORK

<p>3.1. Students` obligations</p>	<p>Obligations of students of the Polytechnic in performing professional practice as well as the conditions and manner of implementation of professional practice in professional studies of the Polytechnic of Šibenik are prescribed by the Ordinance on professional practice. At this point the same is described in summary form.</p> <p>The students are obliged to carry out professional practice. The student performs professional practice in organizations and companies determined by the holder of the course professional practice independently or at the suggestion of the student. In order for a student to be admitted to a professional internship, the course leader signs the Instruction for performing the professional internship (Appendix 2 of the Ordinance on professional internship). Professional practice is performed under the mentorship of an authorized person. During a training student is obliged to thoroughly and honestly perform the duties and tasks entrusted to it and shall respect the laws and regulations of the legal entity which carries out the practice, to comply with the prescribed safety measures, account dared obligations and safety measures and shall keep the property of the legal entity in which he / she performs his / her professional practice and take care that his / her behaviour or actions do not cause damage to the legal entity and the Polytechnic. During a training student develops Diary of professional practice (Annex 4 . Rules of professional practice). Upon completion of the internship, the mentor signs it. After successfully completed practice, the authorized person in a legal entity in which a student practicing signed and verified student Certificate of successfully completed practice (Annex 5 . Rules of professional practice) in its part of the certificate. The student is obliged to submit the diary of professional practice and the Certificate of completed professional practice to the holder of the course Professional practice immediately after the completion of professional practice, and no later than the end of the current academic year. If the holder of the Professional Practice course accepts the Professional Practice Diary, he / she enters "satisfied" in the Certificate of Professional Practice and the index. If the holder of the Professional Practice course does not accept the Professional Practice Diary, he enters "not satisfied" in the Certificate of Professional Practice and the student is obliged to re-enrol in the Professional Practice course in the next academic year.</p> <p>The practice is interrupted in the event of justified reasons and continues when such reasons cease to exist. The student or mentor informs about the existence or termination of the existence of the same lecturers immediately after their occurrence or after learning about the existence of such reasons.</p> <p>A student may be recognized for the Professional Practice course if he / she works or has worked on jobs that correspond to the intended practice in terms of content and complexity. In order for the course to be recognized, the student should, in the semester in which he is obliged to do the internship, submit a written application for recognition of the internship (Appendix 3 of the Ordinance on internship) and a certificate of the legal entity where he works or has worked. The certificate must contain the title of the job, a detailed description of the job and the start date as well as the end date in case the employment is terminated. The holder of the course decides on the recognition of professional practice.</p>					
<p>3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)</p>	<p>Attending classes</p>		<p>Written exam</p>		<p>Project</p>	
	<p>Experimental work</p>		<p>Research</p>		<p>Practical work</p>	
	<p>Essay</p>		<p>Report</p>		<p>Continuous checking</p>	
	<p>Colloquium</p>		<p>Seminar paper</p>		<p>Execution of expert burst</p>	<p>9 ECTS</p>
	<p>Teaching activities</p>		<p>Oral exam</p>			

3.3. Student workload	Student workload on all bases is 1 ECTS credit 30 semester hours and is estimated as:		
	<i>Commitment</i>	<i>Hours (estimated)</i>	
	2. Attending practice	120 hours	
<b>4. GRADING</b>			
4.1. Seminar paper grading			
4.2. Colloquium / exam grading	/		
4.3. Creating a final grade according to evaluation elements	No grading. Professional practice is evaluated descriptively ("satisfied" or "not satisfied").		
4.4. Creating a final grade according to absolute allocation			
<b>5. ADDITIONAL INFORMATION ABOUT THE COURSE</b>			
5.1. Compulsory literature (available in the library and through other media)	Title	Number of copies in the library	Availability through other media
	Ordinance on professional practice of the Polytechnic of Šibenik Instructions for writing a Professional Practice Diary Documentation, laws, regulations and regulations related to the business organization and the performance of its activities		
5.2. Additional literature (at the moment of changes and/or amended of study programme)	Documentation, laws, regulations and regulations related to the business organization and the performance of its activities		

<p>5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences</p>	<p>Quality control of students' work and acquisition of necessary knowledge and skills will be ensured through interactive work. Keeping records of student attendance and activities in the classroom and the information obtained on student progress through the colloquium will provide the information needed for further instructions to students in order to increase the efficiency of their work. Students will be instructed in their rights and obligations and methods of work and the necessary literature.  Quality Assurance System Indicators: Student Survey, Monitoring of Annual Data from the CES on the Annual Employment Status of Students, Employer Survey and Alumni Association.</p>
<p>5.4. information on the course and contact with the teacher</p>	<p>It is the obligation of each student to be regularly informed about the course, the course of classes and activities in the classroom. All notifications about the teaching or possible postponement of classes will be published in a timely manner on the e- learning pages of the course and on the website of the Polytechnic. Students can contact teachers during the consultation period (at least one hour per week), while short questions and explanations can be addressed during classes. It is also possible to ask questions by e-mail (from the official e-mail address on the domain @ vus.hr) which will be answered as soon as possible (no later than five working days from the receipt of the e-mail).</p>

<b>1. GENERAL INFORMATION</b>			
1.1. Course title	<b>Final Thesis</b>	1.8. Course code at ISVU	142621
1.2. Course lecturer	-	1.9. Course code at MOZVAG	-
1.3. Assistants and/or associates	-	1.10. Forms of teaching (number of hours Lecturing + Practical exercises + Seminars + elearning)	-
1.4. Study programme (specialist, undergraduate, graduate)	<b>Professional Undergraduate study of Management, Department of Tourism Management</b>	1.11. Level of e- learning application (1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> level), percentage of online course performance (max. 20%)	1 <sup>st</sup> - some of the material available Online, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	4.
1.6. Year of study	3 <sup>rd</sup>	1.13. Modernization	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
1.7. Credit point (ECTS)	10	1.14. Percentage estimate of course changes and/or supplements	Less than 20% <input checked="" type="checkbox"/> More than 20 % <input type="checkbox"/>
<b>2. COURSE DESCRIPTION</b>			
2.1. Course objectives	The aim of the course is that the student within the given topic successfully applies the acquired knowledge in solving tasks related to the profession, thus deepening the theoretical knowledge acquired through the study program at the level of the profession he acquires. Also, the aim of the course is for students to develop the ability of an independent approach in processing and solving complex and practical problems in the profession. Students develop the ability to independently analyse research results as well as the skills of writing and presenting independent work.		
2.2. Terms of course entry and required competences	Enrolled VI semester		
2.3. Learning outcomes on the study programme level	Learning outcomes of the Final thesis depends on the topic and the course is chosen by the student.		

2.4. Expected learning outcomes on the course level	<b>Learning outcomes</b> according to Bloom's taxonomy: (maximum 2 verbs for LO)					<b>Level of LO:</b> 1 - memory, 2 - understanding, 3 - application, 4 - analysis, 5 - evaluation, 6 – synthesis.
	1. Choose a topic and analyse the problem					4
	2. Analyse and sublimate relevant data from the literature and other data sources					3
	3. Formulate and analyse the context of the research					6, 4
	4. Select and apply the research methodology and write the Final thesis					5
5. Evaluate and present the results of the research or solution to the problem					6	
2.5. Course content according to detailed curriculum schedule						
<b>3. EVALUATION OF STUDENT WORK</b>						
3.1. Students` obligations	Students are required to write a Final Thesis under the guidance of a selected or assigned mentor. Consult with the mentor about the given topic and the Final thesis. The student is obliged to present and defend the Final Thesis in front of the Committee for evaluation and defence of the Final Thesis.					
3.2. Monitoring student work (enter the share of ECTS credits for each activity so that the total number of ECTS points corresponds to the credit score of the course)	Attendance		Written exam	4 (without colloquia)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium		Seminar paper		The written part of the Final thesis	7
	Class activity		Oral exam		Oral defence of the Final thesis	3
3.3. Student workload	Student workload on all bases is 1 ECTS credit 30 semester hours and is estimated as:					
	<b>Obligation</b>			<b>Hours (estimated)</b>		
	1. The written part of the Final thesis			210		
2. Oral defence of the Final thesis			90			

4. FORMATION OF GRADES						
4.1. Evaluation of the Bachelor thesis	<b>Element of evaluation</b>	<b>Bad</b>		<b>Satisfying</b>		<b>Above average</b>
	Organization	The paper is not organized in a logical order and lacks structure.		The paper is well structured with a clear distinction between the introduction, the main body of the text and the conclusion.		The paper is well structured with a clear distinction between the introduction, the main body of the text and the conclusion, which are logically interconnected.
	Terminology, writing style	Words and expressions low in line with official terminology. The writing style is not appropriate, the sentences are too long, of a modest vocabulary and with frequent and repeated grammatical errors.		Words and expressions are in line with official terminology. The writing style is appropriate, the sentence structure is clear, the vocabulary is appropriate and there are few grammatical errors.		Words and expressions are aligned with official terminology and show an understanding of their meaning. The writing style is excellent, the sentences are clear and concise, the vocabulary is rich and there are no grammatical errors.
	Citing and referencing references	The sources are not listed at all. The references do not fit the topic and show a cursory approach to exploring the topic.		The sources are listed but incomplete and with errors. The references are relevant to the topic and show a satisfactory research attitude.		The sources are accurately, completely, and consistently listed. The references are appropriate, their list is "rich" and comprehensive and shows a detailed research approach.
4.3. Forming the final grade according to the evaluation elements	The written part of the Final thesis	2	3	4	5	
		5 points	10 points	15 points	20 points	
	The written part of the Final thesis	2	3	5	5	
		5 points	10 points	15 points	15 points	
4.4. Formation of final grade based on absolute distribution	Percentage of acquired knowledge, skills and competences		Number rating		ECTS grade	
	90 – 100%		5 (excellent)		A	
	80 – 89,9%		4 (very good)		B	
	65 – 79,9%		3 (good)		C	
	60 – 64,9%		2 (sufficient)		D	
	50 – 59,9%		2 (sufficient)		E	



5. ADDITIONAL INFORMATION ON THE SUBJECT			
	Title	Number of copies in the library	Availability via other media
5.1. Required literature (available in the library and through other media)	Rulebook on the Final thesis	-	
	Instructions for writing a seminar paper and Final thesis		
	Books and professional literature in the field of writing the Final thesis		
	Internet websites in the field of the topic of writing the Final thesis	-	
5.2. Supplementary literature (at the time of the submission of changes and / or additions to the study program)	-	-	-
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	Quality control of students' work and the acquisition of necessary knowledge and skills will be ensured through interactive work. Keeping records of students' attendance and activity in the classroom and information obtained about student progress through the midterm will provide the information needed for further guidance to students in order to increase their work efficiency. Students will be instructed in their rights and obligations as well as working methods and required literature. Quality assurance system indicators: Student survey, monitoring of CES annual data on annual employment status of students, employer survey and Alumni Association.		
5.4. Informing about the course and contacting the teacher	It is the responsibility of each student to be regularly informed about the course, the coursework, and the classroom activities. All notices of classes or possible adjournment will be published in a timely manner on the e-learning site of the course and on the website of the Polytechnic. Students can contact teachers during the consultation period (at least one hour per week), while for short questions and explanations they can be contacted during class. It is also possible to ask questions by e-mail (from the official e-mail address at @ vus.hr), which will be answered as soon as possible (no later than five working days after receiving the e-mail).		

**LEARNING OUTCOME MATRIX OF UNDERGRADUATE PROFESSIONAL STUDY MANAGEMENT DEPARTMENT OF  
TOURIST MANAGEMENT FOR THE ACADEMIC YEAR 2020/2021.**

	I1	I2	I3	I4	I5	I6	I7	I8	I9	I10	I11	I12	I13	I14	I15	I16	I17	I18	I19
<b>Human Resource Management</b>		+	+		+					+			+						
<b>Hotel Organization and Reception Operation</b>	+	+	+	+	+	+	+	+	+	+	+	+							
<b>Management of Tourist agencies and Tour Operators</b>	+	+	+	+	+	+	+	+	+	+	+	+							
<b>Business Organization</b>					+						+		+						
<b>Quality management</b>		+	+							+			+						
<b>Public Sector Economics</b>	+	+	+		+	+				+									
<b>Nutrition and Tourism</b>		+	+		+							+	+		+	+			
<b>Business Communication</b>			+		+					+				+					
<b>Management of Tourist Destination</b>	+	+	+	+	+	+	+	+	+	+	+	+							
<b>Fundamentals of Enterprise Financing in Tourism</b>	+	+	+		+	+	+			+									
<b>Professional Practice</b>	+	+	+		+	+				+		+				+			+
<b>Final Thiss</b>	+		+			+						+	+			+			
<b>TOTAL NUMBER OF COURSES BY LEARNING OUTCOME</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>3</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>3</b>			<b>1</b>