

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

Trg Andrije Hebranga 11
22000 Šibenik



Šibenik, November 2019.

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PROFESSIONAL UNDERGRADUATE STUDY OF MANAGEMENT
DEPARTMENT OF TOURISM MANAGEMENT

Trg Andrije Hebranga 11
22000 Šibenik

SYLLABUS

Academic year 2019/2020

Dean

PhD Ljubo Runjić, s.lec.

Head of department

Nikolina Gaćina, MEng, s.lec.

Šibenik, November 2019.

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 2018./2019.

Teaching year	Full-time student		Part-time students	
	First entry	Repeat	First entry	Repeat
2.	63	8	20	2
3.	71	8	8	1

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
EMPLOYEES of Polytechnic of Šibenik			
Ivana BRATIĆ, prof., lec.	Business English III Business English IV Business Italian IV	bratic@vus.hr	Cabinet 15
Goran CRNICA, prof.	Business German III Business German IV	gcrnica@vus.hr	Cabinet 15
Nikolina GAČINA, Master in eng., s.lec.	Use of DDD Methods and HACCP Standard in Hotel Industry Nutrition and Tourism	nikolina@vus.hr	Cabinet 1
Divna GOLEŠ, Master in econ., s.lec.	Economics of Non-profit Organization Quality Management	divna@vus.hr	Cabinet 3
Anita GRUBIŠIĆ, Master in econ., s.lec.	Fundamentals of Accounting	anita@vus.hr	Cabinet 7
MSc Ivana KARDUM GOLEŠ, s.lec.	Business Italian III	ivanakardum@net.hr	Cabinet 15
Dijana MEČEV, Master in econ., s.lec.	Public Sector Economics	dijana@vus.hr	Cabinet 2
Ana PERIŠIĆ, Master in econ., s.lec.	Business Statistics	sisak@vus.hr	Cabinet 3
Jasmina SLADOLJEV, Master in econ., s. lec.	Management Management of Tourist Destination Hotel Organization and Reception Operation Management of Tourist Agencies and Tour operators Professional Practice	jasmina@vus.hr	Cabinet 4
Jelena ŠIŠARA, Master in econ., s.lec.	Tourism Marketing Theory and Organization of Tourism	jelena@vus.hr	Cabinet 4
PhD Ana VUKUČEVIĆ, s.lec.	Business Organization Service Management	ana_u@vus.hr	Cabinet C
Žaja Jelena, Master in econ., lect.	Fundamentals of Enterprise Financing in Tourism	jzaja@vus.hr	Cabinet 2

NAME AND SURNAME OF THE LECTURER	COURSE	CONTACT E-MAIL	CONSULTATION
EXTERNAL COLLABORATORS			
MSc Anita Krolo Crvelin, s. lec.	Human Resource Management	<u>akroloc@oss.unist.hr</u>	According to the schedule of lectures and exams
Ivana Jardas Duvnjak prof., assistant	Business Italian III	<u>ivana.jardas.duvnjak@gmail.com</u>	According to the schedule of lectures and exams
PhD Martina Markov Podvinski	Environmental Management in Tourism	<u>martina.markov.podvinski@gmail.com</u>	According to the schedule of lectures and exams
PhD Mijana Matošević Radić, s. lec.	Selective Forms of Tourism	<u>mijana.radic@gmail.com</u>	According to the schedule of lectures and exams
PhD Ivica Poljićak	Business Communication	<u>poljicak@vus.hr</u>	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 m².

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 m² / 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	Exercise s	Number of groups	ECTS
					Hours per week	Hours per week		Hours per week		
		III. SEMESTER								
M	Sladoljev J.	Management	Sladoljev, J.	Sladoljev, J.	3	1	2			6
M	Šišara J.	Tourism Marketing	Šišara, J.	Šišara, J.	3	1	2			6
M	Grubišić A.	Fundamentals of Accounting	Grubišić, A.	Grubišić, A.	3			2	2	6
M	Goleš D.	Economics of Non-profit organization	Goleš, D.	Goleš, D.	2			1	1	3
N	Poljičak I.	Business Communication	Poljičak, I.	Poljičak, I.	2	2			1	5
N	Bratić I.	Business English III	Bratić, I.	Jardas Duvnjak, I.	2			1	1	3
N	Crnica G.	Business German III	Crnica, G.	Crnica, G.	2			1	1	3
N	Kardum Goleš I.	Business Italian III	Kardum Goleš, I.	Jardas Duvnjak, I.	2			1	1	3

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		
		IV. SEMESTER								
M	Vukičević A.	Service Management	Vukičević, A.	Vukičević, A.	3	1	2			6
M	Šišara J.	Theory and Organization of Tourism	Šišara J.	assistant	3	1	2			6
M	Matošević Radić M.	Selective Forms of Tourism	Matošević Radić, M.	Matošević Radić, M.	2	1	2			4
M	Perišić A.	Business Statistics	Perišić, A.	Perišić, A.	2			2	2	6
N	Gaćina N.	Use of DDD Methods and HACCP in Hotel Industry	Gaćina, N.	Gaćina, N.	2	1	1			4
N	Bratić I.	Business English IV	Bratić, I.	Jardas Duvnjak, I.	2			1	3	3
N	Crnica G.	Business German IV	Crnica, G.	Crnica G.	2			1	2	3
N	Bratić I.	Business Italian IV	Bratić, I.	Jardas Duvnjak, I.	2			1	2	3

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		
		V. SEMESTER								
M	Krolo Crvelin A.	Human Resource Management	Lugović, G.	Lugović, G.	3	1	2			5
M	Sladoljev J.	Hotel Organization and Reception Operation	Sladoljev, J.	Sladoljev, J.	2			2	1	5
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			6
M	Goleš D.	Quality Management	Goleš, D.	Goleš, D.	3	1	1			6
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	Radić Lakoš T.	Environmental Management in Tourism	Markov Podvinski, M.	Markov Podvinski, M.	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		
		VI. SEMESTER								
M	Sladoljev J.	Management of Tourist Destination	Sladoljev, J.	asistent	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								9
M		Final Thesis								10

7. ACADEMIC CALENDAR FOR THE ACADEMIC YEAR 2019/2020.

ACTIVITY	TERM
Winter semester	30 September 2019 - 21 February 2019
Lectures, exercises, and seminars	30 September 2019 - 25 January 2020
Winter holidays	23 December 2019 - 3 January 2020
Winter regular examination period	27 January 2020 – 21 February 2020
Testing the Winter Semester	13 February 2020 - 20 February 2020
Summer semester	24 February 2020 - 30 September 2020
Lectures, exercises, and seminars	24 February 2020 - 5 June 2020
Summer regular examination period	8 June 2020- 8 July 2020
Summer break	20 July 2020 - 17 August 2020
Autumn regular examination period	24 August 2020 - 19 September 2020
Testing the Summer semester	13-18 July 2020 / 24-30 September 2020

NATIONAL HOLIDAYS

<i>DATE</i>	PUBLIC HOLIDAYS
<i>October 8th</i>	Independence Day
<i>November 1st</i>	All Saint's Day
<i>December 25th</i>	Christmas
<i>December 26th</i>	St. Stephen's Day
<i>January 1st</i>	New Year's Day
<i>January 6th</i>	Epiphany
<i>April 13th</i>	Easter Monday
<i>May 1st</i>	International Workers' Day
<i>May 31st</i>	Corpus Christi
<i>May 30th</i>	National Day
<i>June 22nd</i>	Anti-Fascist Struggle Day
<i>August 5th</i>	Homeland Thanksgiving Day
<i>August 15th</i>	Assumption of Mary

8. CALENDAR OF EXAM TERMS AND DEADLINES FOR ACADEMIC YEAR 2019./2020.

SUBJECT HOLDER	SUBJECT	Winter examination period		Summer examination period		Autumn examination period	
		1st period	2nd period	3rd period	4th period	5th period	6th period
	III. SEMESTER						
Sladoljev J.	Management	04.02.	18.02.	09.06.	23.06.	01.09.	15.09.
Šišara J.	Tourism Marketing	30.01.	13.02.	11.06.	25.06.	31.08.	14.09.
Grubišić A.	Fundamentals of Accounting	28.01.	11.02.	08.06.	19.06.	04.09.	18.09.
Goleš D.	Economics of non-Profit Organization	11.02.	28.2.	16.06.	30.06.	01.09.	15.09.
Poljičak I.	Business Communication	31.01.	14.02.	12.06.	26.06.	30.08.	13.09.
Bratić I.	Business English III	04.02.	18.02.	24.06.	08.07.	09.09.	23.09.
Crnica G.	Business German III	06.02.	20.02.	26.06.	09.07.	22.08.	05.09.
Kardum Goleš I.	Business Italian III	04.02.	18.02.	16.06.	30.06.	01.09.	15.09.
Zlatović D.	Labour Law *	31.01.	14.02.	16.06.	30.06.	04.09.	18.09.

	IV. SEMESTER	1st period	2nd period	3rd period	4th period	5th period	6th period
Vukičević A.	Service Management	28.01.	04.02.	09.06.	23.06.	28.08.	17.09.
Šišara J.	Theory and Organization of Tourism	30.01.	13.02.	11.06.	25.06.	31.08.	14.09.
Matošević Radić, M.	Selective Forms of Tourism	/	/	15.06.	29.06.	31.08.	14.09.
Perišić A.	Business Statistics	04.02.	18.02.	16.06.	30.06.	26.08.	09.09.
Gaćina, N.	Use of DDD Methods and HACCP in Hotel Industry	06.02.	20.02.	23.06.	07.07.	27.08.	10.09.
Bratić I.	Business English IV	04.02.	18.02.	24.06.	08.07.	09.09.	23.09.
Crnica G.	Business German IV	06.02.	20.02.	26.06.	09.07.	22.08.	05.09.
Bratić I.	Business Italian IV	04.02.	18.02.	24.06.	08.07.	09.09.	23.09.
Šišara J.	Marketing Management *	29.01.	12.02.	10.06.	24.06.	30.08.	13.09.

SUBJECT HOLDER	SUBJECT	Winter examination period		Summer examination period		Autumn examination period	
		1st period	2nd period	3rd period	4th period	5th period	6th period
	V. SEMESTER						
Krolo Crvelin, A.	Human Resource Management	03.02.	17.02.	16.06.	30.06.	03.09.	17.09.
Sladoljev, J.	Hotel Organization and Reception Operation	04.02.	18.02.	09.06.	23.06.	01.09.	15.09.
Sladoljev, J.	Management of Tourist Agencies and Tour Operators	04.02.	18.02.	09.06.	23.06.	01.09.	15.09.
Vukičević, A.	Business Organization	28.01.	04.02.	09.06.	23.06.	28.08.	17.09.
Goleš D.	Quality Management	11.02.	28.2.	16.06.	30.06.	01.09.	15.09.
Mečev, D.	Public Sector Economics	05.02.	19.02.	17.06.	01.07.	03.09.	17.09.
Gaćina, N.	Nutrition and Tourism	06.02.	20.02.	23.06.	07.07.	27.08.	10.09.
Radić Lakoš T.	Environmental Management in Tourism	27.01.	17.02.	08.06.	29.06.	31.08.	14.09.
Deković Ž.	Financial Management *	04.02.	18.02.	15.06.	29.06.	27.08.	10.09.
	VI. SEMESTER						
Sladoljev J.	Management of Tourist Destination	05.02.	19.02.	10.06.	24.06.	02.09.	16.09.
Žaja, J.	Fundamentals of Enterprise Financing in Tourism	/	/	15.06.	29.06.	27.08.	10.09.

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

III. SEMESTER

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	MANAGEMENT	1.8. ISVU course code	140742 201922 202212 201314
1.2. Lecturer	Jasmina Sladoljev , univ.spec. oec.	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)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line 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	2 . academic year	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"/>

2. COURSE DESCRIPTION	
2.1. Course objectives	The aim of the course is to acquaint students with the specifics of the manager's work, his responsibilities through all management functions, and to direct students to design a project based on all management functions, and it is necessary to make a financial construction
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	1. Apply and link economic terms in complex written and oral communication in Croatian and foreign languages
	2. Organize and lead team work, 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. Use planning, organizing, leading and controlling methods using case studies and analysing the problem
	5. Analyse and integrate core concepts and apply content related to economics, management, accounting and finance
	6. 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
	7. Use software packages to manage business departments, processes, and organizations
	8. Design and economically evaluate entrepreneurial ideas, events, projects, products and services in the team and present the same
	9. 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
	10. Use advanced software tools for document creation, presentation and budget implementation

2.4. Expected learning outcomes on the course level	Learning outcomes towards Bloom's taxonomy: (up to two verbs per LO)		LO Level: <i>Recapture, Understanding, Application, Analysis, Evaluation, Synthesis</i>		
	1.	Define, explain and relate key terms related to management and manager	2, 5		
	2.	Analyze the impact of the environment on the management of business processes and systems, and the appropriate adoption and suggestion of strategies	4, 6		
	3.	Apply appropriate planning, organizing, human resources management, leadership and motivation techniques, and controls	4		
	4.	Assess the importance of managing operations and processes	6		
	5.	Design a business development project, design products, define pricing, sales and cost projections, identify competitors, customers and suppliers, and make a financial construction of operating income and expenses	5.6		
2.5. Course content according to detailed curriculum schedule	Constructive alignment				
	Thematic unit	IU course	Content / teaching method	Valuation	It takes time
	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 analyze 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 analyze the same on a concrete example, critically	8 hours	

				judge based on the 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 analyze 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 analyze 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 analyze 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 analyze 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 analyse the same on a concrete example, critically	12 hours

				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 analyze 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 unit, then they should present and analyze the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	16 hours

	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

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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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	Student workload on all bases is 1 ECTS credit 30 semester hours and is estimated as:			
	<i>Commitment</i>	<i>Hours (estimated)</i>		
	1. Attending classes	60		
	2. Creation of seminar work and project assignment and presentation	15		
	3. Preparation for the midterm / 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 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 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 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. M. Buble, Menadžment, Ekonomski fakultet u Splitu, Split, 2006.	5	
	2. Nastavni materijali sa e-learninga		da
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Sikavica, P., Bahtijarevic-Šiber F.: Menadžment – teorija menadžmenta i veliko empirijsko istraživanje u Hrvatskoj, Masmedia, Zagreb, 2004. 2. Drucker, P.: Najvažnije o menadžmentu, M.E.P.Consult, Zagreb 2005. 3. Weihrich, H., Koontz, H.: Menadžment, Mate, Zagreb, 1993.	3 1 3	
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	MARKETING IN TOURISM	1.8. ISVU course code	187571
1.2. Lecturer	Jelena Šišara, univ.spec.oec.	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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	4.
1.6. Study year	2 st	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 course is to acquaint students with the specifics of applying the marketing concept in tourism in order to apply the acquired knowledge and skills in a real business environment.		
2.2. Terms of course entry and required competences	Admission requirements for the 2nd year of study		

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 team work, 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					
	LO17: To develop a marketing plan for a tourism company and development activities, and propose tools for e-marketing in tourism					
2.4. Expected learning outcomes on the course level	Learning outcomes 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. To explain and critically evaluate the basic concepts and characteristics of marketing in tourism;				2, 5	
	2. To analyse marketing strategies and to make them on concrete examples;				4, 6	
	3. To analyse the marketing environment on a concrete example;				4	
	4. To design specific marketing activities that create value in accordance with the needs and desires of customers / clients.				6	
	5. To develop a marketing plan for a tourism company.				5,6	
6. Based on the example provided, to critically evaluate marketing mix of a tourism company and to propose tools for e-marketing in tourism				5,6		
2.5. Course content according to detailed curriculum schedule	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	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.	-	6 hours
	2.	Understanding of marketing processes in tourism	1, 4	They listen to a lecture, solve case studies.	At the colloquium or the written and oral exam, they define the basic marketing concepts, explain the basic marketing concepts and marketing processes in tourism,	6 hours
	3.	Features of tourism services	1, 4	They listen to a lecture, solve case studies, 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, critically judge on the basis of the presented problem and propose a solution to the same problem.	8 hours
4.	The role of marketing in strategic planning	1, 2, 4	They listen to a lecture, solve case studies, 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	10 hours	

					the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	
5.	Development of marketing opportunities and strategies in tourism	1, 2, 4	They listen to a lecture, solve case studies, 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, critically judge on the basis of the presented problem and propose a solution to the same problem.	10 hours	
6.	Marketing environment	1, 3, 4	They listen to a lecture, solve case studies, 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, critically judge on the basis of the presented problem and propose a solution to the same problem.	10 hours	
7.	Marketing plan	1, 4, 5	They listen to a lecture, solve case studies, develop a marketing plan for a tourism company	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 on the basis of the presented problem and propose a solution to the same problem.	12 hours	
8.	Marketing Information System and Marketing Research, I. Colloquium	1, 4, 5	They listen to a lecture, solve case studies, develop a marketing plan for a tourism company	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 on the basis of the presented problem and propose a solution to the same problem.	12 hours	
9.	Markets of final consumption and consumer behavior	1, 4, 5	They listen to a lecture, solve case studies, develop a marketing plan for a tourism company	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 on the basis of the presented problem and propose a solution to the same problem.	12 hours	
10.	Market segmentation and market positioning	1, 2, 3, 4, 5	They listen to a lecture, solve case studies, develop a marketing plan for a tourism company	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 on the basis of the presented problem and propose a solution to the same problem.	15 hours	
11.	Development of marketing mix in tourism: production and product management	1, 2, 3, 4, 5, 6	They listen to a lecture, solve case studies, develop a marketing plan for a tourism company	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 on the basis of the presented problem and propose a solution to the same problem.	8 hours	
12.	Development of marketing mix in tourism: price and placement	1, 2, 3, 4, 5, 6	They listen to a lecture, solve case studies, develop a marketing plan for a tourism company	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	8 hours	

					the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	
13.	Development of the marketing mix in tourism: promotion	1, 2, 3, 4, 5, 6	They listen to a lecture, solve case studies, develop a marketing plan for a tourism company		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 on the basis of the presented problem and propose a solution to the same problem.	8 hours
14.	Marketing management in tourism and destination marketing	1, 2, 3, 5, 6	They listen to a lecture, present a marketing plan		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 on the basis of the presented problem and propose a solution to the same problem.	15 hours
15.	Final lecture, course signatures, II. colloquium		They listen to a lecture, present a marketing plan		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 on the basis of 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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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)	Attendance	1	Written exam	2 (by submitting both colloquiums the student is relieved of an written examination)	Project	1
	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	1	Other (inscribe)	
	Class activities		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:				
	Commitment		Hours (estimate)		
	1. Attending classes		60		
	2. Creating and Presenting seminar paper		30		
	3. Preparation for the Colloquium / 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 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
		2	3	4	5

	Colloquium / written exam	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						
5.1. Compulsory literature (available in the library and through other media)	Title				Number of copies in the library	Availability via other media
	1. Kotler, P., Bowen, J. T., Makens, J. C. (2010). *Marketing u ugostiteljstvu, hotelijerstvu i turizmu*. Mate, Zagreb				1	
	2. Kotler, P. (2001). *Upravljanje Marketingom, Analiza, Planiranje, Primjena i Kontrola*. Informator, Zagreb				3	
5.2. Additional literature (at the moment of changes and/or amended of study programme)	3. Kotler, P., Armstrong, G. (2013). *Principles of Marketing*, Prentice Hall, Boston				0	
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			
1.1. Course lecturer	Anita Grubišić	1.8. Course code in ISVU	
1.2. Course title	Fundamentals of Accounting	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 P + 30 P
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.10.1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st , course materials are on-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.11.1.12. Number of course revisions	3
1.6. Year of study	II	1.13. Modernization	Yes
1.7. Credit score (ECTS)	6	1.14. Percentage estimate of course changes and/or supplements	Less than 20% X <input type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	Accounting, content and concept, accounting process and policies, international accounting standards and the environment in which it is developed and operates, accounting plan, asset accounting and amortization, accounting for liabilities and equity, cost accounting, income accounting, accounting of business results, inventory of assets and liabilities, acquisitions and consolidated reports, financial statements, financial indicators, understanding of financial statements, management accounting, inflation accounting, accounting ethics. Exercises include solving characteristic task groups as part of a written exam through examples of business events entries in the order of the RRIF Accounting Plan for Entrepreneurs.		
2.2. Terms of course entry and required competences	No conditions		

2.3. Learning outcomes on the study programme level	<p>To apply and link economic terms in more complex written and oral communication in Croatian and foreign languages.</p> <p>To individually and responsibly search relevant literature for reaching solutions and conclusions in Croatian and foreign languages.</p> <p>To collect, calculate and graphically display statistical data from the field of economics and business by using advanced software tools and further comment and analyse them.</p> <p>To analyse and link basic concepts and apply content related to the area of economics, management, accounting, and finance.</p> <p>To interpret business and financial reports and propose solutions to improve financial performance and profitability.</p> <p>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.</p> <p>To use software packages to manage business units, processes, and organizations.</p>						
2.4. Expected learning outcomes on the course level	<p>Learning outcomes according to the Bloom`s taxonomy: (up to two verbs per LO)</p> <p>To explain, link and analyse the features of accounting for entrepreneurs and financial reporting.</p> <p>To analyse the effects of key business transactions on financial statements.</p> <p>To classify business events.</p> <p>To compute and record business events in basic and auxiliary accounting books and records.</p> <p>To understand, link and analyse financial statements.</p>					<p>Level of LO:</p> <p>1- remembering, 2- understanding, 3- application, 4-analysis, 5-evaluation, 6-synthesis</p> <p>4,5 4,5 3,4 5,6</p>	
2.5. Course content according to detailed curriculum schedule	<p>Number</p>	<p>Thematic unit</p>	<p>LO of the course</p>	<p>Content/teaching method</p>	<p>Evaluation</p>	<p>Duration</p>	
1.	Introductory lecture, Accounting concepts and content,	1,2,3	They listen to a lecture and read literature. They work on their own and in team workouts.	in the written and oral exam they define the basic concepts of accounting. Analyse the types and users of accounting information.	12		
2.	Types of accounting, Accounting information users, Basic models of balance sheet and income statement,	1,2,3	They listen to a lecture and read literature. They work on their own and in team workouts.	In the written and oral exam they know how to distinguish between accounting categories and set an example, with an understanding of the positions of the underlying financial statements and the application of the law.	12		
3.	Accounting harmonization, Accounting documents and controls, Accounting types and accounts.	1,2,3	They listen to a lecture and read literature. They work on their own and in team workouts.	In the written and oral exam they know how to analyse and evaluate the chart of accounts and the chart of accounts, and apply them correctly with the double entry bookkeeping rules.	12		
4.	Basic accounting categories, Accounting accounts, Chart of accounts for entrepreneurs, Rules in double-entry bookkeeping system	1,2,3	They listen to a lecture and read literature. They work on their own and in team workouts.	On the written and oral exam they know how to apply the Legal Framework for Financial Accounting and the Croatian Tax System for the preparation of business books and basic financial statements.	12		

	5.	Legal accounting framework for financial accounting in Croatia, Fundamental financial statements, Accounting records, Tax system in the Republic of Croatia,	1,2,3	They listen to a lecture and read literature. They work on their own and in team workouts.	On the written and oral exam they know how to apply the Legal Framework for Financial Accounting and the Croatian Tax System for the preparation of business books and basic financial statements.	12
	6.	Recording of business changes following the chart of accounts, Preparation of annual accounts, Repetition for exam, allocation of signatures.	1,2,3	They listen to a lecture and read literature. They work on their own and in team workouts.	On the written and oral exam they know how to apply the Legal Framework for Financial Accounting and the Croatian Tax System for the preparation of business books and basic financial statements.	12
	7.	Exercises include solving characteristic task groups as part of a written part of exams through recording business events entries using RRIF Accounting Plan for Entrepreneurs. 1	4	They listen to a lecture and read literature. They work on their own and in team workouts.	They can evaluate and synthesize business changes in both the written and oral exam	12
	8.	Exercises include solving characteristic task groups as part of a written part of exams through recording business events entries using RRIF Accounting Plan for Entrepreneurs. 2	4	They listen to a lecture and read literature. They work on their own and in team workouts.	They can evaluate and synthesize business changes in both the written and oral exam	12
	9.	Exercises include solving characteristic task groups as part of a written part of exams through recording business events entries using RRIF Accounting Plan for Entrepreneurs. 3	4	They listen to a lecture and read literature. They work on their own and in team workouts.	They can evaluate and synthesize business changes in both the written and oral exam	12
	10.	Exercises include solving characteristic task groups as part of a written part of exams through recording business events entries using RRIF Accounting Plan for Entrepreneurs. 4	4	They listen to a lecture and read literature. They work on their own and in team workouts.	They can evaluate and synthesize business changes in both the written and oral exam	12
	11.	Exercises include solving characteristic task groups as part of a written part of exams through recording business events entries using RRIF Accounting Plan for 4Entrepreneurs. 5	4	They listen to a lecture and read literature. They work on their own and in team workouts.	They can evaluate and synthesize business changes in both the written and oral exam	12
	12.	Exercises include solving characteristic task groups as part of a written part of exams through recording business events	4	They listen to a lecture and read literature. They work on their own and in team workouts.	They can evaluate and synthesize business changes in both the written and oral exam	12

		entries using RRIF Accounting Plan for Entrepreneurs. 6					
13.		Exercises include solving characteristic task groups as part of a written part of exams through recording business events entries using RRIF Accounting Plan for Entrepreneurs. 7	4	They listen to a lecture and read literature. They work on their own and in team workouts.		They can evaluate and synthesize business changes in both the written and oral exam	12
14.		Exercises include solving characteristic task groups as part of a written part of exams through recording business events entries using RRIF Accounting Plan for Entrepreneurs. 8	4	They listen to a lecture and read literature. They work on their own and in team workouts.		They can evaluate and synthesize business changes in both the written and oral exam	12
15.		Exercises include solving characteristic task groups as part of a written part of exams through recording business events entries using RRIF Accounting Plan for Entrepreneurs. 9	4	They listen to a lecture and read literature. They work on their own and in team workouts.		They can evaluate and synthesize business changes in both the written and oral exam	12

3. EVALUATION OF STUDENTS` WORK

3.1. Students` obligations	Attendance (in accordance with the Rulebook on Studying) and the preparation of homework assignments are required for signature.					
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	1	Written exam (theory + practical)	2 +2	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	0,5
	Colloquium		Seminar paper		Other	
	Class activity	0,5	Oral exam		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 120 hours					

4. GRADING SYSTEM					
4.1. Grading seminar papers	-				
4.2. Grading colloquia/ written and oral exam	Unsatisfactory	Satisfactory		Above average	
	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	70-75% of attendance	76-86% of attendance	87-100% of attendance	Max. Points
		4 points	7 points	210points	20 points
	Seminar paper				
	Colloquia/ Written exam	2	3	4	5
		50-64,9%	65-79,9%	80-89,9%	90-100%
		241points	53 points	65 points	72 points
	Oral exam	2	3	4	5
9 points		12 points	15 points	18 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
	1. Grubišić, A.; Osnove računovodstva, Veleučilište u Šibeniku, 2016.		YES
5.2. . Additional literature (at the moment of changes and/or amended of study programme)	1. grupa autora: Računovodstvo poduzetnika s primjerima knjiženja, X naklada, 2014, RRIF Plus, Zagreb	2	
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>		

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	ECONOMICS OF NON-PROFIT ORGANISATION	1.8. ISVU course code	140750
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)	(30+15+0+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	3.
1.6. Study year	2 st	1.13. Modernization	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
1.7. Credit score (ECTS)	3	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 the basic concepts of economics from the aspect of rational behavior of non-profit organizations whose primary objective is to ensure general interests and the common needs of the wider social community or a specific target group.		
2.2. Terms of course entry and required competences	Admission requirements for the 2nd year of study		

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 team work, 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					
	LO6: To analyze 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 and case study skills (case studies, projects, seminars) using advanced software tools for document preparation, presentation and budget implementation					
2.4. Expected learning outcomes on the course level	Learning outcomes towards Bloom's taxonomy: (up to two verbs per LO)				LO Level: 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. Explain and critically evaluate the role and importance of organizations acting for the common good.				2,5	
	2. Analyse the specifics of individual management functions in the non-profit sector.				4,6	
	3. Design a work program for a non-profit organization.				6	
	4. Present an approach paper that addresses the business of a non-profit organization				6	
2.5. Course content according to detailed curriculum schedule	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	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.	-	3 hours
	2.	Economics as social science, the characteristics of non-profit organizations	1,2,4	They listen to a lecture. They read the literature.	At the colloquium or the written and oral exam define basic insights on the characteristics of the non-profit sector.	3 hours
	3.	Organizations that work for the common good.	1,2,4	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.	4 hours
	4.	Overview of the legal framework of non-profit organizations.	1,2	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.	4 hours
	5.	Businesses of non-profit organizations.	1,2,3,4	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.	6 hours
	6.	Assessment of needs and priorities of non-profit organizations.	1,2,3	They listen to a lecture, they read the literature, work in a team on case	At the colloquium or the written and oral exam they define and explain the concepts that occur in this	6 hours

				work present a seminar paper, followed by a discussion.	thematic unit, then they should present and analyse the same on a concrete example.	
	7.	Development of business behavior of non-profit organizations - management of non-profit organizations.	1,2,3	They listen to a lecture, they read the literature, 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..	6 hours
	8.	Develop business behavior of non-profit organizations-marketing non-profit organizations.	1,2,3	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.	6 hours
	9.	Creating a program of non-profit organizations, I. colloquium.	1,2,3,4	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.	Asset, financing and accounting of non-profit organizations.	2,3	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.	6 hours
	11.	Making a proposal for budgeting the cost of implementing the work program.	2,3,4	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-	6 hours
	12.	Make a proposal for a project funding grant.	3,4	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.	10 hours
	13.	Quality Management Systems of Non Profit Organizations.	1,2	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,	4 hours
	14.	Example: Croatian national tourist board.	1,2	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.	4 hours
	15.	Final lecture, course signatures, II. colloquium	1,2,3,4	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.	12 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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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>
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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	0,5	Written exam	1 (by submitting both colloquiums the student is relieved of an written examination)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium	1,5 (by submitting both colloquiums the student is relieved of a written and oral examination)	Seminar paper		Other (inscribe)	0,5
	Class activities	0,5	Oral exam	0,5 (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:					
	Commitment			Hours (estimate)		
	4.	Attending classes		45		
	5.	Creating and Presenting seminar paper		15		
	6.	Preparation for the Colloquium / exam through self-study		30		

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							
5.1. Compulsory literature (available in the library and through other media)	Title			Number of copies in the library	Availability via other media		
	1. Alfirić N., and associates (2013). Osnove marketinga i menadžmenta neprofitnih organizacija, Školska knjiga, Zagreb, (selected chapters)			2			
	2. Dobre R.(2005). Ekonomika poduzeća, VŠTM, Šibenik,(selected chapters)			10			

5.2. Additional literature (at the moment of changes and/or amended of study programme)	<ol style="list-style-type: none"> 1. Group of authors (2018).Računovodstvo neprofitnih organizacija RRIF, Zagreb 2. Meler M.,(2003). Neprofitni marketing, Ekonomski fakultet Osijek, Osijek 3. Legislation (NN) 	2 0	On line
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>		

2. GENERAL INFORMATION			
1.1. Course lecturer	Ivica Poljičak, PhD	1.8. Course code in ISVU	140748
1.2. Course title	Business Communication	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)	(30+0+30+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st , course materials are on-line, 0%
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	4
1.6. Year of study	2 nd	1.13. Modernization	Yes
1.7. Credit score (ECTS)	5	1.14. Percentage estimate of course changes and/or supplements	Less than 20% X More than 20 % □
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	4 year secondary education completed		
2.3. Learning outcomes on the study programme level	LO 2: To organize and lead team work, 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	Learning outcomes according to the Bloom`s taxonomy: (up to two verbs per LO)					Level of LO: 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	Constructive alignment					
	no	Thematic unit	LO of the course	Content/teaching methods	Evaluation	Time
	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"> • from 0 - 24,9% ECTS credits- are rated F (unsuccessful) and cannot obtain ECTS credits, and must re-enroll in the next academic year; • 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; • more than 50% - students have the right to take the final exam. <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> <p>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).</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	0,5	Written exam	2 (without colloquia)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium	4,5 (without written and oral exam)	Seminar paper		Other	
	Class activity	0,5	Oral exam	2,5	Other	
3.3. Student workload	Student workload on all bases for 1 ECTS credit is 30 hours in a semester and is estimated as: 3. Attending classes and exercises 60 hours 4. Preparing colloquia or exams through individual work 90 hours					
4. GRADING SYSTEM						
4.1. Grading seminar papers						
4.2. Grading colloquia/ written and oral exam	Unsatisfactory		Satisfactory		Above average	
	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%	
	Oral exam	25 points	30 points	35 points	40 points	
		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>		

3. GENERAL INFORMATION			
1.1. Course lecturer	Ivana Bratić, prof., higher lecturer	1.8. Course code in ISVU	140745
1.2. Course title	Business English 3	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)	(30+15+0+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st , course materials are on-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	2
1.6. Year of study	1 st	1.14. Modernization	Yes
1.7. Credit score (ECTS)	3	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 of the course Business English 3 is to upgrade the learned grammar structures with new vocabulary from the business environment related to the world of business, global trends and intercultural diversity. Developing competence in reading and understanding professional texts, communicating, and writing business letters in English.</p> <p>The aim of the course is also to familiarize students with multicultural diversity at European and global level and to develop competencies and skills that will prepare them; public speaking skills, active listening, writing a business letter (business etiquette) and the basics of negotiation skills.</p>		
2.2. Terms of course entry and required competences	Four-year secondary education completed; Possession of a Level 4.2 qualification according to the CROQF. Proficiency in English at minimum B1 level.		
2.3. Learning outcomes on the study programme level	<p>LO1: Apply and link economic terms in more complex written and oral communication in Croatian and foreign languages.</p> <p>LO2: Organize and lead team work, and critically evaluate the opinions and attitudes of team stakeholders.</p> <p>LO3: Independently and responsibly search the relevant literature for decision-making and conclusion in Croatian and foreign languages.</p> <p>LO6: Analyse and relate basic concepts and apply content related to economics, management, accounting and finance.</p>		

	LO10: 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.					
2.4. Expected learning outcomes on the course level	Learning outcomes according to the Bloom`s taxonomy: (up to two verbs per LO)					Level of LO: 1- remembering, 2- understanding, 3- application, 4-analysis, 5-evaluation, 6-synthesis
	1. Understand and apply basic terms in professional terminology of economic character in English					2,3
	2. To translate and interpret in English language texts of business and economic character processed during the course					2,3
	3. Develop and demonstrate (in front of fellow students) a brief presentation within the topics of the course					3
	4. formulate and compose a business letter in English					6
	5. prepare and compose an essay in English					6
	6. select and evaluate one of the topics within the course					5
	7. Explain and translate specific business text					6
	8. Organize and implement teamwork					6
2.5. Course content according to detailed curriculum schedule	Constructive allignment					
	no	Thematic unit	LO of the course	Content/teaching methods	Evaluation	Time
	1	Introduction into the course and detailed plan.	-	Listen to lectures. Work independently on computer, get to know course content and eLearning documents.	-	2 h
	2.	Communication Listening, reading	1, 2, 3,5, 7	Students read the text in English. They notice new and / or unfamiliar vocabulary and professional expressions, paraphrase them into English and offer an adequate translation into Croatian. They express their opinions in written and spoken form.	At the colloquia or the written and oral exam, students are able to paraphrase new expressions related to the notion of a good communicator and explain what are the characteristics of a successful communicator in today's global environment. They will know how to use professional vocabulary and idioms from the business world as well as to paraphrase them accurately as well as to find Croatian versions for the same.	4 h
3.	Good communicators „A quiet word beats sending e-mail“	1, 2, 3,5, 7	Students read the text in English. They understand new and / or unfamiliar vocabulary and professional terms, paraphrase them into English and offer adequate translation into Croatian. They answer the questions.	At the colloquium or the written and oral exam, students know to evaluate and explain how companies can handle the modern way of communication; whether the technology has helped to establish successful communication or did the principles of communication remain the same.	4 h	

	4.	International marketing „Diego della Valle: Italian atmosphere is central to Tod's global expansion“	1, 2, 3,5, 7	Students read the text in English. They notice new and / or unfamiliar vocabulary and professional expressions, paraphrase them into English and offer an adequate translation into Croatian. They express their opinions in written and spoken form.	At the colloquium or the written and oral exam, students are able to express their opinions about well-known international brands and to explain in English what makes them successful. They will be able to explain terms and phrases related to creating a brand image and target market.	4 h	
	5.	How to market internationally Brainstorming, writing	1, 2, 3,5, 7, 8	Students read the text in English. They understand new and / or unfamiliar vocabulary and professional terms, paraphrase them into English and offer adequate translation into Croatian. They answer the questions.	At the colloquium or written and oral exam students are able to interpret marketing strategies that are used today in the global market and justify their opinion regarding their use. Furthermore, they will be able to explain the concept of "international marketeers" and "world learning" as well as the importance of the brainstorming skill.	4 h	
	6.	Building relationships Describing relations; multiword words	1, 2, 3, 5, 7	Students read the text in English. They understand new and / or unfamiliar vocabulary and professional terms, paraphrase them into English and offer adequate translation into Croatian. They answer the questions.	At the colloquium or the written and oral exam students can explain the term "business relationships" within the business milieu and adopt a new professional vocabulary related to the same. He will be able to defend his opinion in English on how companies can build a good relationship with consumers.	4 h	
	7.	Business partnerships „How East is meeting West“ Networking	1, 3, 4, 5, 6, 7, 8	Students read the text in English. They notice new and / or unfamiliar vocabulary and professional expressions, paraphrase them into English and offer an adequate translation into Croatian. They express their opinions in written and spoken form.	The colloquium or written and oral exam students know and explain the term "networking" and the reasons why networking is important for establishing good business relationships. Students will be able to paraphrase the processed vocabulary. They will know how to recognize it in context and use it in writing and speaking.	6 h	
	8.	Revision 1		Students solve exercises. They write an essay.	The student is required to be proficient in the written text in terms of new vocabulary and expression, which implies; completing the sentences with the correct words, identifying synonyms for the English vocabulary, adequately translating the given business context sentences into English, presenting their opinions on one of the given topics dealt within the study.	4 h	
	9.	Writing business letters Formal vs. Informal writing Writing formal emails Arranging a meeting	1,4,8	Students listen to a lecture. They write a business letter.	At the colloquium or the written and oral exam students can write a business letter in English. They know how to differentiate formal from informal writing. They know how to use the basic parts of a business letter or e-mail and use the basic phrases needed to write a business letter.	4 h	
	10.	Writing requests Arranging a visit Giving news	1,4,8	Students listen to a lecture. They write a business letter.	At the colloquium or the written and oral exam, students can make a formal inquiry in English, write a notice or a complaint.	10 h	

		Writing a complaint					
	11.	Success Successful businesses Prefixes	1,2,3,5,7	Students read the text in English. They understand new and / or unfamiliar vocabulary and professional terms, paraphrase them into English and offer adequate translation into Croatian. They answer the questions.	At the colloquium or the written and oral exam students can explain the term "successful businesses" and the term <i>business success</i> . They know how to use new vocabulary in speaking and writing as well as the most commonly used prefixes in verbs relating to successful business.	4 h	
	12.	Job satisfaction Staff motivation Working for the best companies	1,2,3,5,7	Students read the text in English. They understand new and / or unfamiliar vocabulary and professional terms, paraphrase them into English and offer adequate translation into Croatian. They answer the questions.	At the colloquium or the written and oral exam students know how to use new vocabulary related to the concept of business success. They will be able to give a critical review regarding business motivation.	10 h	
	13.	Risk Describing risk Managing risks	1,2,3,5,7	Students read the text in English. They understand new and / or unfamiliar vocabulary and professional terms, paraphrase them into English and offer adequate translation into Croatian. They answer the questions.	At the colloquium or the written and oral exam students can learn to use in their speech and writing a new, professional vocabulary related to the issue of business risk.	4 h	
	14.	Internationalisation – risk or opportunity? Reaching agreement	1,2,3,5,7	Students read the text in English. They understand new and / or unfamiliar vocabulary and professional terms, paraphrase them into English and offer adequate translation into Croatian. They express their opinions in written and spoken form.	At the colloquium or the written and oral exam, students are able to express their opinions on the different types of risks that have developed in the last thirty years in global international business.	4 h	
	15.	Review 2	1,2,3,4,5,6,7,8	Students solve grammar tasks and tasks related to comprehension, translation and paraphrasing.	Students know how to complete grammar assignments in writing related to grammar units studied during the course. With regard to vocabulary exercises, they will be able to use new vocabulary and phrases accurately in the text.	16 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 carry calculator and formulae list.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> • from 0 - 24,9% ECTS credits- are rated F (unsuccessful) and cannot obtain ECTS credits, and must re-enroll in the next academic year; • 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; • more than 50% - students have the right to take the final exam. <p>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 three colloquia); b) by passing the exam (written and oral part of the 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	0,5	Written exam	1 (without colloquia)	Project
	Experimental work		Research		Practical work
	Essay		Report		Continuous examination
	Colloquium	2 (without written exam)	Seminar paper		Other
	Class activity	0,5	Oral exam	1 (without colloquia)	Other
3.3. Student workload	<p>Student workload on all bases for 1 ECTS credit is 30 hours in a semester and is estimated as:</p> <ol style="list-style-type: none"> 1. Attending classes and exercises 45 hours 2. Preparing colloquia or exams through individual work 45 hours 				
4. GRADING SYSTEM					
4.1. Grading seminar papers					
4.2. Grading colloquia/ written and oral exam	Unsatisfactory	Satisfactory		Above average	
	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
	1. Upper Intermediate English Course Book MARKET LEADER (Third edition) , D. Falvey, D. Cotton, S. Kent, Pearson Longman (2011) (the mandatory part only applies to the topics described in this performance plan)			1	e-materijal available to all students on Caroline system of the Polytechnic of Šibenik
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Upper Intermediate English Practice File MARKET LEADER (Third edition), Pearson Longman 2. Essential Business Grammar and Usage, Business English, MARKET LEADER, Peter Strutt, Pearson Longman			1 1	Available on-line
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. 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).				

1. GENERAL INFORMATION			
1.1. Course title	Business German 3	1.8. Course code in ISVU	140746
1.2. Course lecturer	Goran Crnica, prof., pred. (lecturer)	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)	(30+15+0+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e-learning application (1st, 2nd, 3rd level), percentage of online course performance (max. 20%)	1st, course materials are on-line, %
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	2
1.6. Year of study	2nd	1.13. Modernization	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
1.7. Credit score (ECTS)	3	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 course is to develop language structures, lexis and grammar from the business German language at elementary level. Special attention is given to perfecting the techniques of listening, reading, speaking and writing. Professional vocabulary should be mastered at an elementary level. The objectives also include the repetition and determination of basic tenses, the adoption of professional vocabulary related to the language of information technologies, as well as international and intercultural economic issues.		

2.2. Terms of course entry and required competences	Four-year secondary education completed; possessing a Level 4.2 qualification according to the CROQF. Knowledge of German at a minimum basic level (A1-A2) is desirable but not mandatory.						
2.3. Learning outcomes on the study programme level	LO 1: To apply and link economic terms in more complex written and oral communication in Croatian and foreign language						
	LO 3: To individually and responsibly search relevant literature for reaching solutions and conclusions in Croatian and foreign languages						
	LO 10: To develop team and interpersonal teamwork skills, master communication skills and presentation skills for assigned 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 (4-10 learning outcomes)	Learning outcomes according to Bloom's taxonomy:					LO level: 1 - memory, 2 - understanding, 3 - application, 4 - analysis, 5 - evaluation, 6 - synthesis	
	1. To define and explain business German keywords						1,2
	2. To explain and apply correctly grammatical structures and vocabulary in the field of Business German						2,3
	3. To create independently and present content in the field of Business German						3
	4. To analyse medium-sized professional texts and solve language tasks						4
	5. To argue critically the views expressed and express your own views on the topic of Business German						5
	6. To use part of the Common European Framework of Reference for Languages (CEF) level A2 language competences to generate new ideas						6
2.5. Course content according to detailed curriculum schedule	Constructive alignment						
	r.br.	Thematic topic of the lecture	Thematic topic of the language exercises	LO of the course	Content / teaching method	Evaluation	Hours needed
	1	Stellenangebote	Präsens; Präpositionen mit Dativ und/oder Akkusativ	3,5,6	Students listen to the lectures. They work independently on the computer, inform themselves about the course content and eLearning documents. Students discuss the reasons for choosing their studies and explain what they expect from their future career.	In the oral part of the final exam, students introduce themselves or their colleagues. They express their opinion about their own linguistic progress and point out their shortcomings and strengths.	3
	2.	Berufe im Tourismus	Kausalsätze	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2 of the Common European Framework of Reference for Languages by presenting their ideas and findings.	3

	3.	Ein Tag in einem Reisebüro	Perfekt; Konjunktiv 2 (Hilfsverben, Modalverben), Konditional 1	2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3
	4.	Keine Autos in der Innenstadt	Prijedlozi s dativom i akuzativom	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2 of the Common European Framework of Reference for Languages by presenting their ideas and findings.	3
	5.	Das Mobiltelefon verändert den Alltag	Komparativ i superlativ	2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3
	6.	Das mobile Fernsehen	Preterit glagola dürfen; zavisne rečenice	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2 of the Common European Framework of Reference for Languages by presenting their ideas and findings.	3
	7.	Was essen die Deutschen?	Deklinacija pridjeva bez člana	2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3
	8.	Essen früher und heute		2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3
	9.		Prezent glagola essen; perfekt	1,2,4,5,6	The students listen to the lecture and prepare individually for the exam.	At the colloquium or in the written part of the final exam, the pupils define and explain the	25

			glagola sagen essen i kommen		Before the colloquium, students are asked to ask questions about content or grammar.	most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2 of the Common European Framework of Reference for Languages by presenting their ideas and findings.	
	10.	Lebensqualität und Lebensstandard		2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3
	11.	Kolloquium 1	Upotreba perfekta i preterita; partizip drugi	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2 of the Common European Framework of Reference for Languages by presenting their ideas and findings.	3
	12.			2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3
	13.	Folgen des zu großen Konsums	Rekcija glagola, rekcija imenica	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2 of the Common European Framework of Reference for Languages by presenting their ideas and findings.	3
	14.	Öffentliche Verkehrsmittel	Passiv: prezent i preterit 3. lica jednine	2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam.	3

					structures by formulating their own examples.	In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	
	15.	Transrapid, die schnelle Magnetbahn	Rezent glagola sollen	1,2,4,5,6	The students listen to the lecture and prepare individually for the exam. Before the colloquium, students are asked to ask questions about content or grammar.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	26

3. EVALUATION OF STUDENTWORK

3.1. Student obligations	<p>Following the Rulebook on Studying and the Rulebook on Student Assessment and Evaluation: for all full-time students, the required attendance is at least 70%. Part-time students are required to attend classes and teach at least 50%; they are also required to write homework. Students are required to bring writing materials (paper and pen/ballpoint pen) to the exercises. The student's acquired knowledge is tested during the course content. Students are evaluated during the teaching process, with particular attention being paid to the student's active participation in teaching and their presentation of homework. Of particular importance for the final grade are the two written tests that the student takes during the semester. If the student passes both exams, he/she is exempted from the written part of the final exam and is obliged to take the oral final exam.</p> <p>Student achievements:</p> <ul style="list-style-type: none"> • Students with 0 - 24.9% of ECTS credits - are graded with an F (unsuccessful) and cannot earn ECTS credits and must re-enrol the course in the next academic year; • Students with 25 - 49.9% of ECTS credits - are graded FX (insufficient) and must pass the written exam (test). The written exam can be held in a regular or extraordinary exam period; • Students with more than 50% of ECTS credits - students have the right to take the final exam. <p>Students can pass the final exam in two ways:</p> <p>a) by passing two colloquia and an oral exam during the regular or extraordinary exam;</p> <p>b) by passing the final exam consisting of a written and an oral exam during the regular or extraordinary 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	0,5	Written exam	1 (without colloquia)	Project		
	Experimental work		Research		Practical work		
	Essay		Report		Continuous evaluation		
	Colloquium	1 (without written exam)	Seminar paper		(Homework for part-time students)	0,5	
	Active participation	0,5	Oral exam	1	(Other)		
3.3. Student workload	The workload of students on all bases is 1 ECTS credit point (30 semester hours) and is estimated as:						
	Obligation			Hours (estimated)			
	7.	Attending classes and language exercises		45			
8.	Preparing colloquia or exams through individual work		45				

4. GRADING SYSTEM					
4.1. Grading seminar papers	-				
4.2. Grading colloquia/ written and oral exam	Unsatisfactory		Satisfactory		Above average
	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 participation of lectures and language exercises	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	
4.4. 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
	1. Blažević, N. (1998). <i>Deutsch in Hotellerie und Tourismus</i> . Zagreb: Školska knjiga.		
5.2. Additional literature (at the moment of changes and/or amended of study programme)	www.goethe.de		Availability via e-Learning platform
5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences	<p>The control of student 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 student progress through short colloquiums and homework, information for further guidance to students will be provided 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 classroom activities. All notices of classes or possible adjournment will be published on time on the e-learning site of the course and 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>		

4. GENERAL INFORMATION			
1.1. Course lecturer	Ivana Kardum Goleš	1.8. Course code in ISVU	140747
1.2. Course title	Business Italian language III	1.9. Course code in MOZVAG	
1.3. Assistants and/or associates	Asistent	1.10. Forms of teaching (number of hours Lecturing +Practical exercises + Seminars + e learning)	(30+15+0+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	4.10.1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st , course materials are on-line, 0%
1.5. Course status (obligatory, optional)	Optional	4.11.1.12. Number of course revisions	1
1.6. Year of study	2 nd	1.13. Modernization	Yes
1.7. Credit score (ECTS)	3	1.14. Percentage estimate of course changes and/or supplements	Less than 20% X <input type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	The aim of the course is to master basic language structures, lexicon and grammar from the Italian language. Particular attention is paid to improving the techniques of reading, understanding, writing and speaking in the field of tourism and management. Governing the vocabulary of the profession at a lower level. By attending a foreign language classes, students are introduced with new communication systems, enabling their easier and more direct involvement in world events and getting acquainted with the elements of Italian culture and civilization of the Italian speaking world. Learning a foreign language is in line with the aspiration to preserve the richness of the diversity of multi-faceted Europe as well as with fostering the development of the culture of dialogue and civilization.		
2.2. Terms of course entry and required competences	Completed course Business Italian language II		
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 LO3: To individually and responsibly search relevant literature for reaching solutions and conclusions in Croatian and foreign languages		

2.4. Expected learning outcomes on the course level	Learning outcomes according to the Bloom`s taxonomy: (up to two verbs per LO)					Level of LO: 1- remembering, 2- understanding, 3- application, 4-analysis, 5-evaluation, 6-synthesis
	1.	to understand and interpret concepts from professional terminology related to business and tourism in Italian				2, 4
	2.	to write CV in Italian by using the Europass template				2,3
	3.	to write business letters in Italian				2, 6
	4.	to recognize and apply grammatical structures on texts and tasks using a part of general language competences at level A2/B2				2, 6
	5.	to read and analyse more complex texts in areas that have been dealt with during the course				3, 4
	6.	to communicate at the intermediate level in the foreign within the subject of the course but in real life situations as well language				6
2.5. Course content according to detailed curriculum schedule	Number	Thematic unit	LO of the course	Content/teaching method	Evaluation	Duration
	1.	Introduction into the course and detailed plan.	-	Listen to lectures. Work independently on computer, get to know course content and eLearning documents.	-	2 hours
	2.	Il viaggio d'affari, linguaggio e struttura	1, 2, 5	Listen to lectures and read literature. Use multimedia and internet. Solve exercises.	At the colloquium or the written and oral exam they can describe the activities and the most important occupations related to tourism in Italian, identify and apply basic grammatical structures on texts and assignments using part of the general language competences at A1 and A2 level	4 hours
	3.	Noleggiare, il condizionale presente	1,2,5	Listen to lectures and read literature. Use multimedia and internet. Solve exercises.	At the colloquium or the written and oral exam they can describe the activities and the most important occupations related to tourism in Italian, identify and apply basic grammatical structures on texts and assignments using part of the general language competences at A1 and A2 level	4 hours
	4.	L'italiano al telefono, fare le conversazioni	1, 2, 5	Listen to lectures and read literature. Use multimedia and internet. Solve exercises.	At the colloquium or the written and oral exam they can understand and apply basic concepts from professional terminology related to business and tourism in Italian, describe the activities and the most important occupations related to tourism in Italian, identify and apply basic grammatical structures on texts and assignments using part of the general language competences at A1 and A2 level	4 hours
	5.	Curriculum vitae I, Linguaggio e struttura del curriculum: cosa scrivere e come scriverlo. Modelli di CV (Europass)	1, 2, 3, 5, 6	Listen to lectures and read literature. Use multimedia and internet. Solve exercises. Participate in discussions.	At the colloquium or the written and oral exam they can understand and apply basic concepts from professional terminology related to business and tourism in Italian, describe the activities and the most important occupations related to tourism in Italian, identify and apply basic grammatical structures on texts and	4 hours

					assignments using part of the general language competences at A1 and A2 level and explain the specifics of Italy in the context of etymology, history, geography and culture.	
6.	Curriculum vitae II, struttura e lingua	1, 2, 3, 5, 6	Listen to lectures and read literature. Use multimedia and internet. Solve exercises.		At the colloquium or the written and oral exam they can understand and apply the basic terms in professional terminology related to business and tourism in Italian, identify and apply basic grammatical structures on texts and assignments using part of the general language competences at A1 and A2 level	4 hours
7.	La cultura degli affari – cercando notizie sull'Italia e Parma	1, 2, 5, 6	Listen to lectures and read literature. During lectures individually research the content of this thematic field by searching data bases, presentt acquired knowledge, express their own ideas and ways of problem solving. Brainstorming, discussion. Solve exercises.		At the colloquium or the written and oral exam they can understand and apply the basic terms in professional terminology related to business and tourism in Italian, identify and apply basic grammatical structures on texts and assignments using part of the general language competences at A1 and A2 level and are able to read and analyse simple texts in the areas that are discussed during the course .	6 hours
8.	Introduzione alla corrispondenza commerciale, Le parti di una lettera formale	1, 2, 4, 5, 6	Listen to lectures and read literature. Use multimedia and internet. Solve exercises and colloquium.		At the colloquium or the written and oral exam they can understand and apply basic concepts in professional terminology related to business and tourism in Italian, to be able to independently read and analyse simpler texts in the fields and areas covered during the course, to explain the specificities of Italy in the context of etymology, history, geography, culture, identify and apply basic grammatical structures to texts and tasks using part of the general language competencies at A1 and A2 level	10 hours
9.	La richiesta di informazioni via posta elettronica, le regole - Il linguaggio delle referenze: cosa scrivere e come scriverlo	1, 2, 4, 5, 6	Listen to lectures and read literature. Use multimedia and internet. Solve exercises.		At the colloquium or the written and oral exam they can understand and apply basic concepts in professional terminology related to business and tourism in Italian, to be able to independently read and analyse simpler texts in the fields and areas covered during the course, to explain the specificities of Italy in the context of etymology, history, geography, culture, identify and apply basic grammatical structures to texts and tasks using part of the general language competencies at A1 and A2 level	6 hours
10.	La corrispondenza commerciale – la domanda di lavoro, Descrivere la propria carriera: esperienza professionale passata (mansioni,trasferimenti, promozioni), descrivere i propri studi	1, 2,3, 4	Listen to lectures and read literature. Use multimedia and internet. Solve exercises. Participate in discussion.		At the colloquium or the written and oral exam they can understand and apply basic concepts in professional terminology related to business and tourism in Italian, to be able to independently read and analyse simpler texts in the fields and areas covered during the course, to explain the specificities of Italy in the context of etymology, history, geography, culture, identify and apply basic grammatical structures to texts and tasks using part of the general language competencies at A1	6 hours

					and A2 level, listen to short conversations individually and work on solving tasks	
11.	Visita a una ditta, il testo	4	Listen to lectures and read literature. Use multimedia and internet. Solve exercises.		At the colloquium or the written and oral exam they can understand and apply basic concepts in professional terminology related to business and tourism in Italian, to be able to independently read and analyse simpler texts in the fields and areas covered during the course, to explain the specificities of Italy in the context of etymology, history, geography, culture, identify and apply basic grammatical structures to texts and tasks using part of the general language competencies at A1 and A2 level	10 hours
12.	L'arte di negoziazione, Offerte, reclami, ordini	1, 4	Listen to lectures and read literature. Use multimedia and internet. Solve exercises.		At the colloquium or the written and oral exam they can understand and apply the basic terms in professional terminology related to business and tourism in Italian, describe the activities and the most important occupations related to tourism in Italian, describe the most important sectors and elements of business within companies, be able to read and analyse independently texts in the areas and areas covered during the class, identify and apply basic grammatical structures on texts and assignments using part of general language competences at A1 and A2 level, be able to communicate at the basic level in a foreign language within the course topics	10 hours
13.	Le fasi di negoziazione - Attività professionali (funzioni, mansioni)	5, 6	Listen to lectures and read literature. During lectures individually research the content of this thematic field by searching data bases, presentt acquired knowledge, express their own ideas and ways of problem solving. Brainstorming, discussion. Solve exercises.		At the colloquium or the written and oral exam they can understand and apply the basic terms in professional terminology related to business and tourism in Italian, describe the activities and the most important occupations related to tourism in Italian, describe the most important sectors and elements of business within companies, be able to read and analyse independently texts in the areas and areas covered during the class, identify and apply basic grammatical structures on texts and assignments using part of general language competences at A1 and A2 level, be able to communicate at the basic level in a foreign language within the course topics	4 hours
14.	Descrivere le proprie motivazioni professionali e i benefit, revisione	5, 6	Listen to lectures and read literature. During lectures individually research the content of this thematic field by searching data bases, presentt acquired knowledge, express their own ideas and ways of problem solving. Brainstorming, discussion. Solve exercises.		At the colloquium or the written and oral exam they can understand and apply the basic terms in professional terminology related to business and tourism in Italian, describe the activities and the most important occupations related to tourism in Italian, describe the most important sectors and elements of business within companies, be able to read and analyse independently texts in the areas and areas covered during the class, identify and apply basic grammatical structures on texts and assignments using part of general language	6 hours

					competences at A1 and A2 level, be able to communicate at the basic level in a foreign language within the course topics	
	15.	Revisione - Il testo	1, 2, 3, 4, 5, 6	Solve exercises.	At the colloquium or the written and oral exam they can understand and apply the basic terms in professional terminology related to business and tourism in Italian, describe the activities and the most important occupations related to tourism in Italian, describe the most important sectors and elements of business within companies, be able to read and analyse independently texts in the areas and areas covered during the class, identify and apply basic grammatical structures on texts and assignments using part of general language competences at A1 and A2 level, be able to communicate at the basic level in a foreign language within the course topics	10 hours

3. EVALUATION OF STUDENTS' WORK

3.1. Students' obligations	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% is required. Part-time students are required to attend classes at least 50%. The students' acquired knowledge is tested during the course classes. Special consideration is given to the student's evaluation during the course of the teaching process, with particular attention being paid to the student's active participation in teaching as well as his/her presentation of the written work that the student produces for homework. Of particular importance for the final evaluation are the two written tests that students take during the semester. If the student successfully passes both exams, he / she is exempted from the written part of the final exam and is obliged to take the oral exam only. The final exam consists of a written and an oral part. Ways to check learning outcomes are: essays, objective type assignments, discussion, role play, presentation creation, etc. The obligation of each student is to regularly inform oneself about the course. All notices about maintenance or eventual postponement of teaching will be published on the web site of the Polytechnic of Šibenik and the e-learning page of the course, where all the information on the course as well as the teaching materials and the list of literature are also available.					
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	0,5	Written exam	1 (without colloquia)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium	1 (without written exam)	Seminar paper		Other	
	Class activity	0,5	Oral exam	1	Other	
3.3. Student workload	Student workload on all bases for 1 ECTS credit is 30 hours in a semester and is estimated as: <ol style="list-style-type: none"> 1. Attending classes and exercises 45 hours 2. Preparing colloquia or exams through individual work 45 hours 					

4. GRADING SYSTEM					
4.1. Grading seminar papers	-				
4.2. Grading colloquia/ written and oral exam	Unsatisfactory		Satisfactory		Above average
	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	70-75% of attendance	76-86% of attendance	87-100% of attendance	Max. points
		3 points	7 points	20 points	20 points
	Seminar paper				
	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	4	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
	L'ITALIANO IN AZIENDA, Giovanna Pelizza, Marco Mezzadri; GUERRA EDIZIONI, 2003. (selected chapters)	10	X
5.2. . Additional literature (at the moment of changes and/or amended of study programme)	<ol style="list-style-type: none"> 1. L'ITALIANO PER GLI AFFARI, N. Cherubini, Bonacci Editore, 2000. 2. Dizionario italiano-croato, M.Deanović, J.Jernej, Školska knjiga Zagreb 	10	X (eLearning, handouts)
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>		

IV. SEMESTER

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	SERVICE MANAGEMENT	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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	obligatory	1.12. Number of course revisions	1.
1.6. Study year	3	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	Qualitative presentation of conceptual work frames that lead towards strategic decision-making. Understanding and introduction with service management practice of domestic and world known organizations.		

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 organizations					
	LO13: To understand specific human resource management processes and propose a proper value system in judgment process and assessment of work achievements and performance					
2.4. Expected learning outcomes on the course level	Learning outcomes 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. analyze processes of service management and new roles of planning, controlling, implementation and enhancement	1,2				
	2. Critically analyze business models and innovation methods.	5,2				
	3. Comment the problematic of innovations	4,2				
	4. Critically judge the process of innovation implementation and methods of innovations	6				
2.5. Course content according to detailed curriculum schedule	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	1.	Introduction to course, course objectives	-	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
		Definition of service	1,6	Listen to the lecture and read the literature.	In a colloquy or written and oral exam students, define service and characteristics of service.	4 hours
2.	Service management – definition	1, 6,	Listen to the lecture and read the literature.	In a colloquy or written and oral exam, students can define service management.	6 hours	

	3.	Types of service systems	1, 6, 7	Listen to the lecture and read the literature.	In a colloquy or written and oral exam students can define and describe different service systems and their specifics.	8 hours
	4.	Service enhancement and measurement	1, 2, 3, 4, 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 previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	In a colloquy or written and oral exam students can define what service enhancement and measurement is and the different techniques used in this process. . Solved case study.	8 hours
	5.	Introduction to innovation management	1, 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 brain storm and discussion on the exposed topic is applied in the whole group.	In a colloquy or written and oral exam students can define what is innovation management and its characteristics. Created and Presented seminar paper (by independent use of computer programs).	14 hours
	6.	Innovation as management process	1, 3, 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 brain storm 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 innovations and the process of making innovations. Created and Presented seminar paper (by independent use of computer programs).	12 hours
	7.	Keeley & Pikkal – types of innovation	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 brain storm 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 Keeley and Pikkal innovation process. Created and Presented seminar paper (by independent use of computer programs).	14 hours

	8.	Quinn & Walters – types of innovation	1, 4, 5, 6, 7	<p>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 brain storm and discussion on the exposed topic is applied in the whole group.</p>	In a colloquy or written and oral exam they can define and describe Quinn and Walters types of innovation. Presented seminar paper (by independent use of computer programs).	14 hours
	9.	Innovation strategy and risks	1, 2, 3, 4, 5, 6, 7	<p>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 brain storm and discussion on the exposed topic is applied in the whole group.</p>	In a colloquy or written and oral exam students can define and describe risks that involves creation of innovation and different strategies. Created and Presented seminar paper (by independent use of computer programs).	10 hours
	10.	TQM and business excellence	1, 2, 3, 4, 5, 6, 7	<p>Listen to the lecture and read the literature. At the seminar, students solve the case study.</p>	In a colloquy or written and oral exam students can define and describe what is RQM and business excellence. Created and Presented seminar paper (by independent use of computer programs).	8 hours
	11.	EFQM, Malcolm Baldrige excellence model	1, 2, 3, 4, 5, 6, 7	<p>Listen to the lecture and read the literature. At the seminar, students solve the case study.</p>	In a colloquy or written and oral exam they can define and describe EFQM model and MBEM. Created and Presented seminar paper (by independent use of computer programs).	8 hours
	12.	Japan excellence model	1, 2, 3, 4, 5, 6, 7	<p>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</p>	In a colloquy or written and oral exam students can define and describe Japanese excellence model. Created and Presented seminar paper (by independent use of computer programs).	10 hours

				seminar paper thus presenting the acquired knowledge and making their own ideas, and ways to solve problems. Methods of brain storm and discussion on the exposed topic is applied in the whole group.		
	13.	Business excellence in Croatia	1, 2, 3, 4,	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 brain storm 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 situation with the business excellence in Croatia. Created and Presented seminar paper (by independent use of computer programs).	8 hours
	14.	Case studies	2-3	Listen to the lecture and read the literature.		2 hours
	15.	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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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	2 (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	2 (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 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:	
	<i>Commitment</i>	<i>Hours (estimate)</i>
	9. Attending classes	45
	10. Creating and Presenting seminar paper	10
	11. Preparation for the Colloquium / exam through self-study	65

4. GRADING

	Valuation Element	Poor	Satisfying	Above average
4.1. Seminar paper grading	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	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		

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 via other media
	1. Žilić. I.: Inoviranje, menadžment usluga i poslovna izvrsnost u organizacijama, udžbenik, Veleučilište u Šibeniku, 2015. –available in pdf. file at e-learning		Available On-line
5.2. Additional literature (at the moment of changes and/or amended of study programme)	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 ABOUT THE SUBJECT			
1.1. Title	Theory and organization of tourism	1.8. ISVU course code	140753
1.2. Lecturer	Jelena Šišara, univ.spec.oec.	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+30+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	4.
1.6. Study year	2 st	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 goal is:</p> <ul style="list-style-type: none"> - Understand the basic trends in tourism, learning about the features of modern tourism, and understanding the complexity of the tourism organization system. - Understand the ways in which tourism influences the economic, social and environmental environment of the receptive country. - To acquaint the student with the basic terminology of the profession and the historical development and social context of tourism. - To understand the basic principles of touristic attractions and attractions. - Build a basis for understanding the economic aspects of tourism. - Introduce students to the leaders of tourism development and the consequences of tourism development. 		

2.2. Terms of course entry and required competences	According to Directive					
2.3. Learning outcomes on the study programme level	LO1: Apply and link economic terms in more complex written and oral communication in Croatian and foreign languages					
	LO2: Organize and lead team work, and critically evaluate the opinions and attitudes of team stakeholders					
	LO3: Independently and responsibly search relevant literature for decision making and conclusion in Croatian and foreign language					
	LO10: 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					
	LO14: Evaluate the cause and effect relationships of the impact of the economic development process and the multiplier impact of tourism on social change and the state of the environment and propose opportunities and strategies for their improvement and development					
2.4. Expected learning outcomes on the course level	Learning outcomes towards Bloom's taxonomy: (up to two verbs per LO)				LO Level: 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. To explain and critically evaluate tourism as a separate economic category,				2, 5	
	2. To assess the location and extent of tourism in the structure of the national economy,				5	
	3. To comment and analyze the subjects of the tourism organization system in the Republic of Croatia and their tasks and manner of functioning,				4	
	4. To interpret and link the economic functions of tourism,				3, 6	
	5. To suggest selective types of tourism for a specific example,				6	
	6. To evaluate tourism resources and analyze space as a component of tourism development and analyze natural and social tourism resources by activity level,				5, 4	
2.5. Course content according to detailed curriculum schedule	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	1	Introduction to the course and a detailed performance plan		They listen to a lecture. In the course of the seminar, they become acquainted with the course content and documents on the e-learning page of the course by working independently on a computer.	-	6 hours
2.	Definitions of tourism and tourist	1	They listen to a lecture, a discussion based on an exposed topic	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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	6 hours	

	3.	Tourism as a system	1, 2	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	8 hours
	4.	Historical development of tourism	1, 2	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	8 hours
	5.	Tourism market	1, 2	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	8 hours
	6.	Impacts of tourism	1, 4	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	10 hours
	7.	Organizational structure of tourism	1, 2, 3, 4	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	12 hours
	8.	Touristic needs and motives	1, 2, 3, 4	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	12 hours
	9.	Types and forms of tourism, I. Colloquium	1, 2, 3, 4, 5	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	15 hours
	10.	The interdependence of tourism and transport	1, 2, 3, 4, 5	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	15 hours

	11.	Characteristics of a tourist destination	1, 2, 3, 4, 5, 6	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	20 hours
	12.	Tourism product	1, 2, 3, 4, 5, 6	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	20 hours
	13.	Tourism resources and attractions	1, 2, 3, 4, 5, 6	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	20 hours
	14.	Trends in the tourism market	1, 2, 3, 4, 5, 6	They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of the presented problem and propose a solution to the same problem.	20 hours
	15.	Final lecture, course signatures, II. colloquium		They listen to a lecture, read the suggested literature, discuss based on an exposed topic, 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 analyze the same on a concrete example, critically judge on the basis of 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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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	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	4 (by submitting both colloquiums the student is relieved of a written and oral examination)	Seminar paper	1	Other (inscribe)	
	Class activities		Oral exam	2 (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:					
	Commitment			Hours (estimate)		
	12. Attending classes			60		
	13. Creating and Presenting seminar paper			15		
	14. 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.		
		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							
5.1. Compulsory literature (available in the library and through other media)	Title			Number of copies in the library	Availability via other media		
	1. Šišara, J. (2016). *Teorija i organizacija turizma*. Udžbenik Veleučilišta u Šibeniku, Šibenik				Available On-line		
	2. Čavlek, N., Bartoluci ,M., Prebežac, D., i dr. (2011). *Turizam –ekonomske osnove i organizacijski sustav*. Školska knjiga, Zagreb.			3			

5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Hitrec,T., Hendija,Z. (2008). *Politika,organizacija i pravo u turizmu*. Zagrebačka škola za menadžment, Zagreb.	0	
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 ABOUT THE SUBJECT			
1.1. Title	Selective forms of tourism	1.8. ISVU course code	201479
1.2. Lecturer	Mijana Matošević Radić, PhD, 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+15+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	1.
1.6. Study year	2 nd	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 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"> • Define the basic concepts related to selective forms of tourism; • Understand the link between the motives of tourism trips, the segmentation of the tourism market and the selective forms of tourism; • Learn how to recognize the potential of the resource base for developing selective forms of tourism; • Critically review the development of selective forms of tourism in the destination; • Apply the learned content of this course in business practice. 		
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 1: Use and connect technical terms related to selective forms of tourism in written and oral communication in Croatian and English language.					
	LO 3: Independently and responsibly search relevant literature for decision-making and conclusion.					
	LO 6: Analyse and associate resource base with selective forms of tourism.					
	LO 10: Develop team and interpersonal teamwork skills, master communication and presentation skills of assigned topics and tasks (case studies, projects, seminars) using advanced software tools for document preparation, presentation and budget implementation.					
	LO 12: Design and apply a selective form of tourism in a tourist destination.					
	LO 16: Recognize contemporary trends in the tourism market, taking into account the diversity of motives for tourist travel.					
2.4. Expected learning outcomes on the course level	Learning outcomes towards Bloom's taxonomy: (up to two verbs per LO)				LO Level: 13. <i>Recapture</i> , 14. <i>Understanding</i> , 15. <i>Application</i> , 16. <i>Analysis</i> , 17. <i>Evaluation</i> , 18. <i>Synthesis</i>	
	1.	demonstrate knowledge and understanding of the course content by defining and connecting fundamental concepts in the field of selective forms of tourism,			1, 1	
	2.	describe and analyze the characteristics of selective forms of tourism,			2, 4	
	3.	choose an appropriate selective form of tourism and adapt it to the resource base in the destination,			3, 3	
	4.	anticipate market trends in the tourism market and recommend the development of certain selective forms of tourism,			2, 6	
	5.	comment and critically evaluate the relevance of the development of a particular selective form of tourism in the destination,			4, 5	
	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	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	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. They are introduced to the course content and documents on the e-learning page of the course by working independently on a computer.	-	2 hours
		Contemporary trends in tourism.	1,4,6,7	They listen to a lecture and read literature.	At the colloquium or the written and oral exam they define the basic trends in tourism. They describe trends in the tourism supply and demand market. They connect market trends and changes in the motives of tourist movements.	4 hours
	2	Definition, classification and development of the selective forms of tourism.	1,5,6,7	They listen to a lecture and read literature.	At the colloquium or the written and oral exam they define the term selective forms of tourism. They can explain the reasons for the emergence of selective forms of tourism. They know how to list, distinguish and give an example of selective forms of tourism.	4 hours

	3.	Resource base of a tourist destination - the basis for the development of the selective forms of tourism.	1,3,6,7	They listen to a lecture and read literature.	At the colloquium or the written and oral exam they can define the resource base of the tourist destination. They know how to list, differentiate and give an example of tourism resources. They know how to recognize the tourism resources needed to develop a particular selective form of tourism in a destination.	4 hours
	4.	Summer tourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	At the colloquium or the written and oral exam they can define summer tourism and describe its characteristics. They know how to explain the prerequisites for the development of summer tourism, analyse the current situation in the Republic of Croatia and critically evaluate the perspective of summer tourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	8 hours
	5.	Health tourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	At the colloquium or the written and oral exam they can define health tourism and describe its characteristics. They know how to explain the prerequisites for the development of health tourism, analyse the current situation in the Republic of Croatia and critically evaluate the perspective of health tourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	8 hours
	6.	Sport and recreational tourism - preconditions for development, characteristics, analysis of the situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	At the colloquium or the written and oral exam they can define sport and recreational tourism and describe its characteristics. They know how to explain the prerequisites for the development of sport and recreational tourism, analyse the current situation in the Republic of Croatia and critically evaluate the perspective of sport and recreational tourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	8 hours
	7.	Nautical tourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the	At the colloquium or the written and oral exam they can define nautical tourism and describe its characteristics. They know how to explain the prerequisites for the development of nautical tourism, analyse the current situation in the	8 hours

				database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	Republic of Croatia and critically evaluate the perspective of nautical tourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	
	8.	Camping tourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	At the colloquium or the written and oral exam they can define camping tourism and describe its characteristics. They know how to explain the prerequisites for the development of camping tourism, analyse the current situation in the Republic of Croatia and critically evaluate the perspective of camping tourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	8 hours
	9.	Urban tourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	At the colloquium or the written and oral exam they can define urban tourism and describe its characteristics. They know how to explain the prerequisites for the development of urban tourism, analyse the current situation in the Republic of Croatia and critically evaluate the perspective of urban tourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	8 hours
	10.	Rural tourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	At the colloquium or the written and oral exam they can define rural tourism and describe its characteristics. They know how to explain the prerequisites for the development of rural tourism, analyse the current situation in the Republic of Croatia and critically evaluate the perspective of rural tourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	8 hours
	11.	Ecotourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the	At the colloquium or the written and oral exam they can define ecotourism and describe its characteristics. They know how to explain the prerequisites for the development of ecotourism, analyse the current situation in the Republic of	8 hours

				database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	Croatia and critically evaluate the perspective of ecotourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	
	12.	Cultural tourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	At the colloquium or the written and oral exam they can define cultural tourism and describe its characteristics. They know how to explain the prerequisites for the development of cultural tourism, analyse the current situation in the Republic of Croatia and critically evaluate the perspective of cultural tourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	8 hours
	13.	Religious tourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	At the colloquium or the written and oral exam they can define religious tourism and describe its characteristics. They know how to explain the prerequisites for the development of religious tourism, analyse the current situation in the Republic of Croatia and critically evaluate the perspective of religious tourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	8 hours
	14.	Voluntourism - preconditions for development, characteristics, analysis of the current situation in the Republic of Croatia.	1,2,3,4,5,6,7	They listen to a lecture and read literature, watch multimedia and networking. They individually explore the content of this topic area by searching the database, and on the basis of it and reading the literature, they create a seminar paper which presents their acquired knowledge and own ideas. In the group work are applied the brainstorming method and the discussion method on the topic.	At the colloquium or the written and oral exam they can define voluntourism and describe its characteristics. They know how to explain the prerequisites for the development of voluntourism, analyse the current situation in the Republic of Croatia and critically evaluate the perspective of voluntourism development. A mental map created. Seminar paper created and presented (using computer programs independently).	6 hours
	15.	Concluding Observations / Repeat and preparing for the exam.		They listen to a lecture and prepare individually 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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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, creating mental map, analysing the case studies, making and presenting the seminar paper, passing two colloquia);</p> <p>b) during the course (active participation in the lessons, creating mental map, analysing 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 (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	0,5	Oral exam	1 (without colloquiums)	Other (inscribe)											
3.3. Student workload	<p>The student's workload on all bases amounts to 1 ECTS point for 30 hours of work per semester and is estimated as:</p> <table border="1" data-bbox="524 810 2161 946"> <thead> <tr> <th data-bbox="524 810 1344 842"><i>Commitment</i></th> <th data-bbox="1350 810 2161 842"><i>Hours (estimate)</i></th> </tr> </thead> <tbody> <tr> <td data-bbox="524 847 1344 871">15. Attending classes</td> <td data-bbox="1350 847 2161 871">45</td> </tr> <tr> <td data-bbox="524 876 1344 900">16. Creating and presenting seminar paper</td> <td data-bbox="1350 876 2161 900">10</td> </tr> <tr> <td data-bbox="524 904 1344 928">17. Preparation for the Colloquium / exam through self-study</td> <td data-bbox="1350 904 2161 928">65</td> </tr> <tr> <td data-bbox="524 933 1344 957"></td> <td data-bbox="1350 933 2161 957"></td> </tr> </tbody> </table>						<i>Commitment</i>	<i>Hours (estimate)</i>	15. Attending classes	45	16. Creating and presenting seminar paper	10	17. Preparation for the Colloquium / exam through self-study	65		
<i>Commitment</i>	<i>Hours (estimate)</i>															
15. Attending classes	45															
16. Creating and presenting seminar paper	10															
17. Preparation for the Colloquium / exam through self-study	65															

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	Mental map created
		2 points	4 points	7 points	3 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	20 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				
5.1. Compulsory literature (available in the library and through other media)	Title		Number of copies in the library	Availability via other media
	1. Geić, S. (2011) Menadžment selektivnih oblika turizma, Split: Sveučilište u Splitu, Sveučilišni studijski centar za stručne studije		7	e-learning VUŠ-a
2. Čorak, S., Mikačić, V., (ur.) (2006) Hrvatski turizam: plavo, bijelo, zeleno, Zagreb: Institut za turizam		2		
5.2. Additional literature (at the moment of changes and/or amended of study programme)	2. Pančić Kombol, T. (2000) Selektivni turizam, Matulji: TMCP Sagena d.o.o.			
	3. Kušen, E. (2002) Turistička atrakcijska osnova, Zagreb: Institut za turizam			
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	Business Statistics	1.8. ISVU course code	201321 202221
1.2. Lecturer	Ana Perišić	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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	2.
1.6. Study year	2 nd	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	Train students to be able to comprehend, effectively understand and recognize fundamental statistical procedures and methods; Provide theoretical and practical knowledge which enables students to develop and apply acquired knowledge, independently and/or within a team.		
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	<p>LO 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.</p> <p>LO 5: To use planning, organizing, management and control methods on practical examples, analyze the problem and propose appropriate solutions to problem situations.</p> <p>LO 7: To interpret business and financial reports and propose solutions to improve financial performance and profitability.</p> <p>LO 10: 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.</p>					
2.4. Expected learning outcomes on the course level	<p>Learning outcomes towards Bloom's taxonomy: (up to two verbs per LO)</p>				<p>LO Level:</p> <ol style="list-style-type: none"> 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 explain fundamental concepts of descriptive statistics	1,2				
	2. To prepare tabular and graphical data representation of statistical data	3,4				
	3. To calculate and to interpret measures of central tendency and measures of dispersion	3,4				
	4. To perform correlation and regression analysis, to comment the results and to draw a conclusion about the relationship between variables	3,4,5				
	5. To identify time series type	4				
	6. To calculate and to interpret values of dynamics indicators	3,2				
	7. To estimate the linear trend equation and to apply it for forecasting future values of the time series	3,4,6				
	8. To set the statistical hypothesis and to conduct the chi square test.	6,3				
2.5. Course content according to detailed curriculum schedule	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
		Introduction into the course and detailed plan.	1	Attending lectures. Familiarize with course content, e-learning documents, literature and students' obligations.	Students define and explain fundamental concepts of descriptive statistics through colloquia or written/oral exams.	1 h
		Fundamental statistical terms				4h 8 h
	2.	Fundamental statistical terms	1	Attending lectures. Familiarize with course content, e-learning documents, literature and students' obligations.	Students define and explain fundamental concepts of descriptive statistics through colloquia or written/oral exams.	4h 8h
3.	Grouping data and graphical data representation	2	Attending lectures. Actively involving students through problem solving and discussion.	Students will prepare tabular and graphical data representation of statistical data through colloquia or written/oral exams.	4h 8h	

	4.	Measures of central tendency	1,3	Attending lectures. Actively involving students through problem solving and discussion.	Students will define and explain fundamental concepts of descriptive statistics and calculate and to interpret measures of central tendency and measures of dispersion through colloquia or written/oral exams.	4h 8h
	5.	Measures of central tendency	1,3	Attending lectures. Actively involving students through problem solving and discussion.	Students will define and explain fundamental concepts of descriptive statistics, calculate and interpret measures of central tendency and measures of dispersion through colloquia or written/oral exams.	4h 8h
	6.	Measures of dispersion	1,3	Attending lectures. Actively involving students through problem solving and discussion.	Students will define and explain fundamental concepts of descriptive statistics and calculate and interpret measures of central tendency and measures of dispersion through colloquia or written/oral exams.	4h 8h
	7.	Standardized value. Outliers. Data distribution rules.	1,3	Attending lectures. Actively involving students through problem solving and discussion. Group problem solving and discussion. Exam preparation.	Students will define and explain fundamental concepts of descriptive statistics and calculate and interpret measures of central tendency and measures of dispersion through colloquia or written/oral exams.	4h 8h
	8.	Exam preparation.		Attending lectures. Actively involving students through problem solving and discussion. Group problem solving and discussion. Exam preparation.		2h 4h
	9.	Time series	5	Attending lectures. Actively involving students through problem solving and discussion.	Students will identify time series type through colloquia or written/oral exams.	4h 8h
	10.	Time series, index numbers	6	Attending lectures. Actively involving students through problem solving and discussion.	Students will calculate and interpret the values of dynamics indicators through colloquia or written/oral exams.	3h 6h
	11.	Index numbers	6	Attending lectures. Actively involving students through problem solving and discussion.	Students will calculate and interpret the values of dynamics indicators through colloquia or written/oral exams.	4h 8h
	12.	Trend	7	Attending lectures. Actively involving students through problem solving and discussion.	Students will estimate the linear trend equation and apply it for forecasting future values of the time series through colloquia or written/oral exams.	4h 8h

	13.	Correlation and regression	4	Attending lectures. Actively involving students through problem solving and discussion.	Students will perform correlation and regression analysis, comment the results and draw a conclusion about the relationship between variables through colloquia or written/oral exams.	6h 12h
	14.	Chi-square test	8	Attending lectures. Actively involving students through problem solving and discussion.	Students will set the statistical hypothesis and conduct the chi square test through colloquia or written/oral exams.	6h 12h
	15.	Final conclusions. Exam preparation		Attending lectures. Actively involving students through problem solving and discussion. Group problem solving and discussion. Exam preparation.		2h 6h

3. EVALUATION OF STUDENT 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 carry calculator and formulae list.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> • from 0 - 24,9% ECTS credits- are rated F (unsuccessful) and cannot obtain ECTS credits, and must re-enroll in the next academic year; • 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; • more than 50% - students have the right to take the final exam. <p>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).</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	0,5	Written exam	3,5 (without colloquia)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	0,5
	Colloquium	3,5 (without written exam)	Seminar paper		Other	
	Class activity	0,5	Oral exam	1	Other	
3.3. Student workload	<p>Student workload on all bases for 1 ECTS credit is 30 hours in a semester and is estimated as:</p> <ol style="list-style-type: none"> 1. Attending classes and exercises 60 hours 2. Preparing colloquia or exams through individual work 120 hours 					

4. GRADING								
4.1. Seminar paper grading								
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		During the semester, students have the possibility to partially take written exams through colloquia (twice during the semester). In order to have access to the oral exam, students need to achieve at least 50% on each colloquium. Also, students have a possibility to retake one colloquium. Students who did not pass at least one colloquia (or retaken colloquia) need to take part in the written exam. In this case, in order to have access to the oral exam, students need to achieve at least 50% on written exam. The final grade is formed after the oral exam by aggregating scores achieved through the written exam/colloquia, oral exam and during classes.						
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								
5.1. Compulsory literature (available in the library and through other media)		Title			Number of copies in the library	Availability via other media		
		1. Dumičić, K. i suradnici (2011) Poslovna statistika. Zagreb: Element (selected chapters)			5			
		2. Šošić I., Primijenjena statistika, Školska knjiga, Zagreb, 2004.			12			

<p>5.2. Additional literature (at the moment of changes and/or amended of study programme)</p>	<p>Šošić I., Serdar V., Uvod u statistiku, Školska knjiga, Zagreb, 2002. Azcel A. Sounderpandian J., Complete Business Statistics, McGraw Hill, 2009. Čizmešija M., Kurnoga Živadinović N., Zbirka riješenih zadataka iz osnova statistike, Mirorad d.o.o., Zagreb,2006 Patrick R. McMullen, Poslovna statistika za stručne studije [prijevod Devčić,K., Perišić,A.], Veleučilište u Šibeniku, 2017 Teaching materials</p>		<p>e-learnigng VUŠ-a</p>
<p>5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences</p>	<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>		
<p>5.4. information on the course and contact with the teacher</p>	<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>		

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	Use of DDD Method and HACCP in Hotel Industry	1.8. ISVU course code	187572
1.2. Lecturer	Nkolina 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)	(30+0+15+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	1.
1.6. Study year	2 nd	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"> • Acquiring basic knowledge in the field of food safety • Understanding the importance of food safety in the hospitality industry • Understanding the importance of using preventive measures in food manipulation, maintenance of space, equipment and accessories • Apply and understand the importance of personal hygiene to all participants who have any contact with food 		
2.2. Terms of course entry and required competences	None		

2.3. Learning outcomes on the study programme level	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 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					
2.4. Expected learning outcomes on the course level	Learning outcomes 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. Demonstrate knowledge and understanding of course content by defining and describing basic concepts about food and food safety				1, 2	
	2. Analyze and compare the importance of hygiene in the food and catering industry				2, 3, 4, 5, 6	
	3. Anticipate the consequences of poor and inefficient hygiene measures				4, 2, 5	
	4. Analyse measures of personal hygiene, space hygiene, equipment and accessories, and the environment				4, 2	
	5. Analyse and compare ways to prevent food contamination by physical, chemical and biological hazards				4, 5, 6	
	6. Plan processes and actively contribute to protecting food from potential contamination hazards				4, 2	
	7. use materials and tools to search the scientific and professional literature in their native and English languages				4, 2, 6	
	8. Present the acquired knowledge, ideas, problems and solutions independently and in a team				4, 2, 6	
2.5. Course content according to detailed curriculum schedule	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	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
		Introduction to Food Security. Food safety legislation in the Republic of Croatia.	1, 2	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 describe basic food safety, enumerate basic legislative acts related to food safety.	4 hours
	2.	Biological, chemical and physical hazards in food.	1, 2, 3, 4, 5	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, classify and distinguish biological, chemical, and physical hazards in food.	4 hours
	3.	Biological hazards in food: bacteria, viruses, parasites.	1, 2, 3, 4, 5	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 distinguish bacterial, viral and parasitic food hazards	4 hours
	4.	Protecting food from microbial spoilage. Storage and transport conditions of individual food groups.	1, 2, 3, 4, 5	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 analyse the conditions of storage and transportation of particular groups of foods.	10 hours

	5.	Chemical contaminants: heavy metals, industrial pollutants, drugs and mycotoxins.	1, 2, 3, 4, 5	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 chemical contaminants and describe their specificities.	4 hours
	6.	Chemical contaminants: plant protection products.	1, 2, 3, 4, 5	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 plant protection products as contaminants.	4 hours
	7.	Declaring food. Food security within dietary restrictions.	1, 2, 3, 4, 5	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 analyse the basic food declaration, to understand the labelling of food with restrictions on certain ingredients.	10 hours
	8.	Food allergies and intolerances.	1, 2	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 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 specifics and its marking.	4 hours
	9.	HACCP system and risk analysis in food.	1, 2, 3, 4, 5, 6, 7, 8	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 explain the specifics of the HACCP system, CCT and food risk analysis.	6 hours
	10.	Food traceability.	1, 2, 3, 4, 5, 6, 7, 8	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 the importance of food traceability, to describe ways of carrying out traceability by example.	6 hours
	11.	Personal hygiene of employees in contact with food.	1, 2, 3, 4, 5, 6, 7, 8	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: personal hygiene of employees in contact with food.	6 hours
	12.	Hygiene facilities, equipment and accessories.	1, 2, 3, 4, 5, 6, 7, 8	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 analyse the basic hygiene of space, equipment, and accessories.	4 hours
	13.	DDD - Disinfection, Disinsection, Pest Control	1, 2, 3, 4, 5, 6, 7, 8	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 basic concepts of DDD, and to analyse individual procedures of DDD.	6 hours
	14.	Health safety of drinking water.	1, 2, 3, 4, 5, 6, 7, 8	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 basic terms and explain the parameters of health safety of drinking water.	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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject.
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	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).					
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	0,75	Other (inscribe)	
	Class activities		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:					
	Commitment			Hours (estimate)		
	18. Attending classes			45		
	19. Creating and Presenting seminar paper			10		
	20. Preparation for the Colloquium / exam through self-study			65		
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% of attendance		71-80% of attendance		81-90% of attendance		91-100% of attendance	
		2 points		3 points		4 points		5 points	
	Research paper	2		3		4		5	
		8 points		10 points		12 points		15 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									
5.1. Compulsory literature (available in the library and through other media)	Title					Number of copies in the library		Availability via other media	
	2. Havranek, J., Tudor Kalit, M. (Eds.) (2014). Food security from field to table. M.E.P. , Zagreb. (selected chapters)					4			
	3. Krešić, G. (2012). Nutrition trends. Faculty of Tourism and Hospitality Management, Opatija.					4			
	4. Ordinance on the sanitary quality of drinking water (NN 47/08). https://narodne-novine.nn.hr/clanci/sluzbeni/2008_04_47_1593.html							On-line	

5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Marinculic, A., Haburn, B., Barbic, Lj., Bech, R. (2009). Biological hazards in food. HAH, Osijek. https://www.hah.hr/pdf/Prirucnik%20bioloske%20opasnosti.pdf		On-line
	3. Food safety. https://www.mingo.hr/public/documents/5-vodic-sigurnost-hrane-lowresfinalweb.pdf		On-line
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>		

5. GENERAL INFORMATION			
1.1. Course lecturer	Ivana Bratić, prof., higher lecturer	1.8. Course code in ISVU	140758
1.2. Course title	Business English 4	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)	(30+15+0+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st , course materials are on-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	2
1.6. Year of study	1 st	1.15. Modernization	Yes
1.7. Credit score (ECTS)	3	1.14. Percentage estimate of course changes and/or supplements	Less than 20% X <input type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	The objective of the course Business English 4 is to upgrade the acquired language structures with new syntax and vocabulary from a business environment related to the world of business and global movements, and to improve oral and written communication in English. The aim of the course is to introduce students to multicultural diversity at European and global level and to develop competencies and skills that will prepare them; active listening, negotiation, telephone, public speaking skills through Power Point presentations.		
2.2. Terms of course entry and required competences	Four-year secondary education completed; Possession of a Level 4.2 qualification according to the CROQF. Proficiency in English at minimum B1 level.		
2.3. Learning outcomes on the study programme level	LO1: Apply and link economic terms in more complex written and oral communication in Croatian and foreign languages. LO2: Organize and lead team work, and critically evaluate the opinions and attitudes of team stakeholders. LO3: Independently and responsibly search the relevant literature for decision-making and conclusion in Croatian and foreign languages. LO6: Analyse and relate basic concepts and apply content related to economics, management, accounting and finance.		

	LO10: 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.					
2.4. Expected learning outcomes on the course level	Learning outcomes according to the Bloom`s taxonomy: (up to two verbs per LO)					Level of LO: 1- remembering, 2- understanding, 3- application, 4-analysis, 5-evaluation, 6-synthesis
	1. Understand and apply basic terms in professional terminology of economic character in English					2,3
	2. Translate and interpret texts from business and economy (learnt during the course)					2,3
	3. Develop and demonstrate a brief presentation in English					6,3
	4. Prepare and write an essay in English					6
	5. Select and evaluate one of the topics dealt within the course					5
	6. Explain and translate a text of business character					5
	7. Organize and implement teamwork					6
2.5. Course content according to detailed curriculum schedule	Constructive allignment					
	no	Thematic unit	LO of the course	Content/teaching methods	Evaluation	Time
	16.	Introduction into the course and detailed plan.	-	Listen to lectures. Work independently on computer, get to know course content and eLearning documents.	-	2 h
	17.	Management styles Different aspects of Management styles (discussion)	1,2,5,6,7	Students read the text in English. They understand new and / or unfamiliar vocabulary and professional terms. They express their opinions in written and oral form. They participate in a discussion.	At the colloquium or written and oral exam students know to explain the differences between the different styles of management and use adjectives related to quality in management.	4 h
	18.	How to make a good presentation	1, 2, 3, 7,8	Students follow the lecture and take part in practical exercises.	At the colloquium or the written and oral exam students are able to prepare a successful presentation; they know how to organize their presentation into meaningful units, how to put themselves on the listener's place.	4 h
19.	Team building Listening activity; An interview with a founder of a team building company	1, 2, 3,4,5,6 7,8	Students participating in the exercise of listening and understanding. They make presentations and participate in the discussion.	At the colloquium, or in the written and oral exam, students know how to explain what a team is, how successful teams function, what the role of a leader is in the team, and what type of communication	4 h	

	Students' presentations			problems people are most likely to encounter at work and how to avoid this type of problem. Each of the students will know how to present to their classmates, individually or in a group of two, a topic in the form of a presentation.		
20.	Case study: Motivating the sales team	4,5,6,7	Students participate in a case study working in teams of 3-5 students each. They participate in the discussion.	At the colloquium, or in the written and oral exam, students know how to find a solution to the problem and discuss ways in which the team can achieve a better result within the project assigned through the case study activity.	4 h	
21.	Raising finance Reading: No more easy money Students' presentations	1,2,3,4,5,6,7	Students participate in a listening and understanding exercise. They make presentations and participate in the discussion.	At the colloquium or in the written and oral exam students are able to explain the term "finance" in English as well as other terminology related to the above term. Each student will individually, or in a group of two, present a topic in the form of a presentation to their classmates.	4 h	
22.	Negotiating Students' presentations	1, 3, 4, 5, 6, 7,	Students process the text in English. They make presentations and participate in the discussion.	At the colloquium or in the written and oral exam students are able to independently explain the basic concepts and processes related to the term business negotiation. Each student will individually, or in a group of two, present a topic in the form of a presentation to their classmates.	6 h	
23.	Revision 1	1,2,3,4,5,6,7	Students do the exercises. They write the essay.	Students will be able to complete exercises related to the new vocabulary which implies; completing the sentences with the correct words, identifying synonyms for the English vocabulary, adequately translating the given sentences from the business context into English, presenting their opinions on one of the given topics within the study.	4 h	
24.	Customer service Reading: Customer service is changing the world Students' presentations	1,2,5,6,7	Students participate in listening and understanding exercise. They make presentations. They participate in the discussion.	At the colloquium or in the written and oral exam students know how to use new idiomatic expressions and vocabulary related to the term "customer service". Students give presentations on a specific tourist product.	4 h	
25.	Active listening	1,2,5	Students listen to a lecture. They participate in the exercise.	At the colloquium or in the written and oral exam students know which techniques and behaviors to use to improve their ability of active listening, how to put themselves in „the listener's shoes“, how to control the conversation.	10 h	
26.	Crisis management Dealing with crisis	1,2,3,7	Students participate in listening and understanding exercise.	At the colloquium, or in the written and oral exam, students are able to explain the some topics from the coursebook.	4 h	

	27.	Mergers and acquisitions Describing mergers and acquisitions Acquiring a green business	1,2,5,6,7	Students participate in listening and understanding exercise. They do exercises related to new professional vocabulary.	At the colloquium or in the written and oral exam, students know how to define the terms mergers and acquisitions, as well as the accompanying terminology related to these terms. They are able to paraphrase new expressions and use them in spoken and written English.	10 h	
	28.	Making acquisitions Listening activity Expressing prediction and probability	1,2,5,6,7	Students participate in listening and understanding exercise. They do exercises related to new professional vocabulary.	At the colloquium or in the written and oral exam students know how to use the new technical terms in speaking and writing.	4 h	
	29.	Case study „Rinnovar International“	4,5,6,7	Students participate in a group work (teamwork). They participate in the discussion and write a report on a task completed.	At the colloquium or in the written and oral exam students know how to analyse, evaluate and justify their position regarding the advantages and disadvantages of companies that choose to expand to other markets. They are able to choose a solution and defend their position on the matter and formulate it all into a short report.	4 h	
	30.	Review 2	1,2,3,4,5,6,7	Students solve grammar tasks and tasks related to comprehension, translation and paraphrasing.	Students know how to complete grammar assignments in writing related to grammar units from the coursebook. With regard to vocabulary exercises, they will be able to use new vocabulary and phrases accurately in the text.	16 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 carry calculator and formulae list.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> • from 0 - 24,9% ECTS credits- are rated F (unsuccessful) and cannot obtain ECTS credits, and must re-enroll in the next academic year; • 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; • more than 50% - students have the right to take the final exam. <p>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 three colloquia); b) by passing the exam (written and oral part of the 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	0,5	Written exam	1 (without colloquia)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium	2 (without written exam)	Seminar paper		Other	
	Class activity	0,5	Oral exam	1 (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 45 hours 2. Preparing colloquia or exams through individual work 45 hours					
4. GRADING SYSTEM						
4.1. Grading seminar papers						
4.2. Grading colloquia/ written and oral exam	Unsatisfactory		Satisfactory		Above average	
	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%	
	Oral exam	25 points	30 points	35 points	40 points	
		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

	Title	Number of copies in the library	Availability via other media
5.1. Compulsory literature (available in the library and via other media)	2. Upper Intermediate English Course Book MARKET LEADER (Third edition) , D. Falvey, D. Cotton, S. Kent, Pearson Longman (2011) (the mandatory part only applies to the topics described in this performance plan)	1	e-material available to all students on Claroline system of the Polytechnic of Šibenik
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. Upper Intermediate English Practice File MARKET LEADER (Third edition), Pearson Longman 2. Essential Business Grammar and Usage, Business English, MARKET LEADER, Peter Strutt, Pearson Longman 3. 3. Fifty ways to improve your business English, Ken Taylor, Summertime Publishing Limited, 2006	1 1 1	Available on-line
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. 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).		

2. GENERAL INFORMATION			
1.1. Course title	Business German 4	1.8. Course code in ISVU	140746
1.2. Course lecturer	Goran Crnica, prof., pred. (lecturer)	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)	(30+15+0+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e-learning application (1st, 2nd, 3rd level), percentage of online course performance (max. 20%)	1st, course materials are on-line, %
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	2
1.6. Year of study	2nd	1.13. Modernization	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
1.7. Credit score (ECTS)	3	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 course is to develop language structures, lexis and grammar from the business German language at elementary level. Special attention is given to perfecting the techniques of listening, reading, speaking and writing. Professional vocabulary should be mastered at an elementary level. The objectives also include the repetition and determination of basic tenses, the adoption of professional vocabulary related to the language of information technologies, as well as international and intercultural economic issues.		
2.2. Terms of course entry and required competences	Four-year secondary education completed; possessing a Level 4.2 qualification according to the CROQF. Knowledge of German at a minimum basic level (A1-A2) is desirable but not mandatory.		

2.3. Learning outcomes on the study programme level	LO 1: To apply and link economic terms in more complex written and oral communication in Croatian and foreign language						
	LO 3: To individually and responsibly search relevant literature for reaching solutions and conclusions in Croatian and foreign languages						
	LO 10: To develop team and interpersonal teamwork skills, master communication skills and presentation skills for assigned 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 (4-10 learning outcomes)	Learning outcomes according to Bloom's taxonomy:					LO level: 1 - memory, 2 - understanding, 3 - application, 4 - analysis, 5 - evaluation, 6 - synthesis	
	1.	To define and explain business German keywords				1,2	
	2.	To explain and apply correctly grammatical structures and vocabulary in the field of Business German				2,3	
	3.	To create independently and present content in the field of Business German				3	
	4.	To analyse medium-sized professional texts and solve language tasks				4	
	5.	To argue critically the views expressed and express your own views on the topic of Business German				5	
	6.	To use part of the Common European Framework of Reference for Languages (CEF) level A2-B1 language competences to generate new ideas				6	
2.5. Course content according to detailed curriculum schedule	Constructive alignment						
	r.br.	Thematic topic of the lecture	Thematic topic of the language exercises	LO of the course	Content / teaching method	Evaluation	Hours needed
	1	Das ist Kroatien	Artikelgebrauch und/oder Akkusativ	3,5,6	Students listen to the lectures. They work independently on the computer, inform themselves about the course content and eLearning documents. Students discuss the reasons for choosing their studies and explain what they expect from their future career.	In the oral part of the final exam, students introduce themselves or their colleagues. They express their opinion about their own linguistic progress and point out their shortcomings and strengths.	3
	2.	Kroatische Nationalparks	Präpositionen mit Dativ	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2-B1 of the Common European Framework of Reference for Languages by presenting their ideas and findings.	3
3.	Zagreb, die Hauptstadt Kroatiens	Passiv	2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam.	3	

					language structures by formulating their own examples.	In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	
	4.	Opatija, die Wiege des kroatischen Tourismus	Relativpronomen	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2 of the Common European Framework of Reference for Languages by presenting their ideas and findings.	3
	5.	Dubrovnik	Temporalsätze	2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3
	6.	Split	Komparativsätze	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2 of the Common European Framework of Reference for Languages by presenting their ideas and findings.	3
	7.	Zadar	Kausalsätze	2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3
	8.	Šibenik - Wiederholung		2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3

	9.		Vergleichssätze	1,2,4,5,6	The students listen to the lecture and prepare individually for the exam. Before the colloquium, students are asked to ask questions about content or grammar.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2-B1 of the Common European Framework of Reference for Languages by <u>presenting their ideas and findings</u> .	25
	10.	Pula;		2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain <u>grammatical structures</u> .	3
	11.	Kolloquium 1	Infinitiv mit zu	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2-B1 of the Common European Framework of Reference for Languages by <u>presenting their ideas and findings</u> .	3
	12.			2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain <u>grammatical structures</u> .	3
	13.	Bestandteile des Geschäftsbriefs - Rundschreiben	Infinitiv ohne zu	1,4,5,6	Students listen to the lecture and take an active part by asking questions and answering questions. In the lectures, students are encouraged to engage in dialogue and discussion, as well as to express opinions and points of view. The four language skills (listening, speaking, reading and writing) are used extensively.	At the colloquium or in the written part of the final exam, the pupils define and explain the most important terms of the learning units. They solve language exercises that demonstrate an understanding of the meaning of key terms. In the oral part of the final exam, the students critically discuss their views on the unit topics and texts and use part of the general language skills at level A2-B1 of the Common European Framework of Reference for Languages by <u>presenting their ideas and findings</u> .	3

	14.	Anfrage	Wunschsätze	2,3,4,6	Students listen to a lecture on grammar and spelling. The students exchange their own experiences on a certain topic and practice language structures by formulating their own examples.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	3
	15.	Anfrage/Angebot	Temporalsätze	1,2,4,5,6	The students listen to the lecture and prepare individually for the exam. Before the colloquium, students are asked to ask questions about content or grammar.	Students apply grammar structures and solve grammar and spelling problems at the colloquium or in the written part of the final exam. In the oral part of the final exam, students use everyday examples to explain how to use certain grammatical structures.	26

3. EVALUATION OF STUDENTWORK

3.1. Student obligations	<p>Following the Rulebook on Studying and the Rulebook on Student Assessment and Evaluation: for all full-time students, the required attendance is at least 70%. Part-time students are required to attend classes and teach at least 50%; they are also required to write homework. Students are required to bring writing materials (paper and pen/ballpoint pen) to the exercises. The student's acquired knowledge is tested during the course content. Students are evaluated during the teaching process, with particular attention being paid to the student's active participation in teaching and their presentation of homework. Of particular importance for the final grade are the two written tests that the student takes during the semester. If the student passes both exams, he/she is exempted from the written part of the final exam and is obliged to take the oral final exam.</p> <p>Student achievements:</p> <ul style="list-style-type: none"> Students with 0 - 24.9% of ECTS credits - are graded with an F (unsuccessful) and cannot earn ECTS credits and must re-enrol the course in the next academic year; Students with 25 - 49.9% of ECTS credits - are graded FX (insufficient) and must pass the written exam (test). The written exam can be held in a regular or extraordinary exam period; Students with more than 50% of ECTS credits - students have the right to take the final exam. <p>Students can pass the final exam in two ways:</p> <p>a) by passing two colloquia and an oral exam during the regular or extraordinary exam;</p> <p>b) by passing the final exam consisting of a written and an oral exam during the regular or extraordinary 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	0,5	Written exam	1 (without colloquia)	Project		
	Experimental work		Research		Practical work		
	Essay		Report		Continuous evaluation		
	Colloquium	1 (without written exam)	Seminar paper		(Homework for part-time students)	0,5	
	Active participation	0,5	Oral exam	1	(Other)		
3.3. Student workload	The workload of students on all bases is 1 ECTS credit point (30 semester hours) and is estimated as:						
	Obligation			Hours (estimated)			
	1. Attending classes and language exercises			45			
2. Preparing colloquia or exams through individual work			45				

4. GRADING SYSTEM						
4.1. Grading seminar papers	-					
4.2. Grading colloquia/ written and oral exam	Unsatisfactory		Satisfactory		Above average	
	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 participation of lectures and language exercises	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		
4.4. 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
	1. Blažević, N. (1998). <i>Deutsch in Hotellerie und Tourismus</i> . Zagreb: Školska knjiga.					
5.2. Additional literature (at the moment of changes and/or amended of study programme)	www.goethe.de					Availability via e-Learning platform

<p>5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences</p>	<p>The control of student 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 student progress through short colloquiums and homework, information for further guidance to students will be provided 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>
<p>5.4. Informing about the course and contacting the teacher</p>	<p>It is the responsibility of each student to be regularly informed about the course, the coursework, and classroom activities. All notices of classes or possible adjournment will be published on time on the e-learning site of the course and 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			
1.1. Course lecturer	Ivana Bratić, prof., higher lecturer	1.8. Course code in ISVU	140760
1.2. Course title	Business Italian 4	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)	(30+15+0+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st , course materials are on-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	2
1.6. Year of study	1 st	1.16. Modernization	Yes
1.7. Credit score (ECTS)	3	1.14. Percentage estimate of course changes and/or supplements	Less than 20% X <input type="checkbox"/> More than 20 % <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives			
2.2. Terms of course entry and required competences	Four-year secondary education completed; Possession of a Level 4.2 qualification according to the CROQF. Proficiency in Italian at minimum B1 level.		
2.3. Learning outcomes on the study programme level	<p>LO1: Apply and link economic terms in more complex written and oral communication in Croatian and foreign languages.</p> <p>LO2: Organize and lead team work, and critically evaluate the opinions and attitudes of team stakeholders.</p> <p>LO3: Independently and responsibly search the relevant literature for decision-making and conclusion in Croatian and foreign languages.</p> <p>LO6: Analyse and relate basic concepts and apply content related to economics, management, accounting and finance.</p> <p>LO10: 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.</p>		

2.4. Expected learning outcomes on the course level	Learning outcomes according to the Bloom`s taxonomy: (up to two verbs per LO)					Level of LO: 1- remembering, 2- understanding, 3- application, 4-analysis, 5-evaluation, 6-synthesis
	1. Explain and apply complex verb structures in sentences in Italian					2,3
	2. Paraphrase and apply new vocabulary in Italian in speaking and writing					2,3
	3. Translate and interpret in Italian texts of business and economic character processed during the course					2,3
	4. Compose and demonstrate a presentation within a Power Point presentation					6,3
	5. Prepare and compose an essay in Italian					6
	6. select and evaluate one of the topics within the course					5
	7. Explain and translate specific business text					6
	8. Organize and implement teamwork					6
2.5. Course content according to detailed curriculum schedule	Constructive alignment					
	no	Thematic unit	LO of the course	Content/teaching methods	Evaluation	Time
	1	Introduction into the course and detailed plan.	-	Listen to lectures. Work independently on computer, get to know course content and eLearning documents.	-	2 h
	2.	Le presentazioni negli incontri di lavoro La cultura italiana (esercizi di ascolto e comprensione)	2,3,5,6,7,8	Students process the text in Italian. They participate in listening and understanding exercises. They solve tasks.	On the colloquium or in written and oral exam students know how they will access the formal introduction as part of the Italian business environment. Students will be able to formally introduce themselves and start conversations through activities such as roleplay.	4 h
	3.	Come rapportarsi nell'ambito lavorativo	2,3,5,6,7,8	Students listen to a lecture. Participate in practical exercises. They participate in the discussion.	In the colloquium or in the written and oral exam, students are know how to set themselves in a business environment in terms of communicating in Italian through a series of situations that they improvise during their lectures.	4 h
	4.	Appuntamenti d'affari Come iniziare e finire un contatto telefonico	2,3,5,6,7,8	Students participate in an listening and understanding exercise. They participate in discussion and in group work.	At the colloquium or in the written and oral exam students can speak in Italian; they know which terms to use, how to organize a conversation, and how to build a positive relationship.	4 h
	5.	Impiegato di agenzia di viaggi	2,3,5,6,7,8	Students deal with the new text.	At the colloquium or the written and oral exam students can present one tourist destination of their	4 h

		Come presentare una destinazione turistica		Participate in hands-on exercises, listen to audio-visual material, test comprehension.	choice in Italian, taking into account the use of the correct vocabulary and sentence structures.		
	6.	Il passato remoto	1,2,3,7	Students listen to a lecture. They complete grammatical tasks.	At the colloquium or in the written and oral exam students know how to put verbs in grammatical tense „passato remoto#. They know how to recognize it in text and use it correctly in sentences.	4 h	
	7.	Il congiuntivo presente (La forma e uso)	1,2,3,7	Students listen to a lecture. They complete grammatical tasks.	At the colloquium or in the written and oral exam, students know how to use „il congiuntivo presente“ in sentences in written and oral form. They know how to recognize it in text and use it correctly in sentences.	6 h	
	8.	Revisione I	1,2,3,4,5,6,7	Students solve grammar tasks and tasks related to comprehension, translation and paraphrasing.	The student is required to be proficient in the written test in terms of the correct use of the learned grammatical structures and new vocabulary and expressions.	4 h	
	9.	Il congiuntivo passato Gli esercizi con il congiuntivo passato e il congiuntivo presente	1,2,3,7	Students listen to a lecture. They complete grammatical tasks.	At the colloquium, or in the written and oral examination, students can form and use a conjunctive sentence. They can distinguish between the use of „congiuntivo passato“ and „congiuntivo presente“.	4 h	
	10.	Il congiuntivo imperfetto Gli esercizi con il congiuntivo: presente, passato e il congiuntivo imperfetto	1,2,3,7	Students listen to a lecture. They complete grammatical tasks.	At the colloquium or in the written and oral exam students know how to use the verbs in the conjunctive of the imperfect. They know the basic uses of „congiuntivo imperfetto“.	10 h	
	11.	Prenotazioni Come prenotare un viaggio turistico o chiedere le informazioni su un soggiorno all'estero	2,3,5,6,7,8	Students listen to a lecture. They write and discuss.	At the colloquium, or in the written and oral exam, students know how to form a query related to a three-way trip. They know how to use specialized vocabulary and sentence structure.	4 h	
	12.	La descrizione del prodotto turistico Esercizi, l'ascolto e la scrittura	2,3,5,6,7,8	Students read the text in Italian. They do vocabulary exercises, listen to audio-visual material; as well as in text comprehension.	At the colloquium or in the written and oral exam students can write an essay on how to present a tourist product, they know how to express their opinions and observations.	10 h	
	13.	Le presentazioni I	1,2,4,8	Students do the presentation in Power Point	At the colloquium or in the written and oral exam students can describe one Croatian tourist destination.	4 h	

	14.	Le presentazioni II	1,2,4,8	Students do the presentation in Power Point	At the colloquium or in the written and oral exam students can describe one Croatian tourist destination.	4 h	
	15.	Revisione II		Students solve grammar tasks and tasks related to comprehension, translation and paraphrasing.	Students know how to complete grammar assignments in writing related to grammar units processed during the course. With regard to vocabulary exercises, they can use new vocabulary and phrases in the text.	16 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 carry calculator and formulae list.</p> <p>Students who have during the course achieved:</p> <ul style="list-style-type: none"> • from 0 - 24,9% ECTS credits- are rated F (unsuccessful) and cannot obtain ECTS credits, and must re-enroll in the next academic year; • 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; • more than 50% - students have the right to take the final exam. <p>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 three colloquia); b) by passing the exam (written and oral part of the 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	0,5	Written exam	1 (without colloquia)	Project	
	Experimental work		Research		Practical work	
	Essay		Report		Continuous examination	
	Colloquium	2 (without written exam)	Seminar paper		Other	
	Class activity	0,5	Oral exam	1 (without colloquia)	Other	
3.3. Student workload	<p>Student workload on all bases for 1 ECTS credit is 30 hours in a semester and is estimated as:</p> <ol style="list-style-type: none"> 1. Attending classes and exercises 45 hours 2. Preparing colloquia or exams through individual work 45 hours 					

4. GRADING SYSTEM						
4.1. Grading seminar papers						
4.2. Grading colloquia/ written and oral exam	Unsatisfactory		Satisfactory		Above average	
	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			
	Title	Number of copies in the library	Availability via other media
5.1. Compulsory literature (available in the library and via other media)	3. L'ITALIANO IN AZIENDA, Giovanna Pelizza, Marco Mezzadri; GUERRA EDIZIONI, 2003	1	e-material available to all students on Claroline system of the Polytechnic of Šibenik
5.2. Additional literature (at the moment of changes and/or amended of study programme)	1. L'Italiano per gli affari, Bonacci Editore, 2000 2. Dizionario italiano- croato, M. Deanović, J. Jernej, Školska knjiga Zagreb	1 1	Available on-line
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. 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).		

V.SEMESTAR

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	Human Resources Management	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)	(45+0+15+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 20%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	1.
1.6. Study year	3 th	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	<p>The objective is, that students based on the acquired theoretical knowledge and case studies:</p> <ul style="list-style-type: none"> • Understand the role of Human Resources Management in business organizations. • Know and master the knowledge of human resource planning. • Know and master the knowledge of the employee appraisals models. • Know and master the knowledge of methods and techniques of professional selection. • Know and master the knowledge of motivation and employee rewarding. • Apply learned methods and techniques on real or hypothetical examples. 		

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"> Organize and lead teamwork, and critically evaluate opinions and attitudes of the team members. Independently and responsibly search the relevant literature in Croatian and foreign language. Correlate basic concepts and apply content related to legal framework of Human Resources Management. 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. Understand the specific processes of Human Resources Management and propose correct value system in the employee performance appraisal. Analyse new roles of organizations, systems, processes, goods and services and quality standards in organization and propose new trends valorisation. 					
2.4. Expected learning outcomes on the course level	Learning outcomes 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>	
	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	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	1.	Introductory lesson..	-	Listen to the lecture. Get basic information about the course and their tasks on it.	-	2 hours
	1.	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 development of different HRM approaches and philosophies in business organizations. They understand contemporary trends that influence HRM.	2 hours
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 characteristics of learning process. Critically evaluate different training methods.	2 hours
	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	<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>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.</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	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 bases amounts to 1 ECTS point for 30 hours of work per semester and is estimated as:					
	Commitment			Hours (estimate)		
	3.	Attending classes		60		
	4.	Creating and Presenting seminar paper		30		
	5.	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
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 via other media
	4. 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	HOTEL ORGANIZATION AND RECEPTION OPERATIONS	1.8. ISVU course code	201943 146375
1.2. Lecturer	Jasmina Sladoljev , univ.spec. oec.	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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line 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)	5	1.14. Percentage estimate of course changes and/or supplements	Less than 20% More than 20% <input type="checkbox"/>

2. COURSE DESCRIPTION	
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 pis pass the exams with the second year of study
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 team work, 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 analyze 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	Learning outcomes 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	Constructive alignment				
	Thematic unit	IU course	Content / teaching method	Valuation	It takes time
	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 Defenses 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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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								
	kolokviji	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="539 938 1576 1091"> <thead> <tr> <th data-bbox="539 938 1361 970"><i>Commitment</i></th> <th data-bbox="1361 938 1576 970"><i>Hours (estimated)</i></th> </tr> </thead> <tbody> <tr> <td data-bbox="539 970 1361 1002">1. Attending classes</td> <td data-bbox="1361 970 1576 1002">60</td> </tr> <tr> <td data-bbox="539 1002 1361 1066">2. Creation of seminar work and project assignment and presentation</td> <td data-bbox="1361 1002 1576 1066">45</td> </tr> <tr> <td data-bbox="539 1066 1361 1091">3. Preparation for the midterm / exam through self-study</td> <td data-bbox="1361 1066 1576 1091">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 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 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
	Galičić, V., Ivanović, S. Lapić, M., <i>Hotelska prodaja i recepcijsko poslovanje</i> , Fakultet za turistički i hotelski menadžment u Opatiji, Opatija, 2005.			2	
	Carev, D., <i>Hotelska prodaja i recepcijsko poslovanje</i> , 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	MANAGEMENT OF TOURIST AGENCIES AND TOUROPERATORS	1.8. ISVU course code	142629 202063
1.2. Lecturer	Jasmina Sladoljev , univ.spec. oec.	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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line 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	Less than 20% 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 team work, 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	Learning outcomes 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	Constructive alignment					
	nr.	Thematic unit	IU course	Content / teaching method	Valuation	It takes time
	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 concrete example, critically	8 o'clock	

					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 analyze 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 and propose a solution to the same problem.	12 hours
	8.	Strategic destination management, Planning models and techniques for	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,	12 hours

		minimizing the negative effects of tourism			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.	
	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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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)	
	Class activities	0.5	Oral examination	1 (no midterm)	(other type)	
3.3. Student workload	Student workload on all bases is 1 ECTS credit 30 semester hours and is estimated as:					
	Obligation			Hours (estimated)		
	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%
	Oral part of the exam	25 points		30 points	35 points	40 points
		2		3	5	5
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		

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	Yes
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	BUSINESS ORGANIZATION	1.8. ISVU course code	142638
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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	optional	1.12. Number of course revisions	1.
1.6. Study year	3	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	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	Learning outcomes towards Bloom's taxonomy: (up to two verbs per LO)				1. LO Level: 2. <i>Recapture,</i> 3. <i>Understanding,</i> 4. <i>Application,</i> 5. <i>Analysis,</i> 6. <i>Evaluation,</i> 7. <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	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	1	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.	-	4 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.	6 hours
	2.	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	8 hours
	3.	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.	8 hours
	4.	Group behavior	1, 5,6,	Listen to the lecture and read the literature. At the seminar student individually, in pairs or Socrates	In a colloquy or written and oral exam students can define group behaviour and name the	14 hours

				three solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	specifics of an formal and informal group. . Solved case study.	
	5.	Team work	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 brain storm 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 team work as a part of decision making and problem solving technique in organization. Created and Presented seminar paper (by independent use of computer programs).	12 hours
	6.	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 brain storm 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).	14 hours
	7.	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 brain storm 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).	14 hours

	8.	Leadership theories	1, 4, 5, 6, 7	<p>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 brain storm and discussion on the exposed topic is applied in the whole group.</p>	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).	14 hours
	9.	Organization structures	1, 2, 3, 4, 5, 6, 7	<p>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 brain storm and discussion on the exposed topic is applied in the whole group.</p>	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).	14 hours
	10.	Organization changes	1, 2, 3, 4, 5, 6, 7	<p>Listen to the lecture and read the literature. At the seminar, students solve the case study.</p>	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).	10 hours
	11.	Values and job satisfaction	1, 2, 3, 4, 5, 6, 7	<p>Listen to the lecture and read the literature. At the seminar, students solve the case study.</p>	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).	10 hours

	12.	Personalities and values	1, 2, 3, 4, 5, 6, 7	<p>Listen to the lecture and read the literature. They use multimedia and network.</p> <p>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 brain storm and discussion on the exposed topic is applied in the whole group.</p>	<p>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.</p> <p>Created and Presented seminar paper (by independent use of computer programs).</p>	10 hours
	13.	Business politics	2,3	<p>Listen to the lecture and read the literature. Listen to the lecture and read the literature.</p> <p>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 brain storm and discussion on the exposed topic is applied in the whole group.</p>	<p>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).</p>	12 hours
	14.	Organization culture	2,3	<p>Listen to the lecture and read the literature.</p>	<p>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).</p>	12 hours
	15.	Concluding Considerations / Repeating and Preparing for Exam.		<p>Listen to the lecture and individual preparation for the exam.</p>		20 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.

Students who have during the course achieved:

- 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;
- 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;
- More than 50% ECTS credits - students have the right to access the final exam of the subject.

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).

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	0,5	Practical work	
	Essay		Report		Continuous examination	
	Colloquium	2 (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 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:

<i>Commitment</i>	<i>Hours (estimate)</i>
1. Attending classes	45
2. Creating and Presenting seminar paper	10
3. Preparation for the Colloquium / exam through self-study	65

4. GRADING

	Valuation Element	Poor	Satisfying	Above average
4.1. Seminar paper grading	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,	Words and phrases are aligned with official terminology. The writing style is appropriate, the sentence structure is clear,	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

		modest vocabulary, and frequent and repeated grammatical mistakes.	the vocabulary is appropriate and has little grammatical errors.	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	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		

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. 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	QUALITY MANAGEMENT	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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	2.
1.6. Study year	3 st	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 team work, 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	Learning outcomes 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 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	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	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 thematic unit, then they should present and analyse the same on a concrete example.	12 hours
	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

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.

Students who have during the course achieved:

- 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;
- 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;
- More than 50% ECTS credits - students have the right to access the final exam of the subject.

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).

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	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)	

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:

<i>Commitment</i>	<i>Hours (estimate)</i>
6. Attending classes	60
7. Creating and Presenting seminar paper	15
8. 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	PUBLIC SECTOR ECONOMY	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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1st, 2nd, 3rd level), percentage of on line 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 acquainted 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 team work, 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 analyze 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	Learning outcomes 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> <i>Synthesis</i>	
	1.	To define and explain all categories and features of public sector.			1,2	
2.	To identify and critically evaluate the complex factors of public sector action.			1,5		
3.	To group and describe the categories of determinants of the public sector economy.			2,1		
4.	To categorize ways of addressing economic and social problems through public sector economy measures.			4		
5.	To analyse problems and measures of the public sector economy.			4		
6.	To apply economic way of thinking in the analysis of certain contemporary economic problems.			6		
2.5. Course content according to detailed curriculum schedule	Constructive alignment					
	no.	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
		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
	1	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	8 hours	

				presenting adopted knowledge and ideas, discuss issues.	state intervention in the economy as well as the disadvantages of that intervention.	
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 are capable of analyzing 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 are capable of thinking 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	In a colloquium or written and oral exam students analyze consumption taxes as a means of achieving	6 hours

				pairs solve case studies thus presenting the appropriateness of previously acquired knowledge and presenting adopted knowledge and ideas, discuss issues.	fiscal and non-fiscal goals. They know how to extract the basic features of consumption tax.	
	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		6 hours

				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 describe the purpose and objectives of conducting a 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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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:	
	<i>Commitment</i>	<i>Hours (estimate)</i>
	9. Attending classes	60
	10. Creating and Presenting seminar paper	10
	3. Preparation for the Colloquium / exam through self-study	50

4. GRADING

	Valuation Element	Poor	Satisfying	Above average
4.1. Seminar paper grading	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.
		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					
5.1. Compulsory literature (available in the library and through other media)	Title			Number of copies in the library	Availability via other media
	3. Mečev, D. & Žaja, J. (2018). „Financiranje središnje države i lokalnih vlasti“. Veleučilište u Šibeniku, Šibenik. 4. Sliglitz, 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	

<p>5.3. Quality assurance methods that ensure the acquisition of knowledge, skills and competences</p>	<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>
<p>5.4. Information on the course and contact with the teacher</p>	<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	Nutrition and Tourism	1.8. ISVU course code	187576
1.2. Lecturer	Nicolina 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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Optional	1.12. Number of course revisions	1.
1.6. Study year	3 th	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"> • Understand the principles of specific types of nutrition depending on age, weight, health status, physical activity, religion • Understand dietary restrictions so that they can independently choose alternate foods • Learn how to recognize the difference between food intolerance and an allergic reaction, and on that basis approach the importance of choosing alternative foods • Apply the learned content of this course in business practice. 		
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 team work 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	Learning outcomes 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.	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	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	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"> 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; 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; More than 50% ECTS credits - students have the right to access the final exam of the subject. <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:					
	Commitment			Hours (estimate)		
	11. Attending classes			60		
	12. Creating and Presenting seminar paper			10		
	13. 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)	5. Gaćina, N. (2016). Nutrition and tourism. Internal script - handouts of the Polytechnic of Šibenik, Šibenik.		e-learnigng VUŠ-a
	5. 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	
	6. Vranešić, D., Alebić, I. (2006). Magnifying Glass: How to Understand and Apply Nutrition Science ?. Profile, Zagreb.	5	
	7. Kažinić Kreho, L. (2009). 21st Century Nutrition. Profile, Zagreb.	1	
	8. Mateljan, G. (2008). The healthiest foods in the world. Planetherapy, Zagreb.	3	
	9. 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	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	Environmental management in tourism	1.8. ISVU course code	
1.2. Lecturer	Tanja Radić Lakoš, MSc, s.lec.	1.9. MOZVAG course code	
1.3. Assistants and/or associates	Martina Markov, PhD	1.10. Forms of teaching (number of hours Lecturing + Practical exercises + Seminars + e learning)	(30+0+15+0)
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Elective	1.12. Number of course revisions	1.
1.6. Study year	2nd	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 type="checkbox"/> More than 20 % <input checked="" type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	<p>The goal is for students to:</p> <ul style="list-style-type: none"> - Recognize the importance of nature protection and the need for effective management of protected areas for sustainable development; - Understand the restrictions on tourism development in and around the protected area; - Acquire the basic knowledge and skills needed to effectively manage protected areas; - Recognize their role in the active planning and management of the protected area, either in the capacity of employees of public institutions or employees of institutions and organizations that cooperate with the Institution. 		
2.2. Terms of course entry and required competences	Passed the Environmental Management in Tourism course		

2.3. Learning outcomes on the study programme level	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, analyze the problem and propose appropriate solutions to problem situations					
	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					
	LO14. To support and apply: ethical principles, principles of environmental protection, as well as legal regulations and norms that are applicable to information technologies					
2.4. Expected learning outcomes on the course level	Learning outcomes 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. Demonstrate knowledge and understanding of course content by defining and describing basic concepts in ecology and environmental protection					1, 1
	2. analyze and compare the relationship between man and his environment in the contemporary context of tourism and society development in general					4, 2
	3. set an example and interpret the impact of tourism on natural ecosystems and environmental components (air, water and sea, soil, flora and fauna), and					2, 3
	4. use measures to reduce the negative impacts of tourism on the environment,					3
	5. comment and critically evaluate the actions of tourism stakeholders as well as responsible experts in accordance with the principles of sustainability and responsibility					4, 5
	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	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	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.	-	2 hours
	National and EU legislation in the field of nature protection, international treaties, strategic documents	1, 6, 7	Listen to the lecture and read the literature.	At the colloquium or the written and oral exam they know how to enumerate and use the legislation in the field of nature protection at the level of the Republic of Croatia and the EU. They may link national	4 hours	

					strategy documents to the provisions of international treaties.	
2.	Nature preservation (history of nature protection in CRO and in the world, objectives and tasks of nature protection, ecosystem services)	1, 2, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the colloquium or the written and oral exam, they differentiate nature protection from environmental protection. They know how to define key terms in the field of nature protection. They can describe the history of nature conservation. They can identify and explain ecosystem values in a specific example. Seminar paper created and presented (using computer programs independently).	6 hours	
3.	Protected areas (role and importance of protected areas, categories of protection in the Republic of Croatia, statistics of protected areas, international designations of protected areas, process of designation of protected areas, in the vicinity of the Dinara Nature Park)	1, 2, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the colloquium or the written and oral exam they can define what are protected areas, enumerate the categories of protected areas and define the differences between different categories of protection. They can describe the role and importance of the protected area from an ecological, economic and social perspective. They know how to list all national and nature parks in the Republic of Croatia. They can list international protection categories and list examples in Croatia. They describe the process of declaring an area protected. Seminar paper created and presented (using computer programs independently).	6 hours	
4.	NATURA 2000 Ecological Network (definition, distribution, significant NATURA2000 species, POP and POVS areas, management, assessment of eligibility on the Ecological Network)	1, 2, 3, 4, 5, 6, 7	They listen to a lecture and read the literature.	They can define the NATURA2000 European Network at the midterm or the written and oral exam and distinguish it from the protected area. They know how to list the national and EU legal framework for declaring and managing the NATURA2000 network. They know how to describe the eligibility assessment process for the Ecological Network.	4 hours	
5.	Management of protected areas (management principles, institutions, work organization, basic management documents)	1, 2, 3, 4, 5, 6, 7	They listen to a lecture and read the literature.	They can explain the principles of protected area management, the functioning of nature protection systems and protected area management at the midterm or written and oral exam. They differentiate the services within the institution and the purpose / tasks of each. They know how to enumerate basic management documents. By reading the Regulations, they may indicate	6 hours	

					prohibitions and restrictions on a particular protected area	
6.	Development of a Protected Area Management Plan / NATURA2000 sites (drafting process, stakeholder analysis, content of PU)	1, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the colloquium or the written and oral exam they can explain the importance of developing a Protected Area Management Plan and participatory planning and transparency in its preparation. They know how to explain adaptive management. In the case of a particular protected area, they know how to distinguish between stakeholders within the area. They know how to describe the structure of the Management Plan and how to monitor and revise the Management Plan. They can describe the importance of zoning when developing a Management Plan. Seminar paper created and presented (using computer programs independently).	8 hours	
7.	Financing of protected areas (sources of funding, EU funds, examples of good practice)	1, 2, 3, 4, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the colloquium or the written and oral exam they know how to list the sources of financing of public institutions and to define the purpose of funds. They know how to list EU funds that can (co) finance projects / programs in the field of nature protection and give examples of good practice in HR. Seminar paper created and presented (using computer programs independently)	6 hours	
8.	Tourism in protected areas (attendance analysis, development of tourism infrastructure, consequences of unsustainable tourism)	1, 2, 3, 4, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the colloquium or written and oral exam they can describe the role and importance of protected areas for the development of tourism, but also think critically about the risks that areas are exposed to in case of inadequate planning or lack thereof. They can list examples of the negative impact of tourism on a protected area. They can critically judge the development / impact of tourism in protected areas. Seminar paper created and presented (using computer programs independently).	6 hours	
9.	Development of sustainable tourism in protected areas (Tourism Planning - Sustainable Tourism Development Plans / Strategies, Participatory Planning, SWOT Analysis, European Charter for Sustainable Tourism,...)	1, 2, 3, 4, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the colloquium or the written and oral exam they can define the term sustainable tourism. They know how to distinguish between acceptable and unacceptable tourism activities for a particular protected area. They can describe the importance of tourism planning and monitoring and define socio-ecological monitoring parameters.	8 hours	

					They are able to describe the process of preparing a protected area for the European Charter for Sustainable Tourism and to list the benefits for the protected area, the community and visitors. Seminar paper created and presented (using computer programs independently)	
10.	Visitor Management Action Plan	1, 2, 4, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the midterm or the written and oral exam, they can explain the importance of developing a Management Action Plan and describe the process of drafting. Seminar paper created and presented (using computer programs independently)	4 hours	
11.	The importance of communication (Education and interpretation in protected areas, visitor satisfaction analysis, communication with the public)	1, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the colloquium or the written and oral exam they can describe the importance of quality interpretation and education. Describe ways to communicate with visitors for information and education purposes. They can explain the importance of quality interpretation within the protected area but also regular education and enumerate educational contents. They can explain the importance of monitoring visitor satisfaction. Seminar paper created and presented (using computer programs independently)	8 hours	
12.	Networking and cooperation with the non-governmental sector	1, 2, 3, 4, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the midterm or written and oral exam describe the importance of the non-governmental sector in nature protection and management of protected areas. List the most important HR NGOs They know how to list active protected area networks at national and European level and describe the benefits of membership in those networks. Seminar paper created and presented (using computer programs independently)	6 hours	
13.	Case study: Kornati vs Krka	1, 2, 3, 5, 6, 7	They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	They can enumerate the values of each national park at the midterm or written and oral exam, analyse the similarities and differences in management and explain them. Propose solutions to the shortcomings identified Seminar paper created and presented (using computer programs independently)	10 hours	
14.	The role of tourism experts in the management of protected areas		They listen to a lecture, present a seminar paper, followed by a discussion. They read the literature.	At the colloquium or the written and oral exam they can define the role of tourism	8 hours	

					service and tourism experts within the protected area management institution. They know how to list forms of cooperation of external experts in the field of tourism with institutions in the preparation and implementation of the Management Plan and other spatial planning documents and strategic documents. I can describe aspects of collaboration with the private sector through business collaboration and volunteer work (eg team building) Seminar paper created and presented (using computer programs independently)	
	15.	Concluding Considerations / Repetition and Exam Preparation.		Listen to a lecture and prepare individually for the exam.	-	28 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. Students who have during the course achieved:</p> <ul style="list-style-type: none"> 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; 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; More than 50% ECTS credits - students have the right to access the final exam of the subject. <p>Students can pass the final exam in two ways: a) during the course through continuous student attendance (active participation in the lessons, creating mental map, solving case studies, making and presenting the seminar paper and passing two colloquia); b) during the course (active participation in the lessons, creating mental map, 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	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:					
	Commitment			Hours (estimate)		
	14. Attending classes			45		
	15. Creating and Presenting seminar paper			10		
	16. Preparation for the Colloquium / exam through self-study			65		

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	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

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 via other media
	3. Martinić, Ivan; Upravljanje zaštićenim područjima prirode. Sveučilište u Zagrebu, Zagreb, 2010		
	4. Zakon o zaštiti prirode (NN 80/13, 15/18, 14/19)		Available On-line
5.2. Additional literature (at the moment of changes and/or amended of study programme)	2. Dudley, N. Guidelines for Applying Protected Area Management Categories (2008) IUCN, Gland, Switzerland and Cambridge, UK. 3. Eagles P. F. J., S. F. McCool, C. D. Haynes (2002) Sustainable Tourism in Protected Areas Guidelines for Planning and Management. Ed Adrian Phillips. IUCN, Gland, Switzerland and Cambridge, UK. 4. Smjernice za planiranje upravljanja zaštićenim područjima i/ili područjima ekološke mreže (2018) MZOE 5. http://www.haop.hr/sites/default/files/uploads/dokumenti/04_zasticena/smjernice/Smjernice_za_planiranje_upravljanja_MZOE_HAOP_2018.pdf		
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).		

VI. SEMSTAR

1. GENERAL INFORMATION ABOUT THE SUBJECT			
1.1. Title	TOURIST DESTINATION MANAGEMENT	1.8. ISVU course code	142629 202063
1.2. Lecturer	Jasmina Sladoljev , univ.spec. oec.	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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line 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"/>

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	Terms of the pis pass the exams with the second year of study	
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 team work, 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	Learning outcomes towards Bloom's taxonomy: (up to two verbs per LO)	LO Level: <i>Recapture,</i> <i>Understanding,</i> <i>Application,</i> <i>Analysis,</i> <i>Evaluation,</i> <i>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. analyze and process the offer and resources of the tourist destination		5,6		
Constructive alignment					
2.5. Course content according to detailed curriculum schedule	Thematic unit	IU course	Content / teaching method	Valuation	It takes time
	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 presented problem and propose a solution to the same problem.	8 hours
	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 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 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	12 hours

				analyse the same on a concrete example, critically judge based on the presented problem and propose a solution to the same problem.	
	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 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

	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"> 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; 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; More than 50% ECTS credits - students have the right to access the final exam of the subject. <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)	
	Teaching activities	0.5	Oral examination	1 (no midterm)	(other type)	
3.3. Student workload	Obligation					
	1. Attending classes			60		

Hours (est

	2. Creation of seminar work and project assignment and presentation	45		
	3. Preparation for the midterm / exam through self-study	75		
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 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 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)	<ol style="list-style-type: none"> 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	<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	Fundamentals of enterprise financing in tourism	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)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	1 st – materials available On-line, 0%
1.5. Course status (obligatory, optional)	Obligatory	1.12. Number of course revisions	0.
1.6. Study year	3 rd	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 team work, 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, analyze 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	Learning outcomes 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.	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	Constructive alignment					
	No:	Thematic ensemble / Lecture Topic	Course LO	Content / Teaching Method	Evaluation	Time needed
	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"> • 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; • 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; • More than 50% ECTS credits - students have the right to access the final exam of the subject. <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:					
	Commitment			Hours (estimate)		
	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	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.	
		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	PROFESSIONAL PRACTICE	1.8. ISVU course code	187578
1.2. Lecturer	Jasmina Sladoljev , univ. spec. oec.	1.9. MOZVAG course code	
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 in the company
1.4. Study programme (specialist, undergraduate, graduate)	Professional Undergraduate study of Management, Department of Tourism Management	1.11. Level of e- learning application (1 st , 2 nd , 3 rd level), percentage of on line course performance (max. 20%)	Level 1 - Materials Available Online, 0%
1.5. Course status (obligatory, optional)	mandatory	1.12. Number of course revisions	2.
1.6. Study year	3. academic year	1.13. Modernization	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
1.7. Credit score (ECTS)	9	1.14. Percentage estimate of course changes and/or supplements	Less than 20% More than 20% <input type="checkbox"/>
2. COURSE DESCRIPTION			
2.1. Course objectives	<ul style="list-style-type: none"> - allow students to get in touch with the real work environment - educational benefit through practical work on real-life problems with the professional guidance of mentors in the company - easier recruitment of students - connecting companies with the best and most compatible staff - strengthening the links between the Polytechnic of Šibenik and the economy - feedback on the knowledge and skills that today's labour market expects to improve the teaching process 		
2.2. Terms of course entry and required competences	All courses of study should be attended		

2.3. Learning outcomes on the study programme level	LO1 : Apply and link economic terms in complex written and oral communication in Croatian and foreign languages	
	LO2: Organize and lead team work, and critically evaluate the opinions and attitudes of team stakeholders	
	LO3: Independently and responsibly search the relevant literature for decision making and conclusion in Croatian and foreign language	
	LO5: Use planning, organizing, leading and controlling methods using case studies and analysing the problem	
	LO6: Analyse and integrate core concepts and apply content related to economics, management, accounting and finance	
	LO10: 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	
	LO12: Design and economically evaluate entrepreneurial ideas, events, projects, products and services in the team and present the same	
	LO16: 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	LO19: Use software packages to manage business departments, processes, and organizations	
	Learning outcomes towards Bloom's taxonomy: (up to two verbs per LO)	LO Level: <i>Recapture,</i> <i>Understanding,</i> <i>Application,</i> <i>Analysis,</i> <i>Evaluation,</i> <i>Synthesis</i>
	Use methods of planning, organizing, leading and controlling on practical examples and analyze the problem and propose appropriate solutions to problem situations	3, 5
	Apply and link economic terms in more complex written and oral communication in Croatian and foreign languages	3
	Organize and lead team work, and critically evaluate the opinions and attitudes of team stakeholder	3.5
	Analyse and integrate core concepts and apply content related to economics, management, accounting and finance	3.4
	Link basic concepts and apply content related to the field of law for drafting legal acts (contracts, regulations) related to the company or organization	3.4
Develop team and interpersonal teamwork skills, master communication and presentation skills of assigned topics and tasks using advanced software tools for document creation, presentation and budget implementation	3.4	

	Design and economically evaluate entrepreneurial ideas, events, projects, products and services in the team and present the same				3,4,5
	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				4.5
	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				4.6
	Develop a marketing plan for a tourism company and development activities, and propose tools for e-marketing in tourism				3.6
Constructive alignment					
2.5. Course content according to detailed curriculum schedule	Thematic unit	IU course	Content / teaching method	Valuation	It takes time
	Execution With professional practices in companies with which The College of has signed the Agreement on professional cooperation professional practice (independent computer lab).	1-10	Students get acquainted with general information, field of activity of the company , organizational structure, legal acts, processes, procedures, departments, programs, services, market, prices, users of services, and in November are accordingly assigned tasks with deadlines for execution taking into account (for individual segments) to be innovative and creative. Students are also given problematic tasks to analyse and propose solutions.	-	120 hours
3. EVALUATION OF STUDENT WORK					
3.1. Students` obligations	In accordance with the Rulebook on Study and the Rulebook on Student Evaluation and Evaluation: students are obliged to perform the Professional Practice in accordance with the signed Agreement on Professional Cooperation between the Polytechnic of Šibenik and a company that operates in the field of tourism for 120 hours. Based on the completed Professional Practice, the student prepares a Journal of Professional Practice. Students bring their professional practice log to the Head of Professional Practice for review. The Head of Professional Practice evaluates the Journal of Professional Practice as satisfied or dissatisfied. Students who are already employed in companies that perform tasks in the field of tourism, and which are in accordance with the study which the				

	student attends, freed tain are performing Professional practice (should bring a copy of the employment contract as proof of employment as well as a description of operations performed in their workplaces), have no obligation to produce a Journal of Professional Practice .										
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		Written exam		Project						
	Experimental work		Research		Practical work						
	Essay		Report		Continuous checking						
	Colloquium		Seminar paper		(other type)						
	Teaching activities		Oral exam		(other type)						
3.3. Student workload	<table border="1"> <tr> <td colspan="2">Student workload on all bases is 1 ECTS credit 30 semester hours and is estimated as:</td> </tr> <tr> <td>Commitment</td> <td>Hours (estimated)</td> </tr> <tr> <td>1. Practice work</td> <td>120</td> </tr> </table>					Student workload on all bases is 1 ECTS credit 30 semester hours and is estimated as:		Commitment	Hours (estimated)	1. Practice work	120
Student workload on all bases is 1 ECTS credit 30 semester hours and is estimated as:											
Commitment	Hours (estimated)										
1. Practice work	120										
4. GRADING											
4.1. Seminar paper grading	/										
4.2. Colloquium / exam grading	/										
4.4. Creating a final grade according to absolute allocation	/										

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
	There is no literature other than instructions and forms provided by leaders, mentors and students		e-learning
5.2. Additional literature (at the moment of changes and/or amended of study programme)			
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>		

**LEARNING OUTCOME MATRIX OF UNDERGRADUATE PROFESSIONAL STUDY MANAGEMENT DEPARTMENT OF
TOURIST MANAGEMENT FOR THE ACADEMIC YEAR 2019/2020.**

	I1	I2	I3	I4	I5	I6	I7	I8	I9	I10	I11	I12	I13	I14	I15	I16	I17	I18	I19
Management	+	+	+	+	+	+	+	+	+	+									
Tourism Marketing	+	+	+							+				+					
Fundamentals of Accounting	+		+	+		+	+		+										+
Economics of non-Profit Organization	+	+	+			+				+									
Business Communication																			
Business English III	+	+	+			+				+									
Business German III	+		+							+									
Business Italian III	+		+																
Service Management					+	+					+		+						
Theory and Organization of Tourism	+	+	+							+				+					
Selective Forma of Tourism	+		+			+				+		+				+			
Business Statistics				+	+	+		+											
Use of DDD Methods and HACCP-a in Hotel Industry			+		+								+		+				
Business English IV	+	+	+			+				+									
Business German IV	+		+							+									
Business Italian IV	+	+	+			+				+									

	I1	I2	I3	I4	I5	I6	I7	I8	I9	I10	I11	I12	I13	I14	I15	I16	I17	I18	I19
Human Resource management																			
Hotel Organization and Reception Operation	+	+	+	+	+	+	+	+	+	+	+	+							
Management of Tourist agencies and Tour Operators	+	+	+	+	+	+	+	+	+	+	+	+							
Business Organization					+						+		+						
Quality management		+	+							+			+						
Public Sector Economics	+	+	+		+	+				+									
Nutrition and Tourism		+	+		+							+	+		+	+			
Environmental Management in Tourism			+		+					+				+					
Management of Tourist destination	+	+	+	+	+	+	+	+	+	+	+	+							
Fundamentals od Enterprise Financing in Tourism	+	+	+		+	+	+			+									
Professional Practice	+	+	+		+	+				+		+				+			+
Final Thiess	+		+			+						+	+			+			
TOTAL NUMBER OF COURSES BY LEARNING OUTCOME	19	15	23	6	13	16	6	6	5	18	5	7	6	3	2	4			1