



Table 2

Course description

COURSE DESCRIPTION		
Course instructor	Nevenka Blažević, Ph. D.	
Name of the course	First Foreign Language B2- German	
Study programme	Management of sustainable development	
Status of the course	compulsory	
Year of study	2 nd	
ECTS credits and manner of instruction	ECTS credits	3
	Number of class hours (L+E+S)	30 (15+15+0)
1. Course objectives		
1. Developing language competences at CEFR level B2 2. Developing language skills (listening, reading, speaking and writing comprehension) as basic requirements for developing communicative competence in tourism according to the expected course learning outcomes		
2. Course enrolment requirements		
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3. Expected learning outcomes		
After passing the exam it is expected that the students will be able to: 1. Understand words, phrases and sentences which are in their immediate field of interest (information related to their surroundings, education, work, etc.) and conversations in hotels, restaurants and tourist agencies; 2. Read selected texts from the field of tourism (hotel catalogue, description of a tourist destination, travel itinerary, recipe, business letter, interview, report, etc.); 3. Reply to questions on topics based on the selected texts (e.g. topics related to tourism trends, tourism ecology, hotel facilities and services, Croatia as a tourist destination, complaints), describe their education and workplace, simulate conversation at the reception desk, in the restaurant and in the tourist agency; 4. Write a business letter (inquiry, offer, booking, cost calculation, complaint) and compose a travel itinerary.		
4. Course content		
Trends in tourism. Tour operators and travel agencies. Travel program. Types of hotels. Categorization of hotels. Hotel facilities and services. Croatia as a tourist destination. Cultural and historical heritage of Croatia. Complaints. Business communication (oral and written).		
5. Manner of instruction	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> seminars and workshops <input checked="" type="checkbox"/> exercises <input type="checkbox"/> distance learning <input type="checkbox"/> fieldwork	<input type="checkbox"/> individual assignments <input checked="" type="checkbox"/> multimedia and network <input type="checkbox"/> laboratories <input type="checkbox"/> mentorship <input type="checkbox"/> other
6. Comments		
7. Student responsibilities		



Class attendance, final exam							
<i>8. Monitoring of student work¹</i>							
Class attendance	1,2	Class participation		Seminar paper		Experimental work	
Written exam	0,5	Oral exam	0,4	Essay		Research	
Project		Continuous assessment	0,9	Report		Practical work	
Portfolio							
<i>9. Assessment of learning outcomes in class and at the final exam (procedure and examples)</i>							
<p>Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on evaluation of students at the Faculty of tourism and hospitality management.</p> <p>For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.</p>							
<i>10. Mandatory literature (at the time of submission of study programme proposal)</i>							
Blažević, N. <i>Deutsch im Tourismus 2</i> , Školska knjiga, Zagreb, 2012.							
<i>11. Optional/additional literature (at the time of submission of the study programme proposal)</i>							
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<i>12. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences</i>							
<p>The quality of the programme, teaching process, teaching skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management.</p>							

¹ IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.