Intended Learning Outcomes
Programme Tourism (Bachelor's degree)

The programme provides opportunities for students to develop and demonstrate knowledge and understanding, qualities, skills and other attributes in the following areas:

Integration competency
Ability to comprehensively solve complex professional problems, competence and practical problems in the field of tourism and recreation both in the process of learning and in the process of work, which involves the application of theories and methods of science that shape tourism, and are characterized by complexity and uncertainty.

A Knowledge and understanding	
Conceptual knowledge acquired in the process of study and professional activity, including certain information and knowledge on modern achievements. Critical understanding of new theories, principles, methods and notions in the course of study and professional activity.	
On successful completion of the programme a student should be able to:	*Acquisition of ILOs through the following courses:*
1) Know and understand and apply main Tourism Law Provisions, national and international standards of tourism service	*Tourism Management, Technologies of Tourism Activities, Fundamentals of Hospitality Industry, Legal Regulations of Tourist Activities, Insurance Industry, Organization and Analysis of Tourism Enterprises Activity, Organisation of Inbound Tourism, International Quality Standards in Service Sector, Goods and Services Quality Management in Travel Industry*
	Introduction to Specialty: Practical Training, Organization of Tourism: Fundamentals of Hospitality Industry, Business Planning in Tourism, Information Systems and Technologies in Tourism, Statistics of International Tourism, Ecology, Tourism Geography (tourist country studies, tourist resources of Ukraine), Recreation and Leisure Studies, Trade Fairs and Exhibitions
2) Know and understand and apply main basic notions of tourism theory, organization of tourism process, activity	*Tourism Management, Technologies of Tourism Activities, Fundamentals of*

of subjects of tourism service market, as well as the concepts of worldview and related sciences.	*Hospitality Industry, Economic Foundation of International Tourism and Hospitality Industry, Travel Business, Organisation of Inbound Tourism, International Quality Standards in Service Sector, Information Systems and Technologies in Tourism, Statistics of International Tourism, Organization of Business Tourism and Exhibition Activities, Management Competitiveness of Enterprises in Tourism Industry, History of Tourism, Trade Fairs and Exhibitions*
3) Know and understand main types and form of tourism, their classification,	*Introduction to Specialty: Practical Training, Business Planning in Tourism, Recreation and Leisure Studies (Tourism Resources of Ukraine), Information Systems and Technologies in Tourism, Statistics of International Tourism, Ecology, Tourism Geography (tourist country studies, tourist resources of Ukraine), Recreation and Leisure Studies, Organization of Hotel and Restaurant Business: Equipment of Hotel and Restaurant Facilities, Organization of Mass Events and Leisure, Organization of Inbound Tourism*
4) Explain the peculiarities of recreational-and- tourism environment organization /structure	*Recreation and Leisure Studies (Tourism Resources of Ukraine), Fundamentals of Economics Tourism Management, Technologies of Tourism Activities, Ecology, Tourism Geography (tourist country studies, tourist resources of Ukraine), Recreation and Leisure Studies, Organization of Business Tourism and Exhibition Activities, Management Competitiveness of Enterprises in Tourism Industry*
5) Analyse recreational-and- tourism potential of a territory,	*Recreation and Leisure Studies (Tourism Resources of Ukraine), Tourism*

	Geography (tourist country studies, tourist resources of Ukraine), Tourism Management, Technologies of Tourism Activities
6) Understand principles, processes and technologies of the activity of a subject of tourism business as well as its subsystems (administrative, managerial, social-and-psychological, business, technical-and-technological).	*Information Systems and Technologies, Information Systems and Technologies in Tourism, Tourism Management, Technologies of Tourism Activities, Excursion Science. Organization of Excursion Activities, Economy and Pricing in Travel Industry, Goods and Services Quality Management in Travel Industry, Hospitality Management (according to the types), Advertising and PR in Tourism, Fundamentals of Economics, Accounting in tourism and Hospitality Industry, Statistics, Technology Sales of a Tourist Product Fundamentals of Entrepreneurship Innovative Technologies in Tourism*
Teaching and Learning	**Assessment methods**
Student-centred, self-study, problem-oriented education, content-based, problem-based, task-oriented. Application of a variety of forms and methods to make teaching and learning self-developing, collective and provide scaffolding, like interactive design, ICT, and integrative, contextual education methods: lectures, seminars, practical classes, workshops, internships, group work, individual study of textbooks, monographs, journals, internet sources, blended learning, e-learning, self-directed and guided study. Educational and methodological support and counselling of individual work is carried out through the university virtual learning environment: Google Classroom platform, ZOOM and electronic mailing.	Mid-term assessment: tests, presentation student's individual assignments, command's summary, practical training report. individual coursework (essays, reports, reviews etc.), seminar and practical-based assessment, presentations and projects, multiple choice tests, practical training, summary, presentations, project work. Final assessment: examinations and tests, pass/fail tasks taking into account the accumulated points of mid-term control; course paper, project work. Attestation is carried out in the form of a public graduation thesis presentation and assessment examination (*Foreign Language for Specific Purposes* and specialist examination). The final assessment system is based on

	academic integrity and transparency, carried out according to British standards on a single ticket
B. Application of knowledge and understanding	
On completion of the programme students will be able to: 1) perform professional tasks in uncertain and extreme situations in specialized spheres of professional activity and/or study, that envisages gathering and interpreting information(data), selecting specific methods and instruments, using innovative approaches. 2) Use in practice principles and organizational methods and technologies of tourist service. 3) Develop, promote and sell tourism products. 4) Identify tourism documents and use them properly. 5) Organize the process of tourist service using modern information, communication and service technologies abiding standards of quality and safety norms. 6) Evaluate adequately knowledge acquired and use it in various professional situations. 7) Form and improve the system of management at a tourism enterprise, enhance its activity, manage the staff, motivate and stimulate subordinates, control and regulate operative actions. 8) analyse and set professional tasks using computer technologies, search for new information in modern printed and internet sources, using adequate searching engines, methods and systems.	*Etiquette and Basics of International Protocol, Psychology of Interpersonal Communication in Tourism, Programme Tour Operating Activity, Statistics of International Tourism Business Planning, Leadership and Group Dynamics, Organization of Tourism: Fundamentals of Hospitality Industry* *Organization of Tourism: History of Tourism, Excursion Science, Organisation of Excursion Activities Economics and Pricing in Tourism, International Quality Standards in Service Sector, Tourism Management, Technologies of Tourism Activities Recreation and Leisure Studies (Tourism Resources of Ukraine))* *Fundamentals of Economics Advertising and PR in Tourism Information Systems and Technologies in Tourism* *Marketing in Tourism and Hospitality Industry* *Management of Tourism, Hotel and Restaurant Business* *Legal Regulation of Tourist Activity Accounting in Tourism and Hospitality Industry* *Insurance Business*
Teaching and Learning	**Assessment methods**
Practical classes, group work, self-directed and guided	Examinations, practical tasks, course

study, business games, case studies, workshops, field experience	papers, presentations, projects, field experience reports.
C. Making judgments	
On successful completion of the programme a student should be able to: 1) The ability to analyse and set professional tasks using computer technologies, search for new information in modern printed and internet sources, using adequate searching engines, methods and systems, 2) determine the peculiarities of economic and financial mechanism of business entities in tourism industry: Analyse and manage potential resources, scope of activities, financial results of tourism enterprises and justify tourism enterprises investment activity 3) correctly determine factors and consequences of macroeconomic development of business systems according to the goals and priorities of economic policy in travel industry, correctly analyse causes and progress of business processes, make grounded decisions on economic problems, 4) Analyse functional, sectoral and territorial structure of a tourist-recreational complex, the development of tourist-recreational regions, to collect, process, Analyse and classify information about tourism, summarize domestic and foreign experience in issues of tourism and recreational activity, 5) Analyse and formulate a professional task using computer technologies, find new information contained in various print and electronic sources using appropriate search methods and systems, 6) Identify tourism documents and use them properly.	*Students acquire skills 1–6 during study of all courses. This determines the choice of corresponding methods of teaching and learning as well as assessment methods.*
Teaching and Learning	**Assessment methods**
Problem-based learning, projects, workshops, seminars, business games, case studies, internships, field experience, research	Exams, seminar and practical-based assessment, course paper, self-directed and guided study, projects, presentations, cases, research projects.
D. Communication skills	
Informing specialists and non-specialists on new ideas, data, facts, problems solutions and personal experience in	*Students acquire skills 1–7 during study*

the sphere of professional activity. The ability to form effective communication strategies. On successful completion of the programme a student should be able to: 1) respect individual and cultural variety, 2) act according to principles of social responsibility and consciousness, 3) Speak state and foreign languages at the level sufficient to perform professional duties, 4) use skills of productive communication with the consumers of tourism services, 5) substantiate effectively one's own views while solving professional tasks, 6) contact experts of tourism business and other branches of economy, 7) choose the most adequate information media and channels of communication with consumers and business partners, to express own thoughts and believes in clear, logic and consistent manner, argue, discuss business, support harmonious network of private and business contacts, resist manipulations, overcome the barriers in communication.	*of all courses. This determines the choice of corresponding methods of teaching and learning as well as assessment methods.* *Communication is in major focus is in the process of studying: Fundamentals of Intercultural Communication, Ukrainian Identity: History, Culture, Language; Foreign Language, Foreign Language for Specific Purposes, Etiquette and Basics of International Protocol, Psychology of Interpersonal Communication in Tourism,* *Psychology of Conducting Negotiations, Ethics and Aesthetics, Tourism Management, Technologies of Tourism Activities, Principles of Psychology, Philosophy, Sociology, Political Science*
Teaching and Learning	**Assessment methods**
Seminars, discussions, problem-solving, group work, pair work, projects and course papers, business games, case studies, delivering presentations.	Seminar-based assessment, presentations, course papers and projects defence
E. Learning skills The responsibility for professional development of individuals/groups of individuals. The ability for further education with the high level of self-supportability. On completion of the programme students will be able: 1) manage own education with the aim of self-realization in professional tourism area 2) think broadly about alternative principles and methods of professional tasks discharge 3) stand own ground concerning professional tasks discharge 4) define problematic situations and offer ways of their solution	*Skills 1-6 are developed in all courses and related to relevant teaching and learning methods and assessment methods as appropriate. Self-directed learning forms are the elements of all courses.*

5) carry out professional tasks in extreme situations and force majeure circumstances 6) make reasonable decisions and bear personal responsibilities for results of professional activities.	
Teaching and Learning	**Assessment methods**
Self-directed learning forms, University Library, ICT package (*Amadeus*), conducting research, problem-solving. Professional Practice, internship. Students learn how to use professional applications and web sites in their professional activities. In the course of *Tourism Management, Technologies of Tourism Activities, Insurance Business* the tasks assigned involve using the online booking systems of big tour operators of Ukraine, which are open and free of charge: ⁻ Anex Tour https://www.anextour.com.ua/ ⁻ Coral Travel https://www.coraltravel.ua/ ⁻ TEZ Tour https://www.tez-tour.com/ru/kiev/?lang=ru&city=msk ⁻ Join Up https://joinup.ua/ ⁻ Kompas Tour https://kompastour.com.ua/ ⁻ TPG https://www.tpg.ua/ ⁻ Tourist Club https://tcc.ua/ ⁻ TUI https://www.tui.ua/ ⁻ Pan Ukraine https://panukraine.ua/ ⁻ ALF tour operator https://alf.ua/ ⁻ Pegas Touristik https://pegast.com.ua/ ⁻ Siesta https://siesta.kiev.ua/ In some cases, like with the booking system of tour operator TEZ Tour https://www.tez-tour.com/ru/kiev/?lang=ru&city=msk, Practicing lecturer uses own access to the system to demonstrate the booking activities, calculate the commission. Also, the lecturer uses own password to access the system of IATI https://agent.iati.ua/ and demonstrates it to students real-time.	Assessment of learning skills is accomplished through a range of methods, which include self-directed learning forms assessment, course papers, essays, projects, presentations, problem-solving, solving practical tasks, making calculations, tests and examinations.