



Centre adscrit



UNIVERSITAT DE
BARCELONA

COURSE CONTENT

Academic year 2020/2021

Code-Course	063407 - Quality, Safety and Environment in Hospitality		
Year	3º	Credits	3 cr ECTS
In-class hours	30 hours	Hours of individual work	45 hours
Thematic Area	Hospitality	Course Type	Core Subject

BRIEF COURSE DESCRIPTION

Tourism in general and accommodation of 21st Century in particular must evolve by integrating customer satisfaction, risk minimization and sustainability without renouncing to be extraordinarily competitive.

Students will acquire expertise in these fields through the methodologies developed in this subject, such as the ability to evaluate existing parameters to promote the necessary transformations in a company and its close environment. It will also plunge into researching alternative management models fostered by the appearance of new paradigms in relation to the social environment, environmental respect, sustainability and commitment to all stakeholders.

BASIC SKILLS

BS04 – Students must be able to transmit information, ideas, problems and solutions to both specialized and non-specialized audiences.

BS02 – Students must be able to apply their knowledge to their work in a professional way and possess the skills used to develop and defend arguments and solve problems within their study field.

GENERAL SKILLS

GS07- Make decisions and solve problems, critically interpreting and evaluating the results obtained.



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SPECIFIC SKILLS

SS05- Understand and apply the political, legal, and institutional framework that regulates tourism companies and activities.

SS17- Understand and implement quality standards in the processes of tourism service.

LEARNING METHODOLOGY

The learning methodologies planned for this subject contemplate different activities that contribute to develop the skills related to this course. Some of the learning activities that will be developed are the following:

- Lectures
- Case studies
- Discussions
- Practical exercises
- Problem-based learning

ASSESSMENT SYSTEM

The assessment system measures the student's achievement of learning outcomes regarding the subject's competences and contents.

Students may choose continuous assessment or single assessment:

Continuous Assessment: the teaching-learning process is assessed by a continuous monitoring of the work done by the students throughout the course and a final individual examination. Students must attend classes in order to be assessed by continuous assessment.

Single Assessment: for those students who cannot come to class regularly, they can choose to be assessed by single assessment. The teaching-learning process is assessed by means of the assessment of all activities and in-person individual examination at the end of the course.