Universitat de les Illes Balears

Teaching guide

Subject identification

Subject	20502 - English I
Credits	2.4 in-class (60 hours) 3.6 distance (90 hours) 6 totals (150 hours).
Group	Group 11, 2S, GTUR(Campus Extens)
Teaching period	2nd semester
Teaching language	English

Lecturers

Lecturers	Timetable for student attention					
	Starting time	Finishing time	Day	Start date	Finish date	Office
Magdalena Catrain González magdalena.catrain@uib.es	09:00h	10:00h	Monday	24/09/2012	25/01/2013	Num. 3, segon pis, Arxiduc
	11:00h	13:00h	Tuesday	24/09/2012	25/01/2013	Núm. 3, segon pis, Arxiduc
	09:00h	10:00h	Thursday	24/09/2012	25/01/2013	Núm. 3, segon pis, Arxiduc
	10:00h	12:00h	Monday	18/02/2013	07/06/2013	Núm. 3, segon pis, Arxiduc
	10:00h	12:00h	Wednesday	18/02/2013	07/06/2013	Núm 3, segon pis. Arxiduc
Matilde Roca Telleria matilde.roca@uib.es	10:00h	12:00h	Monday	24/09/2012	25/01/2013	Nº 8 Arxiduc
	10:00h	12:00h	Wednesday	24/09/2012	25/01/2013	Nº 8 Arxiduc
	10:00h	12:00h	Monday	18/02/2013	07/06/2013	Nº 8 Arxiduc
	10:00h	12:00h	Wednesday	18/02/2013	07/06/2013	Nº 8 Arxiduc

Degrees where the subject is taught

Degree	Character	Academic year	Studies
Degree in Tourism	Foundation courses	First course	Degreee

Contextualisation

Anglès I

Anglès I is a compulsory subject within the area of Foreign Languages Applied to Tourism which, in turn, is one of the three components of the Instrumental Module.

As an instrumental subject, *Anglès I (*i.e. English for Tourism I), is an essential tool for communicating in international professional settings related to the tourism industry.

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The learning of English for Tourism in the Degree of Tourism is organised in four levels of proficiency consisting of 3 compulsory subjects (*Anglès I, Anglès II, Anglès III*) and an elective one (*Anglès IV*).

Anglès I will deal with the language needed to provide customer service and tourist information at intermediate level in the following professional settings: travel agencies, information services on means of transport and accommodation.

Requirements

Recommendable

Students must have achieved a B1 level of proficiency (as determined in the Common European Framework of Reference for Languages) in English as a Foreign Language in their post-obligatory secondary education.

Skills

Specific

1. CE-1 A command of the English language at an intermediate level so that students can develop all language skills and use the specific vocabulary needed to perform effectively in the tourism sector..
2. CE-8 Achieve a command of foreign languages and attain the information technology skills needed to interact in the tourism market, i.e. collecting and analysing data, carrying out statistics and qualitative data analysis, making on-line bookings and using computer applications..

Generic

1. CG-4 Can communicate information, ideas, problems and solutions in toursimrelated settingsto both specialist and non-specialist audiences..
2. CG-5 Have developed those learning skills that are necessary for them to continue to undertake further study with a high degree of autonomy..

Content

Theme content

Module 1. Introduction to the tourism industry

    Unit 1. Definition of tourism

        1.1.- Industry sectors

        1.2.- Jobs and careers

    Unit 2. Destinations

        2.1.- Destination features

        2.2.- Customer profiles

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Module 2. Travel agencies

Unit 3. The sales process

3.1.- The role of travel agencies in the distribution channel

3.2.- Services and products

3.3.- Selling techniques

Unit 4. Bookings in travel agencies

4.1.- Taking a booking

4.2.- Booking terms and conditions

4.3.- Issuing tickets

Module 3. Accommodation

Unit 5. Tourist accommodation

5.1.- Types of accommodation

5.2.- Facilities and services

5.3.- Hotel bookings

Module 4. Means of transport

Unit 6. Types of transport and journeys

6.1.- Describing and comparing types of transport

6.2.- Giving timetable information

Unit 7. Airlines

7.1.- Trends in the airline industry

7.2.- Types of airlines

Unit 8. Airports

8.1.- Airport procedures

8.2.- Incidents and complaints

Teaching methodology

Introduction

In-class work activities

Modality	Name	Typ.Gr.	Description
Theory classes	Theory	Large group (G)	The course methodological approach integrates theory and practice of the language and combines both inductive and deductive learning techniques. Theory contents will cover the teaching/learning of the theoretical background needed to attain the linguistic, sociolinguistic and pragmatic skills required to interact with the customer in tourism related communicative settings. Theory modules will, therefore, look at the grammar, specific vocabulary and text type features, reading and writing techniques, principles of pronunciation, cross-cultural issues and

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Modality	Name	Typ.Gr.	Description
			pragmatic knowledge that will enable students to perform successfully when providing tourist services and information. The use of English, pronunciation and reading techniques will be taught in an inductive way, i.e. students will work out the rules from their experience of using and being exposed to the language. Likewise, specific vocabulary will be elicited from texts and materials used in class or through brainstorming activities. Concerning grammar, students will be provided with supplementary materials both for further training and remedial purposes. Familiarity with the genre and domain of tourism specific text types will be achieved both inductively (in the practical sessions) and deductively (in the theory sessions). On the other hand, writing techniques will be mainly taught in a deductive way i.e. students will be provided with the theory input needed to carry out the corresponding practical writing activities concerning the specific text types learnt in the course. Sociolinguistic and pragmatic competence as well as cross-cultural awareness will be partially approached from a theoretical standpoint though these competences will be more extensively developed in the practical classes. Exposure to the language will be reinforced by using the English language as the medium of instruction.
Practical classes	Professional skills practice	Medium group 2 (X)	The linguistic, sociolinguistic and pragmatic knowledge acquired through the theory modules will be put into practice throughout a series of task-based activities comprising role plays, simulations, pair-work tasks, and debates. All the activities will be related to tourism specific professional settings at a provision stage (i.e. providing direct customer service and/or information on tourist services and products). All activities will be designed to integrate the four skills: reading, writing, speaking and listening; and students will be expected to use the specific vocabulary, and be able to identify the text-types which are relevant to every professional setting and communicative function. Regarding sociolinguistic competence, interpersonal and cross-cultural skills, students will be exposed to authentic language and made aware of language appropriateness and behaviour in every professional setting. Practical sessions will also foster pragmatic competence by progressively increasing the complexity of discourse structure and the functional range of the tasks to be carried out either individually or in group. English will be used as a medium of instruction and students will be encouraged to use English for classroom interaction.
ECTS tutorials	Group tutorials	Medium group 2 (X)	Group tutorials are advisory sessions where students will be encouraged to report on their progress related both to the learning of theory and the acquisition of practical skills.
Assessment	Assessment	Medium group 2 (X)	Assessing the students' achievement of the course objectives. Students will be assessed through two mid-term written exams lasting 1 hour each, and a final 3-hour exam (oral and written). Note: Oral exams will be sat individually.
			Students missing any of the exams mentioned above will be allowed to re-sit them provided the reasons for their absence comply with the criteria established by the *Facultat de Turisme*, which are as follows:
			Criterios para permitir la recuperación en los períodos de evaluación complementaria de actividades de evaluación continua no realizadas: *- Enfermedad: necesidad presentación informe médico de seguro privado, seguridad social o de la UIB* *- Defunción de familiar: ascendente o descendente en línea recta o hermanos* *- Obligada asistencia a un juicio o citación de tribunal*

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Modality	Name	Typ.Gr.	Description
			En todos los casos la circunstancia debe coincidir con la fecha de la actividad de tal manera que la imposibilite

Distance education work activities

Modality	Name	Description
Individual self-study	Progress assessment tasks	Essays and exercises will be assigned as homework to be assessed and corrected in class.
Individual self-study	Working on theory contents	Learning and revising theory. Completing assigments related to the theory items taught in class.
Group self-study	Preparatory work for practice sessions	Preparing the activities to be carried out before the class.

Riscs especifics i mesures de protecció

Les activitats d'aprenentatge d'aquesta assignatura no comporten riscs específics per a la seguretat i salut de l'alumnat i, per tant, no cal adoptar mesures de protecció especials.

Workload estimate

Modality	Name	Hours	ECTS	%
In-class work activities		**60**	**2.4**	**40**
Theory classes	Theory	22	0.88	14.67
Practical classes	Professional skills practice	24	0.96	16
ECTS tutorials	Group tutorials	9	0.36	6
Assessment	Assessment	5	0.2	3.33
Distance education work activities		**90**	**3.6**	**60**
Individual self-study	Progress assessment tasks	23	0.92	15.33
Individual self-study	Working on theory contents	37	1.48	24.67
Group self-study	Preparatory work for practice sessions	30	1.2	20
	Total	**150**	**6**	**100**

At the beginning of the semester a schedule of the subject will be made available to students through the UIBdigital platform. The schedule shall at least include the dates when the continuing assessment tests will be conducted and the hand-in dates for the assignments. In addition, the lecturer shall inform students as to

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whether the subject work plan will be carried out through the schedule or through another way included in the Campus Extens platform.

Student learning assessment

Theory

Modality	Theory classes
Technique	Observation techniques **(Non-recoverable)**
Description	The course methodological approach integrates theory and practice of the language and combines both inductive and deductive learning techniques. Theory contents will cover the teaching/learning of the theoretical background needed to attain the linguistic, sociolinguistic and pragmatic skills required to interact with the customer in tourism related communicative settings. Theory modules will, therefore, look at the grammar, specific vocabulary and text type features, reading and writing techniques, principles of pronunciation, cross-cultural issues and pragmatic knowledge that will enable students to perform successfully when providing tourist services and information. The use of English, pronunciation and reading techniques will be taught in an inductive way, i.e. students will work out the rules from their experience of using and being exposed to the language. Likewise, specific vocabulary will be elicited from texts and materials used in class or through brainstorming activities. Concerning grammar, students will be provided with supplementary materials both for further training and remedial purposes. Familiarity with the genre and domain of tourism specific text types will be achieved both inductively (in the practical sessions) and deductively (in the theory sessions). On the other hand, writing techniques will be mainly taught in a deductive way i.e. students will be provided with the theory input needed to carry out the corresponding practical writing activities concerning the specific text types learnt in the course. Sociolinguistic and pragmatic competence as well as cross-cultural awareness will be partially approached from a theoretical standpoint though these competences will be more extensively developed in the practical classes. Exposure to the language will be reinforced by using the English language as the medium of instruction.
Assessment criteria	Students will be encouraged to self-assess their work and report to the class on their learning progress. Active participation and regular attendance will be taken into account.

Percentage of final qualification: 0% following path A

Professional skills practice

Modality	Practical classes
Technique	Papers and projects **(Non-recoverable)**
Description	The linguistic, sociolinguistic and pragmatic knowledge acquired through the theory modules will be put into practice throughout a series of task-based activities comprising role plays, simulations, pair-work tasks, and debates. All the activities will be related to tourism specific professional settings at a provision stage (i.e. providing direct customer service and/or information on tourist services and products). All activities will be designed to integrate the four skills: reading, writing, speaking and listening; and students will be expected to use the specific vocabulary, and be able to identify the text-types which are relevant to every professional setting and communicative function. Regarding sociolinguistic competence, interpersonal and cross-cultural skills, students will be exposed to authentic language and made aware of language appropriateness and behaviour in every professional setting. Practical sessions will also foster pragmatic competence by progressively increasing the complexity of discourse structure and the functional range of

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	the tasks to be carried out either individually or in group. English will be used as a medium of instruction and students will be encouraged to use English for classroom interaction.
Assessment criteria	Mid-term tests to evaluate use of English, vocabulary, listening and writing skills to be assessed and corrected in class as part of the student's continuous assessment process. Students who have not attended a third of the contact time before Test 1 and Test 2 won't be entitled to sit the tests.

Percentage of final qualification: 30% following path A

Group tutorials

Modality	ECTS tutorials
Technique	Observation techniques **(Recoverable)**
Description	Group tutorials are advisory sessions where students will be encouraged to report on their progress related both to the learning of theory and the acquisition of practical skills.
Assessment criteria	Mid-term oral exam (20%). Students must get a minimun of 10% in order to pass this exam. Regular attendance and motivation will be taken into account.

Percentage of final qualification: 20% following path A

Assessment

Modality	Assessment
Technique	Objective tests **(Recoverable)**
Description	Assessing the students' achievement of the course objectives. Students will be assessed through two mid-term written exams lasting 1 hour each, and a final 3-hour exam (oral and written). Note: Oral exams will be sat individually. Students missing any of the exams mentioned above will be allowed to re-sit them provided the reasons for their absence comply with the criteria established by the Facultat de Turisme, which are as follows: Criterios para permitir la recuperación en los períodos de evaluación complementaria de actividades de evaluación continua no realizadas: - Enfermedad: necesidad presentación informe médico de seguro privado, seguridad social o de la UIB - Defunción de familiar: ascendente o descendente en línea recta o hermanos - Obligada asistencia a un juicio o citación de tribunal En todos los casos la circunstancia debe coincidir con la fecha de la actividad de tal manera que la imposibilite
Assessment criteria	Final written exam (50%). Students must successfully complete 60% of thetotal in order to pass this exam.

Percentage of final qualification: 50% following path A

Progress assessment tasks

Modality	Individual self-study
Technique	Other methods **(Non-recoverable)**
Description	Essays and exercises will be assigned as homework to be assessed and corrected in class.
Assessment criteria	

Percentage of final qualification: 0% following path A

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Working on theory contents

Modality	Individual self-study
Technique	Self-assessment systems **(Non-recoverable)**
Description	Learning and revising theory. Completing assigments related to the theory items taught in class.
Assessment criteria	

Percentage of final qualification: 0% following path A

Preparatory work for practice sessions

Modality	Group self-study
Technique	Real or simulated task performance tests **(Non-recoverable)**
Description	Preparing the activities to be carried out before the class.
Assessment criteria	

Percentage of final qualification: 0% following path A

Resources, bibliography and additional documentation

Basic bibliography

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Collins Cobuild English Language Dictionary.

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Eastwood, J. (2006). Oxford Practice Grammar. Oxford: Oxford University Press.

Complementary bibliography

Allsop, J. (2000). Test your verbs. Harlow: Pearson Education Limited.

Chapman, R. (2007). English for e-mails. Oxford: Oxford University Press.

Pohl, A. (1996,2002). Test your Professional English. Hotel and Catering. Harlow: Pearson Education Limited.

Watcyn-Jones & Farrell, M. (2002). Test your Vocabulary 2. Harlow: Pearson Education Limited.

Watcyn-Jones & Farrell, M. (2002). Test your Vocabulary 3. Harlow: Pearson Education Limited.

Watcyn-Jones & Farrell, M. (2002). Test your Vocabulary 4. Harlow: Pearson Education Limited.

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Watcyn-Jones & Farrell, M. (2002). Idioms. Harlow: Pearson Education Limited.

Wood, N. (2003). Tourism and Catering Workshop. Oxford: Oxford University Press.

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Other resources

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