

<b>Module/ Course Title: Chinese Tour Guide</b>					
<b>Module /Course code</b>	<b>Student workload</b>	<b>Credits (ECTS)</b>	<b>Semester</b> 1 <sup>st</sup>	<b>Frequency</b> Every Year (August)	<b>duration</b> 1 semester(s)
SBC62042	79.33 hours	2/2.88			
<b>1</b>	<b>Types of courses</b> Lectures	<b>Contact hours</b> 46.66 hours	<b>Independent study</b> 56 hours	<b>Class size</b> 30	
<b>2</b>	<b>Prerequisites for participation</b> -				
<b>3</b>	<p><b>Course Description:</b> This course equips students to have knowledge competence and skills in communicating, collaborating, and managing tourism travel procedures from travel planning to final activity reports in Chinese.</p> <p><b>ILO:</b></p> <p>ILO 1 Students are able to identify and apply spoken and written communication techniques (Chinese) equivalent to intermediate level (HSK 4 and HSKK);</p> <p>ILO 3 Students are able to analyse and demonstrate aspects of Chinese language (applied linguistics), literature, and culture (history) to solve problems in society;</p> <p>ILO 4 Students are able to apply theory in entrepreneurial and non-entrepreneurial activities in the fields of language, tourism, and business and offices</p> <p>ILO 5 Students are able to communicate and contribute to international cross-cultural cooperation</p> <p>ILO 8 Students are able to demonstrate, maintain, and develop quality performance independently or in groups</p> <p>ILO 9 Students are able to make correct decisions in the context of solving problems in their area of expertise, based on the results of analysis of information and data</p> <p>ILO 10 Students are able to be responsible for the achievement of work results and carry out a self-evaluation process for the working groups under their responsibility, as well as managing to learn independently</p> <p><b>Course Learning outcomes (CLO)</b></p> <ol style="list-style-type: none"> <li>CLO1 Students are able to effectively communicate and cooperate in the field of language tour guide in Chinese</li> <li>CLO2 Students are able to apply tour travel procedures in Chinese</li> </ol>				
<b>4</b>	<p><b>Subject aims/ Content (Lesson Learning Outcomes/LLO)</b></p> <ol style="list-style-type: none"> <li>Students are able to communicate, cooperate, and resolve misunderstandings with tourists and partners from various backgrounds</li> <li>Students are able to follow, carry out, identify, and report violations of Health, Safety, and Security (HSS) Procedures in the workplace</li> <li>Students are able to anticipate, identify, and handle emergencies</li> <li>Students are able to find information and update knowledge about culture and tourism</li> <li>Students are able to study and prepare complete travel documents, tour participant arrangements, and operational costs</li> <li>Students are able to manage travel procedures, as well as lead, and manage tour participants</li> <li>Students are able to identify, manage, resolve, and report complaints of tour participants</li> <li>Students are able to manage activity reports and tour financial reports</li> </ol> <p><b>Course content</b></p> <p>Week 1-2: Students are able to communicate, cooperate, and resolve misunderstandings with tourists and partners from various backgrounds</p> <p>Week 3-4: Students are able to follow, carry out, identify, and report violations of Health, Safety, and Security (HSS) Procedures in the workplace Students are able to anticipate, identify, and handle emergencies</p> <p>Week 5-6: Students are able to find information and update knowledge about culture and tourism</p> <p>Week 7: Students are able to study and prepare complete travel documents, tour participant arrangements, and operational costs</p> <p>Week 8: Midterm Exam implementation</p> <p>Week 9-10: Students are able to study and prepare complete travel documents, tour participant arrangements, and operational costs</p> <p>Week 11-12: Students are able to manage travel procedures, as well as lead, and manage tour participants</p> <p>Week 13: Students are able to identify, manage, resolve, and report complaints of tour participants</p> <p>Week 14-15: Students are able to manage activity reports and tour financial reports</p> <p>Week 16: Final Exam implementation</p>				

<b>4</b>	<p><b>Teaching methods</b></p> <ol style="list-style-type: none"> <li>1. Demonstration method: The lecturer demonstrates the teaching material that will be taught to students, for example, the way to recite Hanyu Pinyin.</li> <li>2. Role Play and Simulation: Lecturers invite students to engage in simple conversations with various themes being studied.</li> <li>3. Discovery Learning: With this method, students can train and develop their critical thinking skills so that they can deal with and find solutions to problems based on the material that has been studied.</li> <li>4. Contextual Learning: Lecturers relate subject material to everyday life context so that students have knowledge that can be flexibly applied from one context to another.</li> <li>5. Collaborative Learning: Lecturers instruct students to form groups, then students can exchange ideas to discuss material that they find difficult to understand.</li> <li>6. Assignment-based learning method (project): Students are expected to be more active in working on or completing the assigned tasks within the allotted time.</li> </ol>						
<b>5</b>	<p><b>Assessment methods</b></p> <p>The test/evaluation method is carried out through structured assignments, quizzes, a Midterm Exam (UTS), a Final Exam (UAS), and class participation. The final grade in this course is obtained through the formula or calculation below.</p> <p><b>NA = 0.10 P + 0.15 K + 0.20 TS + 0.25 UTS + 0.30 UAS</b></p> <p><b>Notes:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">NA = Final Grade</td> <td style="width: 50%;">TS = Structured Tasks</td> </tr> <tr> <td>P = Practicum</td> <td>UTS = Midterm Exam</td> </tr> <tr> <td>K = Quiz</td> <td>UAS = Final Exam</td> </tr> </table>	NA = Final Grade	TS = Structured Tasks	P = Practicum	UTS = Midterm Exam	K = Quiz	UAS = Final Exam
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<b>6</b>	<b>This module is used in the following degree programmes as well: (No)</b>						
<b>7</b>	<b>Person in charge for module: -</b>						
<b>8</b>	<p><b>Other information:</b></p> <ol style="list-style-type: none"> <li>1. SKKNI for the Tourism Sector in the Field of Tour Guide Services and Tour Leaders Number Kep.55/MEN/III/2009</li> </ol>						

**Appendix 1. Assessment of Achieved Intended Learning Outcomes**

Meeting	ILO	CLO	LLO	Indicator	Form of Assessment	Weight (%)	LLO Weight (%)
1-4	ILO-1	CLO-1	LLO-1	1	Midterm Exam	9	20
	ILO-2	CLO-2	LLO-2	2	Task	4	
	ILO-3			3	Quiz	7	
	ILO-7			4			
	ILO-8						
5-6	ILO-1	CLO-1	LLO-1	3	Class participation	7.5	25
	ILO-2	CLO-2	LLO-2	4	Team-based Project	7.5	
	ILO-3				Midterm Exam	6	
	ILO-7				Task	1	
	ILO-8				Quiz	3	
7	ILO-1	CLO-1	LLO-3	5	Quiz	0	0
	ILO-2	CLO-2	LLO-4	6			
	ILO-3						
	ILO-7						
	ILO-8						
8	<b>Midterm Exam (UTS)</b>						
9-13	ILO-1	CLO-1	LLO-5	9	Task	5	15
	ILO-2	CLO-2	LLO-6	10	Quiz	10	
	ILO-3			11			
	ILO-7			12			
	ILO-8			13			
14	ILO-1	CLO-1	LLO-7	14	Final Exam	2.5	2.5
	ILO-2	CLO-2		15			
	ILO-3						
	ILO-7						
	ILO-8						
15	ILO-1	CLO-1	LLO 1-7	1-15	Class participation	17.5	37.5
	ILO-2	CLO-2			Team-based Project	17.5	
	ILO-3				Final Exam	2.5	
	ILO-7						
	ILO-8						
16	<b>Final Exam (UAS)</b>						
<b>Total percentage (%)</b>						100	100