Module/ Course Title: Chinese Tour Guide					
Module /Course code SBC62136	**Student workload** 79.33 hours	**Credits (ECTS)** 2/2.88	**Semester** 1st	**Frequency** Every Year (August)	**duration** 1 semester(s)

1	**Types of courses** Lectures	**Contact hours** 46.66 hours	**Independent study** 56 hours	**Class size** 30

2	**Prerequisites for participation** -

3	**Course Description:** 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. **ILO:** ILO 1 Students are able to identify and apply spoken and written communication techniques (Chinese) equivalent to intermediate level (HSK 4 and HSKK); ILO 3 Students are able to analyse and demonstrate aspects of Chinese language (applied linguistics), literature, and culture (history) to solve problems in society; ILO 4 Students are able to apply theory in entrepreneurial and non-entrepreneurial activities in the fields of language, tourism, and business and offices ILO 5 Students are able to communicate and contribute to international cross-cultural cooperation ILO 8 Students are able to demonstrate, maintain, and develop quality performance independently or in groups 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 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 **Course Learning outcomes (CLO)** 1. CLO1 Students are able to effectively communicate and cooperate in the field of language tour guide in Chinese 2. CLO2 Students are able to apply tour travel procedures in Chinese

4	**Subject aims/ Content (Lesson Learning Outcomes/LLO)** 1. Students are able to communicate, cooperate, and resolve misunderstandings with tourists and partners from various backgrounds 2. Students are able to follow, carry out, identify, and report violations of Health, Safety, and Security (HSS) Procedures in the workplace 3. Students are able to anticipate, identify, and handle emergencies 4. Students are able to find information and update knowledge about culture and tourism 5. Students are able to study and prepare complete travel documents, tour participant arrangements, and operational costs 6. Students are able to manage travel procedures, as well as lead, and manage tour participants 7. Students are able to identify, manage, resolve, and report complaints of tour participants 8. Students are able to manage activity reports and tour financial reports **Course content** Week 1-2: Students are able to communicate, cooperate, and resolve misunderstandings with tourists and partners from various backgrounds 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 Week 5-6: Students are able to find information and update knowledge about culture and tourism Week 7: Students are able to study and prepare complete travel documents, tour participant arrangements, and operational costs Week 8: Midterm Exam implementation Week 9-10: Students are able to study and prepare complete travel documents, tour participant arrangements, and operational costs Week 11-12: Students are able to manage travel procedures, as well as lead, and manage tour participants Week 13: Students are able to identify, manage, resolve, and report complaints of tour participants Week 14-15: Students are able to manage activity reports and tour financial reports Week 16: Final Exam implementation

4	**Teaching methods**
	1. Demonstration method: The lecturer demonstrates the teaching material that will be taught to students, for example, the way to recite Hanyu Pinyin.
	2. Role Play and Simulation: Lecturers invite students to engage in simple conversations with various themes being studied.
	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.
	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.
	5. Collaborative Learning: Lecturers instruct students to form groups, then students can exchange ideas to discuss material that they find difficult to understand.
	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.
5	**Assessment methods**
	The test/evaluation method is carried out through structured assignments, Project, giving quizzes, Midterm Examinations, and Final Semester Examinations (UAS and participation in class. The final grade in this lecture is obtained through the formula or calculation below.

5 **Assessment methods**

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NA = 0, 30P + 0,20 PRJ+ 0,10 K + 0,10 S + 0,15 UTS + 0,15 UAS

Note

NA = Final Score   T = Task

PRJ = Project

P = Participation   UTS = Midterm Examination
K = Quiz   UAS = Final Examination

1. Class Participation
   In order to maximize the learning opportunities in this course, students are not only required to be present for all class sessions, having completed all necessary readings but they are also expected to interact with peers based on the topic of discussion

2. Assignment/Tas
   As exercises for each unit are integrated, the students must complete the exercises, submit and discuss them. The score will be provided based on the answer key for the exercises.

3. Quiz
   Quiz enables students to identify gaps in knowledge, or in other words, to identify how well the students know the concept of discourse and the analysis. It is thus important for the students to take Quiz 1 along the semester. The score will be provided based on the answer key for the quizzes.

4. Midterm Exam
   This test may motivate students to look through and revise the previously learnt results in the material that has been given. As such, taking exams motivates the students to look for study tips and improve their studying skills, while also helping them develop self- discipline and self-organization. The score will be provided based on the answer key for the test.

5. Final Exam
   This test may motivate students to look through and revise the previously learnt results in the material that has been given. As such, taking exams motivates the students to look for study tips and improve their studying skills, while also helping them develop self- discipline and self-organization. The score will be provided based on the answer key for the test.

6. Project
    Students successfully demonstrated a deep understanding of the concepts related to the topic. They

were able to carefully design and execute the project. Students also demonstrated good teamwork skills.

Assessment Type	Task Type	Percentage
Participation	Individual	30%
Project	Group	20%
Quiz	Individual	10%
Task	Group	10%
Midterm Examination	Individual	15%
Final Examination	Individual	15%

6	**This module is used in the following degree programmes as well: (No)**
7	**Person in charge for module**: -
8	**Other information:** 1. SKKNI for the Tourism Sector in the Field of Tour Guide Services and Tour Leaders Number Kep.55/MEN/III/2009

Appendix 1. Assessment of Achieved Intended Learning Outcomes

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