

ESKISEHIR OSMANGAZI UNIVERSITY
TOURISM FACULTY
LEARNING OUTCOMES AS PART OF NATIONAL QUALIFICATIONS
FRAMEWORK FOR HIGHER EDUCATION IN TURKEY

• **ORDERED**

LEARNING OUTCOMES	
LO-1	To understand the terms and concepts this related with tourism and hotel management.
LO-2	To instruct the other people about tourism.
LO-3	To be able to plan the process of investment of a new established tourism company
LO-4	To be able to manage companies to be established in the areas of tourism.
LO-5	To understand local, national and international dimension of management in tourism administration.
LO-6	To have the knowledge of using and evaluating the tools that can analyze a tourism company with its internal and external environment
LO-7	To be able to take responsibility and find solutions to unpredictable and complex problems in tourism companies.
LO-8	To evaluate the concepts, ideas and data by using scientific methods.
LO-9	To be able to use information and communication technologies with computer at a level which tourism sector requires.
LO-10	To understand the sectorel conditions at a level they can cope with the constant fluctuations depending on the flexible demands in the area of tourism management.
LO-11	To be expertise at a special area of a tourism company (the services of front office, housekeeping, sales and marketing etc.)and hotel management.
LO-12	To understand the macro specialty of tourism plan and strategies.
LO-13	To be able to research scientific knowledge about tourism and hotel management.
LO-14	To be able to understand and comment the new trends about tourism industry.
LO-15	To have sufficient knowledge and consciousness of the subjects concerning society (the protection of natural and cultural environment)
LO-16	To define the source of the problems in the field by using critical thinking.
LO-17	To have verbal and written communication skills in Turkish base on tourism sector.
LO-18	To have verbal and written communication skills in at least one, by choice two foreign languages.
LO-19	To be able to communicate by empathy with the managers of companies, customers and employees.
LO-20	To understand a business administration strategically, tactically or operationally.

• **CLASSIFIED**

COMPETENCY		PROGRAM LEARNING OUTCOMES
Knowledge	-Theoretical -Practice	<ul style="list-style-type: none"> To understand the terms and concepts this related with tourism and hotel management. To be able to research scientific knowledge about tourism and hotel management. To have the knowledge of using and evaluating the tools that can analyze a tourism company with its internal and external environment To understand the macro specialty of tourism plan and strategies. To understand local, national and international dimension of management in tourism administration.
Skills	-Conceptual -Cognitive	<ul style="list-style-type: none"> To be able to plan the process of investment of a new established tourism company To evaluate the concepts, ideas and data by using scientific methods. To be able to understand and comment the new trends about tourism industry. To understand the sectorel conditions at a level they can cope with the constant fluctuations depending on the flexible demands in the area of tourism management. To be able to manage companies to be established in the areas of tourism.
Competencies	Competency for Working Independent and Taking Responsibility	<ul style="list-style-type: none"> To be able to take responsibility and find solutions to unpredictable and complex problems in tourism companies.
	Learning Competency	<ul style="list-style-type: none"> To define the source of the problems in the field by using critical thinking. To understand a business administration strategically, tactically or operationally. To be expertise at a special area of a tourism company (the services of front office, housekeeping, sales and marketing etc.) and hotel management
	Communicational and Social Competency	<ul style="list-style-type: none"> To be able to use information and communication technologies with computer at a level which tourism sector requires. To have verbal and written communication skills in Turkish base on tourism sector. To have verbal and written communication skills in at least one, by choice two foreign languages. To instruct the other people about tourism. To be able to communicate by empathy with the managers of companies, customers and employees.

	Field Specific Competency	<ul style="list-style-type: none"> To have sufficient knowledge and consciousness of the subjects concerning society (the protection of natural and cultural environment)
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• **COMPARATIVE**

Knowledge	-Theoretical -Practical	PROGRAM LEARNING OUTCOMES		NQF- HETR	FSC	
		To understand basic concepts and knowledge related to tourism management.	1	1		
		To possess the competency and scientific research knowledge in the area of tourism management.	1	1		
		To use the tools for analyzing internal and external environment of a tourism business.	1	1,3		
		To comprehend tourism plans and policies from macro perspectives.	1	1,2,3,4		
		To comprehend local, national and international aspects of tourism businesses.	1	1,2,3,4		
		NATIONAL QUALIFICATIONS FRAMEWORK FOR HIGHER EDUCATION IN TURKEY (NQF-HETR)	FIELD SPECIFIC COMPETENCE (FSC)			
		1. Possess basic conceptual and practical knowledge supported with current publications related to specific field, equipments and other sources on the basis of qualifications at secondary level education.	1. To have knowledge about the concepts, phenomenons and principles related to the field. 2. To have knowledge legislative regulations, occupational standarts and implications related to the field. 3. To have knowledge about internal and external factors organizations in the field. 4. To have knowledge about rendering of services and processes in the field.			
Skills	-Conceptual -Cognitive	PROGRAM LEARNING OUTOMES		NQF- HETR	FSC	
		Acquire skills related to the investment stage of the new company to be established in the tourism sector.	1,2	1,2,4,		
		To evaluate concepts, ideas and information in the field of tourism management with scientific	1,2	1,2,3		

		method.		
		To understand trends related to the tourism sector and gain ability to interpret them.	1,2	1,2,3,6
		To cope with the constant fluctuation depending on the demand in tourism management with recognizing the sectoral level conditions.	1,2	1,2,3,4
		To manage a business in tourism sector.	1,2	1,2,3,4,5,6
		NATIONAL QUALIFICATIONS FRAMEWORK FOR HIGHER EDUCATION IN TURKEY (NQF-HETR)	FIELD SPECIFIC COMPETENCE (FSC)	
		<ol style="list-style-type: none"> To gain the skills to use the theoretical and applied knowledge about tourism in the same field or in a next level of education. To be able to use tourism knowledge along with the knowledge from different disciplines in order to interpret and evaluate data, identify problems and offering solutions. 	<ol style="list-style-type: none"> To use the knowledge about the field in business life. To follow the current changes around the internal and external area of business, make rational analysis and make decisions. To rendering services towards customer needs and wants, evaluate, develop and generate solutions. Identify the problematics and develop solutions and presents. To gain ability to use equipments in the field and know the technological developments. To make self-evaluation and induce from practical implications. 	
Competencies	Competency for Working Independent and Taking Responsibility	PROGRAM LEARNING OUTCOMES	NQF-HETR	FSC
		To take responsibility and generate solutions for the unpredicted implementation problems.	2	2
		NATIONAL QUALIFICATIONS FRAMEWORK FOR HIGHER EDUCATION IN TURKEY	FIELD SPECIFIC COMPETENCE (FSC)	

		(NQF-HETR)			
		<ol style="list-style-type: none"> 1. Conducting a tourism related study independently. 2. Developing strategical approaches and producing solutions for unpredicted implementation problems in tourism field. 3. Enhance qualifications and skills of people work with and manage them in a project taking their responsibilities. 	<ol style="list-style-type: none"> 1. To work independently performing the jobs. 2. Take responsibility and works as a group member. 3. To manage the technical and occupational operations in unpredicted situations. 4. To follow the current changes and use them in occupational life. 5. Enhance qualifications and skills of people work with and evaluate their performance in equitably. 		
	Learning Competency	PROGRAM LEARNING OUTCOMES		NQF-HETR	FSC
		Identify current problems sources with critical thinking perspective.		1,3	1
		Comprehend strategical, tactical and operational dimensions in tourism businesses.		1,2,3	1
		Specialize in an area of tourism management (front office, housekeeping, sales and marketing, etc.)		1,2,3	1
		NATIONAL QUALIFICATIONS FRAMEWORK FOR HIGHER EDUCATION IN TURKEY (NQF-HETR)		FIELD SPECIFIC COMPETENCE (FSC)	
		<ol style="list-style-type: none"> 1. Evaluate critically and identify learning requirements with basic level of knowledge and skills gained in the field study. 2. To gain the skills to use the theoretical and applied knowledge about tourism in the same field or in a next level of education. 3. To gain conscious about life-long learning. 	<ol style="list-style-type: none"> 1. To gain conscious about life-long learning necessity. 2. To use current technics in technology and use them in technical way. 		
	Communica	PROGRAM LEARNING OUTCOMES		NQF-	FSC

	tional and Social Competency		HETR	
		To use information and communication technologies in the required level in tourism businesses.	1,2,4	1,3
		To gain ability to use written and oral effective communication skills in Turkish.	1,2	1
		To have written and oral communication skills at least in two foreign languages.	1,3	1,4
		To gain ability to instruct the other people about tourism management related subjects.	1,2	1,2
		To gain effective communication skills with people in tourism business (managers, customers and employees).	1,2	1
		NATIONAL QUALIFICATIONS FRAMEWORK FOR HIGHER EDUCATION IN TURKEY (NQF-HETR)	FIELD SPECIFIC COMPETENCE (FSC)	
		<ol style="list-style-type: none"> 1. Communicate effectively in written and oral form and convey the ideas and knowledge related to the field. 2. Inform professional and non-professional audiences about tourism-related issues, and communicate their thoughts, problems and solutions in written and oral form. 3. Competence in using at least a foreign language in European Language Portfolio Level B1 (at least to survey the knowledge in the field and communicate with others) 4. Competence in using information and communication technologies at least as European Computer Using Licence Basic Level. 	<ol style="list-style-type: none"> 1. Communicate effective both interpersonal and intercultural. 2. Prepares reports related to the field, provides discussion and analysis to experts or people without the area. 3. To use information and communication technologies at least as European Computer Using Licence Basic Level. 4. To use at least a foreign language in European Language Portfolio Level B1 in related with tourism sector. 	

		PROGRAM LEARNING OUTCOMES	NQF-HETR	FSC
		To have required knowledge and conscious with the subjects affecting society in tourism sector (e.g. protecting natural and cultural environment)	2	3,5,7
		NATIONAL QUALIFICATIONS FRAMEWORK FOR HIGHER EDUCATION IN TURKEY (NQF-HETR)	FIELD SPECIFIC COMPETENCE (FSC)	
	Field Specific Competency	<ol style="list-style-type: none"> 1. Collection of data related to the field, implementing and publicizing the results with social, scientific, cultural and ethical values. 2. To have sufficient awareness of universality of social rights, social justice, quality and environmental protection, cultural values and occupational health and safety issues. 	<ol style="list-style-type: none"> 1. To make health, safety and risk assessment regularly in the field. 2. To perform the jobs with legal and professional standards. 3. Have sufficient awareness of the privacy and confidentiality of the private life of the person who submitted service. 4. Acts in accordance with social, natural and environmental aspects in the process of constituting knowledge and experience about tourism. 5. To be attentive to personal care, hygiene, clothing and appearance required in the field. 6. To be sensitive to the differences between people and cultures, show tolerance and respect. 	