

Leisure and Tourism Management - Higher National Diploma (HND)

Curriculum and Course Specifications

NOVEMBER 2004

NATIONAL BOARD FOR TECHNICAL EDUCATION

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GENERAL INFORMATION

PROGRAMME GOAL:

This programme is designed to produce management and technical man-power capable of assuming managerial and executive responsibilities in planning, managing and promoting leisure and tourism activities, such as travel and tours, in door and out door activities for leisure and recreation, education and business.

OBJECTIVES

At the end of the course, the diplomate should be able to carry out the following tasks:-

1. Organise tourism surveys and prepare reports and forecasts on leisure and tourism in a locality.
2. Organize indoor and outdoor functions such as tours, excursions, events and other forms of group engagements, both for leisure and business tourism
3. Organise and manage travel agencies and related organisations.
4. Organise fairs and other marketing events to promote tourism and trade.
5. Perform line management activities in leisure and tourism businesses such as Hotels, Holiday Resorts, safari camps and other related establishments in a profitable manner.

CURRICULUM TABLE

HIGHER NATIONAL DIPLOMA IN LEISURE AND TOURISM MANAGEMENT.

YEAR 1 SEMESTER 1

COURSE CODE	COURSE TITLE	L	P	TOTAL	PRE-REQUISITE
LTM 311	Leisure and Tourism Impacts	2	1	3	LTM 111
LTM 312	Recreation and Park Management I	2	1	3	LTM 113
LTM 313	Catering operation	2	2	4	
HMT 313	Accommodation management I	2	3	5	
BAM 214	Business Law	2	1	3	
BAM 314	Human capital management	2	1	3	
OTM 315	Business Communication I	2	2	4	
LTM 314	Business travel and Tourism	2	0	2	
HMT 316	Technical French I	1	2	3	
OTM 323	ICT Office Applications	1	3	4	
	TOTAL	18	16	34	

HMT See Hospitality Management syllabus (HND), BAM See Business Administration syllabus (HND), GNS See General Studies syllabus.

YEAR I SEMESTER II

COURSE CODE	COURSE TITLE	L	P	TOTAL	PRE-REQUISITE
LTM 321	Leisure and Tourism Planning	2	1	3	LTM 311
LTM 322	Recreation and Park Management II	2	2	4	LTM 312
LTM 323	Arts and Culture Studies	2	3	5	LTM 222
LTM 324	Air-fares and Ticketing III	2	3	5	LTM 224
LTM 325	Legal Aspects of Tourism	2	-	2	
LTM 326	Management Accounting I	2	2	4	
LTM 327	Social Psychology	2	1	3	
HMT 323	Property Management	2	2	4	
HMT 326	Technical French II	1	2	3	
	TOTAL	17	16	33	

GNS - See General Studies Syllabus, HMT - See Hospitality Management Syllabus.

YEAR II SEMESTER I

COURSE CODE	COURSE TITLE	L	P	TOTAL	PRE-REQUISITE
LTM 411	Leisure and Tourism Development	3	-	3	LTM 321
LTM 413	Tourism Operations	4	-	4	
LTM 414	Transportation and Tourism	2	4	6	
LTM 415	Statistics and Research Methodology	1	1	2	
LTM 416	Field Studies	-	6	6	
OTM 412	Business Communication II	2	2	4	
OTM 413	Database Management Systems	1	3	4	
	TOTAL	13	16	29	

YEAR 1I SEMESTER 1I

COURSE CODE	COURSE TITLE	L	P	TOTAL	PRE-REQUISITE
LTM 421	Economics of Tourism	3	-	3	
LTM 422	Marketing for Tourism	2	2	4	
LTM 423	Tourism Operation Management	4	-	4	
LTM 425	Small Business Management	2	2	4	
LTM 426	Project	-	6	6	
LTM 427	Sociology of Tourism	2	1	3	
OTM 425	Advanced Web Page Design	1	3	4	
	TOTAL	14	14	28	

YEAR 1 SEMESTER 1

Course: Leisure and Tourism Impact

Department/Programme: Higher National Diploma Leisure and Tourism Management			
Course: LEISURE AND TOURISM IMPACT	Course Code: LTM 311	Credit Hours:	3 HOURS
Year: Semester:	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	1 hours/week
GENERAL OBJECTIVE			
On completion of this course the student should be able to:			
1.0 Understand the environment Impact of Tourism			
2.0 Know the objectives of environmental conservation			
3.0 Understand the ecological basis for environmental conservation			
4.0 Understand man's relationship with his environment			
5.0 Understand the effect of would human population growth on the environment			
6.0 Know the affect of human pressure on the environment			
7.0 Know natural sources of energy			
8.0 Understand the economic Impacts of tourism			
9.0 Understand the impacts of tourism on culture and committee.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
GENERAL OBJECTIVE: 1.0 Understand the environmental impact of tourism						
1	1.1 Know the importance of environment to tourism. 1.2 Outline the ways in which tourism and the environment can be of mutual benefit. 1.3 Know the ways by which tomorrow can harm the environment.	Explain the fragile nature of the environment	Books and journals			
2	1.4 Know the importance of good planning and management to environmental stability.	Justify the need for environmental management to ensure conservation of resources.	Photographs of forest resources and wildlife in a well managed environment			
GENERAL OBJECTIVE: 2.0 Know the objectives of environmental conservation						
3	2.1 Define environmental conservation 2.2 List and explain the objectives of environmental conservation to tourism development: <ul style="list-style-type: none"> • Minimize the risks to the environment • Understand the interaction between nature and humanity 2.3 Explain the concepts of eco-system and biotic communities and link such to tourism development in Nigeria 2.4 Differentiate between the physical and biotic environment	Lecture students with good illustrations - Cite good typical examples in Nigeria and compare such with other notable sites abroad Explain should be made with sampling the resources while in the field or sites	Textbooks, Journals Slides and video Materials on environmental issues Site trips be Inver fuller for practical knowledge and exposure			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
4	<p>2.5 Explain with examples as they relate to tourism inessential natural resources</p> <ul style="list-style-type: none"> • Non renewable natural resources • Recyclable natural resources • Renewable natural resources 	Organize field trip to this different sites	Binoculars Vehicles Four wheel drive			
GENERAL OBJECTIVE: 3.0 Understand the ecological basis for environmental conservation						
5	<p>3.1 Draw and explain a simple ecological energy flow chart or diagram</p> <p>3.2 Identify the resources of minerals nutrients in the Nigeria environment e.g: Air-Hydrogen, Oxygen, Carbon dioxide, etc Soil-Phosphorus, calcium, iron etc</p> <p>3.3 Explain the importance of nutrients in the environment to the biotic community</p>	Lecture students with illustration	Textbooks, Journals Charts/diagrams Slides, video materials on ecological and environmental conservation issues			Vehicle
6	<p>3.4 Describe the role of living organisms in soil format:</p> <ul style="list-style-type: none"> • Provision of soil nutrients • Soil structure • Soil texture • Soil pit etc 	<p>Lecture with exhibition of samples where necessary at site</p> <p>Lecture with illustration and emphasis to areas identified within the locality</p> <p>Visit to site for practical illustration can be carried out</p>	Samples of soil be used to illustrate/show the soil nutrients	<p>Impact an industrial environment.</p> <p>Assess effect on environment by effluence discharges good and liquid</p>	<p>Explain to students solid and liquid waster.</p> <p>Explain how industrial wastes can damage the environment</p>	

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	<p>And relate how they can influence tourism development in Nigeria citing good examples</p> <p>3.5 List and explain ways of nutrient loss in the soil possibly due to exploitations for tourism purposes, e.g. leaching through;</p> <ul style="list-style-type: none"> • Oxidation • Water erosion • Wind erosion etc <p>3.6 List and describe factors affecting soil erosion:</p> <ul style="list-style-type: none"> • Slope of land • Soil texture • Vegetation etc <p>3.7 List and describe methods of checking soil erosion through;</p> <ul style="list-style-type: none"> • Mechanical methods • Content ploughing • Terracing etc • Biological methods • Cover cropping • Shelter belt etc <p>3.8 Explain the processes of biotic succession</p>					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
7	3.9 Identify the living organisms involved in the various stages of biotic successions 3.10 List and explain factors limiting population growth:- (i) Physical factors: <ul style="list-style-type: none"> • Climate • Nutrient availability; • Water availability; • Drought; etc • Biological factors • Competition • Predation; • Parasite • Diseases etc 					
GENERAL OBJECTIVE: 4.0 Understand man's relationships with his environment.						
8	4.1 Trace history and effect of man's activities on environment; <ol style="list-style-type: none"> 1) Hunting and gathering of food stage; 2) Shifting cultivation; 3) Nomadic pastoralism; 4) Intensive agriculture; 5) Urbanizations and industrialization 6) Exploration of space; 	Lecture with emphasis on core study areas in Nigeria etc	Textbooks Slides Video materials Site visits within the locality			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives: 5.0 Understand the effect of world human population growth on the environment.						
9	<p>5.1 List and explain the three Malthusian propositions on population growth</p> <p>5.2 List and explain the factors that affect the rate of population growth:-</p> <p>Biotic potentials of the populations, e.g:</p> <ul style="list-style-type: none"> (i) Genetic factor (ii) Environmental resistance e.g. food availability, disease, competition. <p>5.3 Compare the primitive agricultural society of Nigeria with the industrialized society with regards to:</p> <ul style="list-style-type: none"> a) Birth rate b) Number of family size c) Control of morality d) Marriage <p>5.4 List and explain methods of controlling human size;-</p> <ul style="list-style-type: none"> (i) Emigration (ii) Infanticide (iii) Abortion (iv) Celibacy 	<p>Lecture with discussions/analysis on selected care study areas within locality, nation etc.</p> <p>Lecture with emphasis on typical care studies, discussions/analysis</p>	<p>Text materials Video clips etc</p> <p>Text and audio visual materials</p>			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives: 6.0 Know the effect of human pressure on the environment.						
10	<p>6.1 List and describe the effect of human pressure on the environment eg:-</p> <p>(i) Effluents:-</p> <ul style="list-style-type: none"> - Industrial wastes - Chemical pollutants <p>(ii) Pesticides:-</p> <ul style="list-style-type: none"> - Herbicide - Tapping of natural resources <p>(iii) Falling of trees etc</p> <p>6.2 List and describe methods of conducting environmental pollution: eg.</p> <p>i) Environmental monitoring</p> <p>ii) Routine tests of air, oil and water for pollutions e.g.</p> <ul style="list-style-type: none"> - Legislation - Prosecution - Public education - Industrial waste treatment 	<p>Illustration given with typical case</p> <p>Studies from within Nigeria etc</p>	<p>Text and audio visual material</p> <p>Site visits where necessary may be undertaken</p>	<p>Identify various tree seedlings in an horticultural garden</p>	<p>Explain to students types of trees and flowers suitable for environmental enhancement.</p>	<p>Vehicle</p>

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
11	<p>6.3 Describe the role of human activities in drought and desert formation eg:-</p> <ul style="list-style-type: none"> - Overgrazing - Felling of trees etc. <p>6.4 Outline methods of control of desert spread:-</p> <ul style="list-style-type: none"> i) Natural/recovery by removing human pressure on land; ii) Rehabilitation; iii) Tree planting, shelter belts; iv) Irrigation; v) Change in land use pattern; 	Case studies where necessary	Audio visual and text materials			
GENERAL OBJECTIVE: 7.0 Know natural sources of energy.						
12	<p>7.1 List and describe natural sources of energy eg;</p> <ul style="list-style-type: none"> • Solar • Wind Fossil • Vegetation • Water etc <p>7.2 Outline methods of tapping and conserving the energy from the sources listed in 6.1 above</p>	Sample materials where necessary for better comprehension	Text and visual materials	Plant trees and flowers in the environment and monitor it to appreciable maturity.	Encourage students to wet flowers and plants.	Water, flower bucket Manure

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
GENERAL OBJECTIVE: 8.0 Understand the economic impacts of Tourism						
13	8.1 Understand the necessity of Investment in new tourists destinations. 8.2 Know the costs of tourism 8.3 Appreciate the benefits of a well developed tourism sector to the economy of a state or region.	Lecture students on cost areas. Showing numerical values of developmental needs.	Books and journals			
GENERAL OBJECTIVE: 8.0 Understand the economic impacts of Tourism						
14	8.4 Know the effects of International tourism on a country's balance of payment. 8.5 Appreciate contribution of tourism in generating employment. 8.6 Know how gains from tourism may be lost to other countries or region.	Calculate foreign exchange earnings from tourism by a country with a well development tomorrow industry for students to see. Explain leakages and linkages as it applies to tourism benefits.	Budgetary Reports from Central Bank of Nigeria.			
GENERAL OBJECTIVE: 9.0 Understand the Impact of Tourism on culture and communities.						
15	9.1 Appreciate the cultural differences which can exist between tourists and host communities. 9.2 Understand possible reaction by host community to foreign tourists. 9.3 Know how tourism can influence the culture of host population. 9.4 Know the extent to which tourism can lead to mutual understanding between hosts and tourists.	Explain cultural differences that may exist between the visitors and the visited. Illustrate cultural differences with local examples, Hausa, Yoruba, Ibo, Ijaw, Tiv, etc.	Books and journals	Design a cultural map of Nigeria	Show students how cultures vary in many parts of the world; and in the country. Present sample cultural maps of other countries	- - Maps

Course: Recreation and Park Management I

Department/Programme: HIGHER NATIONAL DIPLOMA IN LEISURE AND TOURISM MANAGEMENT			
Course: Recreation and Park Management I	Course Code: LTM 312	Credit Hours:	3 HOURS
Year: III Semester: I	Pre-requisite:	Theoretical: Practical:	2 hours/week 1 hours/week

Goal: this course design to give the student proficiency in the used of creational resources and leisure time for tourism purposes.

GENERAL OBJECTIVE:

On completion of this course the Diplomate should be able to:

- 1.0 Know the different types of indoor and outdoor recreation resources in tourism
- 2.0 Understand the role of management in the development of recreational resources.
- 3.0 Understand the requisite skills needed for developing recreational resources.
- 4.0 Understand the process of formulation
- 5.0 Know how to preserve recreational environment
- 6.0 Know the value and significance of using analytical economic models suitable for decision making in recreation resource management.
- 7.0 Understand the role and significance of wildlife in tourism development
- 8.0 Understand the requisite skills of carrying out evaluation exercise to establish a national park.
- 9.0 Understand the role of administration in a park
- 10.0 Understand the procedure of managing tourist traffic in a park
- 11.0 Understand the need for additional recreational amenities and the value and need for habitat conservation and improvement.

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0 Know the different types of indoor and outdoor recreation resources in Tourism.						
1	1.1 Define recreation 1.2 List recreational resources 1.3 Explain different types of outdoor and indoor recreational resources	Explain the different trends in recreation	Tourism: Principles, Practices and Philosophies by McIntosh	Explain the assessment strategy	Give assignments to students and grade such assignments	
2	1.4 Explain the significance of recreation in tourism development 1.5 Discuss modern trends in recreational tourism	Explain the relation between recreation, leisure and tourism				
General Objective 2: Understand the role of management in the development of recreational resources.						
3	2.1 Explain the planning principles aimed at recreational activities 2.2 Explain management processes in recreational resource development.	Introduce planning principles for recreational activities development and management	Textbook and lecture notes OHTs	Undertake an audit of recreational resources	Guide students in undertaking the audit of a specified destination	Flipchart and coloured pens same
4	2.3 Explain the organizational principles involved in recreational resource development 2.4 Explain the organizational process aimed at resource development	SWOT analysis		Apply the SWOT to a selected destination	Guide student in undertaking a SWOT analysis	
General Objective 3.0 Understand the requisite skills needed for developing recreational resources						
5	3.1 Explain the recreational development strategies 3.2 Explain the methods of executing the development strategies	Introduce the skills for recreation Explain the PEST analysis	Textbook and lecture notes OHTs	Apply PEST analysis to a selected location Prepare handout	Guide student in undertaking a PEST analysis	.FLIPCHART AND PENS

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4: Understand the process of formulation						
6	4.1 Explain the principles guiding the formulation of recreational resource policy 4.2 Explain the processes involved	Outline principles of policy formulation.	Textbook and lecture notes OHTs	Assess a given policy Prepare handout	Guide student in the assessment of a given policy (i.e. another African country or a specific Nigerian region approach)	Handout, flipchart and pens
General Objective 5: Know how to preserve recreational environment.						
7	5.1 Explain the factors necessary for preserving recreational environment 5.2 Explain the methods of preserving recreational environment	Discuss preservation of recreation environment.	Textbook and lecture notes OHTs	Understand carrying capacity Prepare handout	Evaluation of carrying capacity measure adopted in given context	Handout on carrying capacity flipchart and pens
General Objective 6: Know the value and significance of using analytical economic models suitable for decision making in recreation resource management.						
8	6.1 Explain the role of economic models 6.2 Describe the following economic models: a) Site specific economic models b) Population specific economic models c) Market specific economic models	Introduce economic models for decision making in recreation management.	Textbook and lecture notes OHT	Application of economic models to specific case study Prepare handout	Guide group of students in the exercise	

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 7.0: Understand the role and relationship significance of wildlife in tourism development.						
9	7.1 Explain the relationship/significance of wildlife in tourism development 7.2 Explain the contribution of national parks and game reserves to the growth and development of tourism	Indicate the significance of wildlife in tourism	Textbook and lecture notes OHTs	Assess the value of consumptive and non-consumptive leisure uses of wildlife	Guide students in the assessment	
General Objective 8.0: Understand the requisite skills of carrying out resource evaluation exercise to establish a national park.						
10	<u><i>This session will be practical and based on a one day visit to a national park</i></u>	Illustrate the evaluation process		8.1 Explain the principles of carrying out resource evaluation 8.2 Explain the process of carrying out such evaluation exercise	Guide students during field work	vehicle
General Objective 9.0: Understand the role of administration in a park.						
11	9.1 Explain the role of an administrator 9.2 Explain the method of park administration 9.3 Explain the problems encountered in park management	Discuss park administration Exercise based on visit to the National park	Flipchart and pens	Case study assessment Prepare handout for students	Case study discussion	
General Objective 10.0: Understand the procedure of managing tourist traffic in a park.						
12	10.1 Explain information facilities that should be available to tourists 10.2 Describe in details, protection facilities necessary for the parks	Explain information facilities that should be available Explain protection facilities necessary for the parks	Text books.	Identification of key services to be offered within a Tourist information point.	Seminar presentation: Tourism information point. Focus on key services	

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
13	10.3 Explain the procedure of ensuring adequate, reliable, safe tourist transportation for park viewing	Describe the procedure of ensuring adequate reliable, safe tourist transportation for park viewing.				
General Objective 11.0: Understand the need for additional recreational amenities and the value and need for habitat conservation and improvement						
14	11.1 Explain the need, when necessary, for additional recreational amenities 11.2 Explain the need for good habitat requirements	Appraise the need for additional recreational facilities.	Textbooks	Continue from previous session	Seminar presentation: Tourism information point (focus on environmental issues - i.e. education of visitors)	
15	11.3 Explain the principles guiding habitat conservation and improvement Revision					

Assessment:

Essay 50 %; Report on the visit to park 30 % (report on the visit to national park), 20% seminar presentations

Course: Catering Operations

Department/Programme: LEISURE AND TOURISM MANAGEMENT HIGHER NATIONAL DIPLOMA			
Course: CATERING OPERATIONS	Course Code: LTM 313	Credit Hours:	4
Year: III Semester:1	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	2 hours/week
Goal: This is design to enable the diplomate develop further skills and knowledge of hospitality industry operation and its professional ethics:			
GENERAL OBJECTIVE:			
On completion of this course the Diplomate should be able to:			
1.0 Know the scope of catering operation			
2.0 Know the importance of interpersonal skills to catering			
3.0 Know the basis kitchen equipment and foods produced with them			
4.0 Understand health safety and hygiene			
5.0 Understand menu planning and its importance to the consumer and caterer			
6.0 Know the scope of catering operations and its professional ethics			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: Know the scope of catering operation.						
1	1.1 Identify the different types of catering operation with regard to food preparation. 1.2 Explain the contribution which the hospitality industry makes to the national economy, health and well being of the community as a commercial and welfare enterprise	Differentiate the different types of catering operation with regards to food preparation	Textbooks, Journals			
2	1.3 Describe the structure and organization of different types of catering operations 1.4 Outline the professional attitudes of a caterer including an understanding of consumers needs and demands 1.5 Outline the employment and economic opportunities in catering industry.	Discuss the contribution which the hospitality industry makes to the economy, health and well being of the community as a commercial, welfare enterprise. Discuss the structure and organisation of different attitudes of a caterer including an understanding of consumer's needs and demand. List the employment opportunities in catering industry				
General Objective 2.0 Know the importance of interpersonal skills to catering.						
3	2.1 Explain the importance of appearance, courtesy, fact, patience and a pleasant manner when in contact with customers and colleagues. 2.2 Explain the necessity for sensitivity to people with different values and expectations in catering	Discuss importance of appearance, courtesy etc Discuss the necessity for sensitivity to people with different values and expectations in catering	Textbooks Journals	Identify the types of cooking equipment and utensils.	Guide students while in the kitchen	Equipment samples

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
4	2.3 Explain the importance of teams work in catering	Discuss importance of teamwork in catering	"	Clean catering equipment and utensils		
	2.4 Explain the need for effective communication and procedures within a catering organization	Discuss the need for effective communication and procedures within a catering organisation				
5	2.5 Describe organization and attendance to the handling of orders	Explain organisation and attendance to the handling of orders.	"			
	2.6 Explain the procedure for dealing with customers requests and complaints	Discuss procedure for dealing with customer's requests and complaints.				
General Objective 3.0 Know basic kitchen equipment and tools.						
6	3.1 Identify the types of cooking equipment and utensils	List types of cooking equipment and utensils	Textbooks, Journals			
	3.2 Explain the importance of equipment maintenance in catering services	Discuss importance of equipment maintenance.	Equipment Sample			
7	3.3 Identify parts of equipment in 3.1 above	State parts of equipment in 3.1 above.				
	3.4 Identify courses of faults and malfunction in various catering equipment	Recognise courses of fault and malfunction in various catering equipment.				
	3.5 Clean catering equipment and utensils applying the correct procedure	Supervise students while cleaning				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4: Understand health safety and hygiene.						
8	4.1 Explain the importance of personal hygiene in the prevention of the spread of germs through the care of skin, hair, hands, feet and teeth 4.2 Explain the importance of surplus cleanliness, correct uniform, foot bear and protective clothing in catering practice.	Discuss importance of personal hygiene Discuss importance of cleanliness, correct uniform etc.	Textbooks Journals	Use the correct cleaning agents to clean cooking and house keeping materials and equipment	Guide the students while they are cleaning	Cleaning agents, cooking equipment and house keeping equipment
9	4.3 Describe and apply the hygienic use of body cosmetic in catering 4.4 Explain company; and statutory regulations regarding the wearing of joinery in catering	Explain and apply hygienic use if body cosmetics in catering Discuss company ant statutory regulations regarding wearing of jewelleryes in catering				
10	4.5 Describe the hygienic handling of food during storage, preparation, cooking and serving 4.6 Explain the dangers associated with re-heating food	Explain hygienic handling of food during storage, preparation., cooking and serving. Discuss dangers associated with heating food.				
11	4.7 Explain the courses and methods of preventing food poisoning and the importance of compliance with food hygiene regulations 4.8 Identify common kitchen pests and their control procedures 4.9 Clean cooking and house keeping materials and equipment using correct cleaning agents	Discuss courses and methods of preventing food poisoning and the importance of compliance with food hygiene regulations. List common kitchen pests and their control procedures. Supervise students while cleaning house keeping materials and equipment				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 5: Understand menu planning and its importance to the consumer and the caterer.						
12	5.1 Describe the function and the importance of menu to the consumer and the catering establishments 5.2 Identify different types of meals (To include special functions) and their forms of service	Explain functions and importance of menu to the customer and catering establishment. Lift different type rod meals and their forms of service.	Textbooks Journals	Prepare and complete menu for a wedding birthday, naming ceremony	Guide the students while the are preparing the menu.	Ingredients cooking equipment
13	5.3 Explain the principles of menu planning and effect of bad menu planning 5.4 Compile menus in accordance with accepted principles 5.5 Identify various types of menu in season and nationality..	Discuss principles of menu planning and effect of bad menu planning Inspect menus. State various types of menu in season and their country of origin.	Sample of menu of various nationalities			
General Objective 6: Know the scope of catering operations and its professional ethics						
14	6.1 Identify the difference types of catering operations with regard to food preparation 6.2 Explain the contribution which the hospitality industry makes to the national economy, health and well being of the community as a commercial and welfare enterprise 6.3 Describe the structure and organization of catering operations	State different types of catering operation with regards to food preparation, Explain contribution which the hospitality industry makes to the national economy, health and well being of the community as a commercial and welfare enterprise	Textbooks Journals			
15	6.4 Outline the professional attitudes of a caterers including an understanding of consumer's needs and demands Revision Examination	Explain the structure and organisation of catering operations Identify the professional attitudes of a caterer including understanding of customer needs and demands.				

Assessment:

Give details of assignments to be used:
Practical 50 %; Exam 50%

Course: Accommodation Management I

Department/HND HOSPITALTY MANAGEMENT			
Course: Accommodation Management I	Course Code: HMT 313	Credit Hours:	5
Year: III Semester: 1	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	3 hours/week
GENERAL OBJECTIVES			
1.0 Understand accommodation operation within a hospitality organization.			
2.0 Know customer service			
3.0 Know the structure and features of the rooms division in hotels.			
4.0 Understand the operation of the Front Office			
5.0 Understand housekeeping operation.			
6.0 Know how to manage the accommodation operation			
7.0 Know management scenario			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives: 1.0 Understand accommodation operation within a hospitality organization						
1	<p>1.1 Define the accommodation function in hospitality i.e the provision of lodging.</p> <p>1.2 Differentiate between the different types of accommodation service providers in the industry - hotels, motels, hostels etc.</p>	<p>Explain the accommodation function in the provision of hospitality</p>	<p>Company brochures or publications of hotels</p>		<p>Give example of international and Nigerian hotel providers</p> <p>Conduct a PEST analysis ie the political, economic, social and technological factors that impact on the industry in Nigeria</p> <p>Direct the students to prepare a presentation of how a manager can supervise the front office from arrival to departure.</p>	<p>Company brochures or of hotels</p> <p>Photocopies of a summary of the PEST analysis for the global industry.</p>
2	<p>1.3 Give a brief introduction to the scope of the global industry, in particular, the hotel sector.</p> <p>1.4 Identify the factors that have led to the development of accommodation service provision in Nigeria.</p> <p>1.5 Discuss the stigma attached to the hotel profession in Nigeria.</p>	<p>Examine the different types of accommodation service providers in the industry eg. Hotels, motels, hostels, guest houses etc</p> <p>Discuss briefly the global industry and the hotel sector.</p> <p>Explain the factors that led to the development of the accommodation service providers in Nigeria.</p> <p>Discuss the stinging attached to the hotel profession in Nigeria.</p>	<p>Photocopies of a summary of the PEST analysis for the global industry</p>			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 2: Know customer service						
3	2.1 Discuss the importance of the customer in service operations with specific examples. 2.2 Identify the expectations and needs of different customers.	Discuss the importance of the costume in the service operations. Explain the importance of service quality or competitive advantages. Explain how a manager can supervise the front office from arrival to departure of guests.	Printed copies of hotel group website pages with mission statements or copies of mission statements from magazines or flyers			
4	2.3 Appreciate the importance of service quality or competitive advantages Discuss how providers achieve competitive advantage through quality service.	Discuss the expectations and needs of different guests				
General Objective 3: Know the structure and features of the rooms division in hotels						
5	3.1 Describe the organizational structure of the accommodation function in hotels I.e. rooms division. 3.2 Explain the role of each department in the rooms division of a hotel i.e. the front office and housekeeping.	Describe the organizational structure of the accommodation function in hotels eg. Rooms division. Explain the role of each department in the rooms division of a hotel ie the front office and housekeeping. provide a case study example of interdepartmental conflict that could occur between front office and housekeeping	Case study material from a relevant text		Provide a case study invites departmental conflict that office and between front office and housekeeping Organize students to work in group and draw different organizational structure for small, large medium hotels and commercial and welfare organizations	Printed copies of hotel group website pages with mission statements or copies of mission statement from magazines flyers case study

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	<p>3.3 Discuss the relationship between front office and housekeeping department.</p> <p>3.4 Identify the differences in organizational structure that exist in small, medium and large hotels.</p>	<p>Discuss the relationship between front office and house keeping department</p>				
General Objective 4: Understand the front office						
7	<p>4.1 Explain the four phases of the guest cycle and the various transactions and services within each phase:</p> <ul style="list-style-type: none"> a. Reservations b. Check-in and registration c. Mail and information d. Uniformed service and baggage handling e. Telephone calls and messages f. Handling guest accounts g. Check-out and bill settlement <p>4.2 Identify the support services that accompany the smooth running of the front office operation.</p>	<p>Discuss different organizational structures that exist in small, medium and large hotels</p> <p>Explain the four phases of the guest cycle and the various transactions and services within each phase</p> <p>Describe the support services that accompany the smooth running of a front office operation.</p>	<p>Relevant text training video on front office department.</p>			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 5: Understand housekeeping						
8	5.1 Identify the different operations in the housekeeping department in a small, medium and large hotel <ul style="list-style-type: none"> h. Cleaning services i. Linen and laundry j. Maintenance k. Room supplies l. Aesthetic environment 	Describe the different operations in the housekeeping department in a small, medium and large hotel - cleaning services, linen and laundry, maintenance, room supplies, aesthetic environment.	Relevant text. Training video on housekeeping operation.			
9	5.2 Identify the support services that accompany the smooth running of the front office operation.					
General Objective 6: Know how to manage the accommodation operation						
10	6.1 Explain the attributes of a good division manager with respect to: <ul style="list-style-type: none"> m. Employees n. Communication o. Planning 	Describe the attributes of a good division manager with respect to employees, communication planning, organization control, feedback and evaluation, decision making and problem solving, handling customer complaints				
11	<ul style="list-style-type: none"> p. Organization q. Control r. Feedback and 					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	<p>Evaluation</p> <p>s. Decision making and Problem solving</p> <p>t. Handling Customer Complaints</p>					
12	6.2 Assess the human resources requirement for each department.	Examine the human resources requirement for different section of the house keeping department				
13	<p>6.3 Describe the job roles and descriptions for the employees of each department.</p> <p>6.4 Design simple work flow patterns with clear responsibilities.</p>	<p>Describe the job roles and descriptions for employees of each department</p> <p>Explain simple work flow patterns with clear responsibilities</p>				
14	6.5 Explain the importance of training.	Explain the importance of training in the house keeping section.				
General Objectives: 7.0 know the management scenarios						
15	<p>7.1 Discuss the practical application of managerial roles in case-specific examples.</p> <p>Students should be divided into groups. Each group will be presented with scenario, which will require the application of underpinning knowledge and practical skills that have been developed throughout the programme. They will be required to present their findings to the class in week XII.</p>	Discuss the role of the manager in the housekeeping department.	<p>Case study material from relevant text</p> <p>Overhead projector or other visual aids</p>	<p>Group students and guide them to discuss the manager roles present students with scenario and arrange to play roles to solve the managerial problems; using knowledge and practical skills that have been developed throughout the programme and present their finding to the class</p>		

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	<p>Example of possible scenario</p> <p>You are the front office manager of a large city center hotel. A tourist with lost luggage has arrived without any reservation and would like to stay in for two weeks. Outline how you would supervise the front office operation from arrival to departure.</p>					

Assessment:

Give details of assignments to be used:
 Group Presentation 50 % + 2 individual tasks (25% + 25%) Practical 50%

Course: Business Law

PROGRAMME: ND BUSINESS ADMIN AND MANAGEMENT			
Course: BUSINESS LAW	Code: BAM 214	Credit Hours:	3 hours
Year I Semester: I	Pre-requisite:	Theoretical:	2 hours/week - %
		Practical:	1 hours/week - %
Course main Aim/Goal			
This course is designed to enable the student understand the legal framework within which business is conducted.			
GENERAL OBJECTIVES:			
<ol style="list-style-type: none">1. Understand the law of contract, sale of goods, etc.2. Understand the law as it relates to supply of labour, goods and services3. Know the Law of Agency4. Know the Law of Partnership5. Know the Law of Insurance6. Understand Negotiable instruments7. Know the Law of Hire Purchase8. Understand the Law of Common Carriage.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Understand the law of contract, sale goods, etc.						
1	1.1 Define Law of Contract. 1.2 Explain existence of Contractual relations. 1.3 Explain conditions for a valid contract.	Explain the nature of contract and the conditions for a valid contract.	Textbooks. Law reports.	Know relevant cases as they relate to law of contract.	Cite relevant cases as they relate to law of contract.	Sale of goods Act Law Reports
2	1.4 Explain law relating to sale of good. 1.5 Explain the Sale of Goods Act. 1.6 Explain the principle of transfer of property and risk.	Explain the law relating to sale of goods. Cite relevant cases.		Know relevant cases as they relate to sale of goods Act.	Cite relevant cases as they relate to Sale of Goods Act. Apply SGA law to consumer problems	Text books Internet and Relevant Websites
General Objective 2: Understand law as it relates to supply of labour, goods and services						
3	2.1 Describe a valid contract for sale of goods and/or supply of goods and services. 2.2 Explain the principles of vicarious liability as it applies to employees and employers.	Explain and supply good valid contract for sale and services.	Textbooks. Law books.	Know relevant cases as they relate to sale of goods and/or supply of goods and services	Frame a Business entity and position it as a manufacturing firm. Cite relevant cases as they relate to supply of goods and services.	Case studies Law Report Text books
4	2.3 Recognize the consequence to the employer when other place orders for supply of goods.	Explain the principles of vicarious liability consequence arising and the there from. Cite relevant cases.			Prepare a relevant case study using the above firm in the violation of requirements in supply of goods and services. Guide students to identify the implications, consequences and remedies.	Law journals. Internet and Relevant Websites

Theoretical Content				Practical Content			
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources	
General Objective 3: Know the Law of Agency							
5	3.1 Define Agency	Explain the law of agency, its nature, types of agents, duties and responsibilities..	Textbooks. Law reports	Know relevant cases as they relate to:	Cite relevant cases as they relate to law of Agency.	Case Studies	
	3.2 Explain the nature of Agency						
	3.3 Explain types of Agents	Explain disclosed and undisclosed principals and the legal consequences.	Frame a Business entity and position it as an Agent.		Text Books		
	3.4 State duties and responsibilities of an Agent.						
6	3.5 Explain disclosed and undisclosed principals and the legal consequences.	Explain factors leading to termination of agency.		Law of Agency	Prepare relevant case study using the organization in violation of clauses in the law of Agency.	Law journals. Internet and Relevant Websites	
	3.6 Identify factors leading to termination of Agency.	Explain the rights of principal and third party after termination.		Nature of Agency			
	3.7 Explain the rights of principal and third party after termination of Agency.	Cite relevant cases. Give assignment..		Types of Agents.			Guide students to identify factors leading to termination of Agency, other implication, consequences and remedies.
General Objective 4: Know Law of Partnership							
7	4.1 Define Partnership	Explain the law of partnerships, nature and classification.	Textbooks.	Know relevant cases as they relate to:	Cite relevant cases as they relate to:- Partnership, Rights & Duties of Partners.	Case studies	
	4.2 Classify partnership						
	4.3 Explain formation of partnership.	Explain the rights and duties of partners.			Partnership Rights & Duties of Partners	Assets & liabilities of a partner upon dissolution.	Law Reports Journals.
	4.4 Explain the rights and duties of partners	Explain the legal position and consequence arising from action of partners with third party.					
	4.5 Explain the legal position and consequences arising from action of partners with third parties.						

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
8	4.6 Identify factors leading to dissolution of partnerships. 4.7 Explain the handling of partnership assets and liabilities upon dissolution.	Explain the factors leading to dissolution of partnership. Describe how partnership assets and liabilities are handled upon dissolution. Conduct Test.		Assets & liabilities of a partner upon dissolution.	Legal position and consequences arising from the action of a partner with third party.	
General Objective 5: Know the Law of Insurance						
9	5.1 Define Insurance 5.2 Define the concept of insurable interest 5.3 Explain the concepts of (i) indemnity (ii) subrogation	Explain the law and concept of insurance. Explain the doctrine of uberrimae fidei.	Textbooks. Journals/Publications.	Know relevant cases as they relate to: Insurable interest.	Cite relevant cases as they relate to default, indemnity, etc in insurance.	Case Studies Law Reports Text Books Law Journals
10	5.4 Explain the doctrine of uberrimae fidei. 5.5 Identify various types of insurance policies and their legal applications. 5.6 Explain re-insurance	Explain the types of insurance policies and their legal applications. Explain re-insurance.		Indemnity Subrogation Re-insurance.	Guide students to identify the implication, consequences and remedies using relevant case studies. Apply insurance law to business problems	Internet and Relevant Websites.
General Objective 6: Understand Negotiable Instruments.						
11	6.1 Define Negotiable Instruments 6.2 Identify various types of Negotiable Instruments and note 6.3 State the use and functions of Negotiable instruments in business	Explain the nature and types of Negotiable Instruments and notes. Explain the uses and functions of Negotiable Instruments in business	Textbooks. Publications	Know types of negotiable instruments, and their function in business transactions.	Guide students to identify the various types of negotiable instruments and their functions in business transactions. Guide students to identify rights of interested parties,	Case Studies Law Reports Text Books Law Journal.

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	<p>transactions.</p> <p>6.4 Mention parties to Negotiable instruments</p> <p>6.5 Explain the rights of interested third parties</p>	<p>transactions.</p> <p>Explain the parties to Negotiable Instruments and the rights of third parties.</p>			consequences of default	Internet and Relevant Websites
General Objective 7: Know the Law of Hire Purchase						
12	<p>7.1 Explain the nature of hire purchase transaction.</p> <p>7.2 Distinguish hire purchase from other forms of secured credit - mortgage, credit sale, conditional sale, pledge and lien, loan and asset leasing.</p>	<p>Explain the nature and Law of Hire purchase.</p> <p>Explain the difference between Hire purchase and other forms of secured credit.</p>	<p>1) Textbooks.</p> <p>2) Law reports.</p>	<p>Know the relevant cases as they relate to:</p> <p>Hire purchase</p> <p>Mortgage</p> <p>Credit Sale</p> <p>Lien</p> <p>Pledge etc.</p>	<p>Cite relevant cases as they relate to Hire Purchase.</p> <p>Guide students to identify the legal rights of hirer using relevant case studies.</p>	<p>Law Report</p> <p>Case Studies</p> <p>Text Books</p> <p>Law Journals.</p>
13	<p>7.3 Explain the obligations of owner and hirer under hire-purchase transactions.</p> <p>7.4 Explain the legal rights of hirer and owner against the third party.</p> <p>7.5 Explain the legislation regulating hire purchase in Nigeria - Hire Purchase Act 1965 and subsequent amendments.</p>	<p>Explain the legal obligations to Hire purchase transactions.</p> <p>Explain the hire purchase legislation in Nigeria.</p> <p>Cite relevant cases.</p> <p>Conduct Test.</p>		<p>Know relevant cases as they relate to Hire purchase Act.</p>	<p>Apply hire purchase law to consumer problems.</p>	<p>Internet and Relevant Websites</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 8: Understand Law of Common Carriage.						
14	8.1 Define common carriage.	Explain the nature and law of common carriage.	Textbooks. Law reports.	Know the relevant cases as they relate to:-	Cite relevant cases as they relate to common carrier, breaches in carriage and remedies.	Law Report Case Studies Text Books Law Journals.
15	8.2 Explain the law as it relates to carrier, breaches in carriage and remedies.	Explain breaches in carriage and remedies. Cite relevant cases.		Carrier Breaches in carriage. Remedies.		

ASSESSMENT CRITERIA			
Coursework 50%	Course test 25%	Practical 25%	Other (Examination/project/portfolio) %
Competency: On completing the course, the student should be able to understand/estimate/define/etc...			

Course: Human Capital Management I

PROGRAMME:HND LEISUREAND TOURISM MANAGEMENT			
Course: HUMAN CAPITAL MANAGEMENT I	Code: BAM 314	Credit Hours:	3
Year III Semester: I	Pre-requisite: BAM 224	Theoretical:	2 hours/week - 67 %
		Practical:	1 hour/week - 33%
Goal:			
This course is intended to further enable the student to understand the concept, techniques and dynamics of Human Capital Management and their applications			
GENERAL OBJECTIVES:			
On completion of the course, the student should:			
<ol style="list-style-type: none"> 1. Understand the use of the job interview. 2. Know the procedure for decision-making. 3. Understand the use of medical check in selection procedure. 4. Understand the use of employment reference. 5. Understand induction procedures. 6. Understand employee performance appraisal. 7. Understand training and development. 8. Understand compensation administration. 9. Know employee discipline procedures. 			

Theoretical Content				Practical Content		
Week	Specific Learning outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Understand the use of Job Interview						
1	1.1 Define interview and its process. 1.2 Explain the role of interview in selection 1.3 Distinguish between job interview and selection test.	<ul style="list-style-type: none"> • Explain the interview and its process. • Explain the role of job interview in the selection process. 	*Textbooks * Journals	(i) Carry out mock Interview (ii) Carry out mock Selection process.	a) Guide students to conduct mock interview, selection etc.	T.V. VCR Films.
2	1.4 Describe the types of job interview. 1.5 Explain the use of different types of interviews. 1.6 Explain the stages and techniques of job interview.	<ul style="list-style-type: none"> • Distinguish between job interview and selection test. • Explain the uses, types, stages and techniques of job interview. 		(iii) Prepare a selection test. (iv) Apply types, stages and techniques of job interview.	b) Demonstrate how different types of interviews are organised using relevant films.	
General Objective 2: Know the procedure for decision making						
3	2.1 Explain the use of the 7-point plan for selection rating. 2.2 Explain how to prepare scoring sheet for interview rating. 2.3 Explain how to use scoring sheet for interview rating.	<ul style="list-style-type: none"> • Explain the use of the 7-point plan for selection rating. • Explain how to prepare and use scoring sheet. • Give assignment. 	*Textbooks *Journals *Scoring Sheet (sample)	(i) Apply the 7-point plan for selection rating. (ii) Prepare scoring sheet for interview rating. (iii) Use effectively scoring sheet for interview rating to rate the performance of interviewee	a) Guide students to draft the 7-point selection rating. b) Guide students to prepare scoring sheet for interview rating in a hypothetical organisation. c) Guide student to design an interview-rating sheet. d) Guide students on how to score/rate interviewees on the sheet.	

Theoretical Content				Practical Content		
Week	Specific Learning outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 3: Understand the use of medical check in selection procedure						
4	3.1 Explain the importance of medical check. 3.2 Explain the practice of obtaining medical report. 3.3 Identify the format for medical check. 3.4 Explain the use of medical check when obtained.	<ul style="list-style-type: none"> • Explain the importance of medical check. • Explain the practice of obtaining medical report. • Show sample of medical report. • Explain the use of medical check when obtained. 	<ul style="list-style-type: none"> *Textbooks *Journals *Medical reports. 			
General Objectives 4: Understand the use of employment references						
5	4.1 Identify various types of employment references. 4.2 State the importance of employment references.	<ul style="list-style-type: none"> • Explain types, uses and limitations of employment references. 	<ul style="list-style-type: none"> *Textbooks *Journals *Reference letter. 			
General Objective 5: Understand induction procedure:						
6	5.1 Define induction. 5.2 Distinguish between formal and informal induction.	<ul style="list-style-type: none"> • Explain an induction process in an organisation. 	<ul style="list-style-type: none"> *Textbooks *Journals - Sample of an induction programme. 	i. Prepare a model of an induction programme for a selected organisation.	a) Show students sample of an induction programme.	Computer and Accessories Paper.

Theoretical Content				Practical Content		
Week	Specific Learning outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
7	<p>5.3 Explain the need for induction.</p> <p>5.4 Identify the tasks involved in induction.</p> <p>5.5 Explain how to prepare an induction programme.</p> <p>5.6 Identify who has responsibility for implementation of induction programme.</p> <p>5.7 Explain the procedure for induction follow up.</p>	<ul style="list-style-type: none"> • Describe an induction programme. • Describe the officers responsible for instructing an induction programme. • Describe how to follow up induction programme. 			b) Design a model programme for an induction course for a selected organisation.	
General Objective 6: Understand employee performance appraisal						
8	<p>6.1 Define employee performance appraisal.</p> <p>6.2 State the rationale and uses of employee performance appraisal.</p> <p>6.3 Distinguish between confidential report and open report on employee appraisal.</p>	<ul style="list-style-type: none"> • Explain employee performance appraisal, its rationale and uses. • Differentiate between confidential and open reporting systems. 	<p>*Textbooks</p> <p>*Journals</p> <p>*Sample of appraisal instrument.</p>	(i) Design an appropriate performance appraisal instrument.	a) Guide students to prepare a performance appraisal document.	
9	<p>6.4 Enumerate the requirements of sound performance appraisal system.</p> <p>6.6 Describe the techniques of performance appraisal system.</p> <p>6.7 Explain how to design an appropriate performance appraisal instrument.</p>	<ul style="list-style-type: none"> • Explain the characteristics of a performance appraisal system. • Describe techniques of performance appraisal. • Describe how to design an appraisal instrument 		ii) Design an appropriate model performance appraised instrument.	<p>b) Show students sample of employee performance appraisal form.</p> <p>c) Aid students to prepare a model performance appraisal document.</p>	

Theoretical Content				Practical Content		
Week	Specific Learning outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 7: Understand Training and Development						
10	7.1 Define training, development and education. 7.2 Explain challenges of employee training. 7.3 Distinguish among (7.1) above.	<ul style="list-style-type: none"> • Explain training, education and development. • Explain the challenges of training. 	<ul style="list-style-type: none"> *Textbooks *Journals *Training manual 	i. Prepare a model training evaluation form. ii. Fill the model training evaluation form.	a) Show students sample of training evaluation form. b) Aid students to prepare a model training evaluation form.	Internet and Relevant Website.
11	7.4 Explain challenges of employee training under the heading of human obsolesce, technological challenges and government challenges etc 7.5 Explain how to analyse training needs of employees. 7.6 Identify the steps in training. 7.7 Describe programme objective, content and sequence. 7.8 Explain learning principle and training method. 7.9 Identify methods of employee development and management development.	<ul style="list-style-type: none"> • Analyse training needs. • Explain steps in a training cycle. • Explain programme objective, content and training sequence. • Explain learning principles and training methods. • Explain training and evaluation process. • Explain methods of employee development and management development. • Give assignment. 		iii. Analyse the data.	c) Aid students to complete the form. d) Guide them to analyse the data.	

Theoretical Content				Practical Content		
Week	Specific Learning outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objectives 8: Understand compensation administration						
13	8.1 Explain the importance of compensation 8.2 Explain the objectives and benefits of a good compensation system 8.3 Reconcile conflicting compensation objective.	<ul style="list-style-type: none"> • Explain compensation, its importance objectives, uses and benefits. • Reconcile conflicting compensation objectives. 	*Textbooks *Journals	i. Calculate remuneration and bonuses using model questions.	a) Give model questions for students to calculate remuneration and bonuses.	
14	8.4. Explain the use of job evaluation. 8.5 Explain job evaluation procedure. 8.6 Describe common job evaluation methods. 8.7 Explain systems of remuneration. 8.8 Explain incentive methods. 8.9 Explain merit and limitations of incentive methods.	<ul style="list-style-type: none"> • Explain job evaluation, its uses, procedure and methods. • Explain systems of remuneration. • Explain types of incentive schemes, their merits and limitations 				
General Objective 9: Know Employee Discipline Procedures						
15	9.1 Explain discipline. 9.2 Identify types of discipline (preventive, corrective) etc. 9.3 Explain the red-hot stove rule. 9.4 Explain disciplinary procedure.	<ul style="list-style-type: none"> • Explain discipline. • Explain types of discipline. • Explain the red-hot stove rule. • Explain disciplinary procedure. • Explain types of disciplinary measures and their offences 	*Textbooks *Journals			

ASSESSMENT CRITERIA		
EXAMINATION 70%	CONTINUOUS ASSESSMENT 30%	Other (Examination/project/portfolio) %

Course: Business Communications I

PROGRAMME: HND Office Technology and Management			
Course: Business Communications I	Code: OTM 315	Credit Hours:	4 hours x week
Semester: 1	Pre-requisite: Business Communication I	Theoretical:	2 hours/week - 50%
		Practical:	2 hours/week - 50%
Course main Aim/Goal:			
This course is designed to develop in students the ability to communicate in organizations and improve interpersonal relationship.			
GENERAL OBJECTIVES:			
1.0 Understand the importance of communication in an organisation.			
2.0 Understand the process of communication.			
3.0 Know how to communicate effectively with others in the organisation.			
4.0 Know how to write effective business letters, memos, reports and proposals.			
5.0 Understand interpersonal and inter-group relationships			
6.0 Know how to make introductory public speeches.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1.0: Understand the importance of communication in an organisation.						
1	1.1 Note the definition of communication.	Define communication.		Give the different definitions of communication as provided in different author?		Library Internet Journals Textbooks
2	1.2 List the differences between oral and written communication..	Explain the differences between oral and written communication and their forms using suitable examples.		Differentiate between oral and written communication as provided by different authors?	Refer students to appropriate source materials.	As in 1.1 above.
3	1.3 List type of communication.	Discuss types of communication eg interpersonal, graphic, verbal, non-verbal.		a. Use the various type of communication b. Demonstrate verbal and non verbal communication situations. c. Discuss merits and demerits of each.	Provide source materials for the exercise and check accuracy of performance.	Management Films\Textbooks
GENERAL OBJECTIVE 2:0: Understand the process of communication.						
4	2.1 List variables involved in communication.	Explain variables in communication.			Provide the chart on communication process.	
5	2.2 Note the role of the speaker - message encoding and attitude. Note the role of receiver - message decoding.	Explain the roles of the speaker and the receiver in a communication process.		Role play communication indicating encoding and decoding information		Management Films Textbooks
6	2.3 Note the relevance of body language in aiding.	Explain the use of body language in aiding understanding using examples.		Practice the use of body language in communication	Demonstrate the use of body language in communication	Management Films and Textbooks

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
7	2.4 List barriers to effective communication.	Explain barriers to effective communication using suitable examples eg prejudice, past experience, time lag, slangs, unfamiliar ascent, etc.		Identify barriers to effective communication and suggest how they could be eliminated. b. State effects of communication breakdown.	Evaluate students' work.	As in 2.3 above
GENERAL OBJECTIVE: 3.0: Know how to communicate effectively with others in the organisation.						
8	3.1 Identify the purpose of communication in an organisation.	Explain the purpose of interpersonal communication in an organisation.		State the purpose of interpersonal communication in an organisation.	Evaluate students work.	
9	3.2 Enumerate the means of communication.	Explore the means of communication.		Operate some communication gadgets. Send an e-mail text message, etc.	Provide some communication gadgets and guide in their operation.	Competent Handsets Facsimiles Radio etc.
10	3.3 List advantages and disadvantages of communication.	Explain advantages and disadvantages of communication.		Discuss advantages and disadvantages of communication.	Guide students' discussion.	
GENERAL OBJECTIVE 4:0: Know how to write effective business letters, memo, reports and proposals.						
11	4.1 List the uses of paragraphing in written communication.	Explain the use of paragraphing in written communication.				
	4.2 Differentiate between letters, memos, etc.	Explain the differences between letters, memos, etc	Model letter, memos, and proposals.	Write letters, memos, proposals, and reports.	Guide students in writing letter, memos, proposals and reports.	
GENERAL OBJECTIVES 5:0: Understand interpersonal and inter-group relationship.						
12	5.1 Define interpersonal and inter-group communication.	Explain interpersonal and inter-group communication.				Pictures Video
13	5.2 List formal and informal man of interaction.	Explain formal and informal mean of interaction.		Determine when to use memos, notes, letters, phone calls, etc.	Assess students' choice of means.	

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	5.3 List the effects of too little or too much memos.	Explain the effects of too little or too much memos.		Discuss the effects of too little or too much memo.	Guide students' discussion and give corrections.	
General Objective 6.0: Know how to make introductory public speeches.						
14	6.1 Identify the point to be addressed.	Explain public speaking and explore the points to be addressed.				
15	6.2 List the skills to be developed for a good public speech.	Explain the skills to be developed for a good public speech.		Criticize the provided films Watched pointing out the skills observed.	Provide film of recorded speech for critical analysis.	Films
	6.3 List the qualities of a good public speech.	Explain the qualities of a good public speech emphasizing language style.			Guide in speech writing and deliver.	

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio)
%	% 50	% 50	%

Course: Business Travel and Tourism

Department/Programme: Higher National Diploma Leisure and Tourism Management			
Course: Business travel and tourism	Course Code: LTM 314	Credit Hours: 2	
Year: 1 Semester: 1	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	0 hours/week
GENERAL OBJECTIVE			
On completion of this course the student should be able to:			
1.0 Understand the role and value of business travel			
2.0 Understand the environment in which business travel functions			
3.0 Understand the properties of sales and marketing for business travel and tourism			
4.0 Understand the role of technology and service quality			
5.0 Understand the challenges in the management of business travel and tourism			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
GENERAL OBJECTIVE: 1.0 Understand the role and value of business travel						
1	1.5 Definition, history and development of business travel and tourism	Explain the historical development of the Business travel and tourism segment	Textbook Swarbrooke (2001)			
2	1.6 The demand side of business travel and tourism.	Explain the structure of demand, segmentation, geography, etc.	OHTs, PPP, projector			
3	1.7 The supply side of business travel and Tourism.	Explain the structure of supply (buyers, intermediaries, specialist agents, suppliers, geography)				
4	1.8 The role of destinations in business travel and tourism	Explain the importance and differences between destinations and venues, typologies of business tourism destinations, conference and convention destinations, incentive travel destinations._				
5	1.9 The impact of business travel and tourism	Assess the impacts of the segment in terms of economic, social and environmental impacts.				
GENERAL OBJECTIVE: 2.0 Understand the environment in which business travel functions						
6	2.6 The physical infrastructure of business travel and tourism	Discuss the importance of hotels and purpose-built convention centres, of design, business class lounges, exhibition centres, transport links	Textbooks, Journals Slides and video Materials			
7	2.7 The human infrastructure of business travel and tourism	Explain the nature of employment within business travel and tourism, key skills required by staff.				
GENERAL OBJECTIVE: 3.0 Understand the properties of sales and marketing for business travel and tourism						
8	3.11 Identify the business travel and tourism product 3.12 Draw and explain the sales and marketing process for business travel and tourism	Explain the product in terms of destinations, events, services and facilities. Highlight the marketing mix for BTT.	Textbooks, Journals			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
9	3.13 The role of trade fairs in meetings and incentive travel marketing 3.14 The organisation of business tourism events	Assess the importance of business tourism events in terms of management and skills.				
GENERAL OBJECTIVE: 4.0 Understand the role of technology and service quality.						
10	4.1 Internet, mobile communication and other hospitality services for business travellers	Lecture with emphasis on the importance of new technologies and their impact on the business tourism segment	Textbooks Slides Video materials			
11	4.2 The business class product of airlines 4.3 Airports and business travellers	Explain the value of business class services (i.e. advance seat selection, telephone check-in, dedicated check-in desks, extra baggage allowance, special lounges access, priority boarding, etc.). Assess the value and benefits of frequent-flyers benefits (i.e. air miles, frequent traveller cards, etc.)	Site visits within the locality			
12	4.4 Frequent-flyers programmes					
General Objectives: 5.0 Understand the challenges in the management of business travel and tourism.						
13	5.1 Meeting the needs of women business travellers	Assess the different requirements of the women and disabled business traveller segments as growing in the market	Textbooks Video clips etc			
14	5.2 Meeting the needs of disabled business travellers					
15	5.3 Understand the balance between work and play for business travellers	Identify the services required by business travellers to guarantee them a balance between work and relaxation.				

Assessment:

60 % individual essay
40% group presentation on a chosen topic

Suggested readings:

Davidson, R. Cope, B. (2003) *Business travel: conferences, incentive travel, exhibitions, corporate hospitality and corporate travel*, Harlow: FT Prentice Hall.

Davidson, R. (1994) *Business Travel*, London: Pitman.

Swarbrooke, J. Horner, S. (2001) *Business Travel and Tourism*, Oxford: Butterworth-Heinemann

Course: Technical French I

Department/Programme:: HOSPITALITY MANAGEMENT (HIGHER NATIONAL DIPLOMA)			
Course: TECHNICAL FRENCH I	Course Code: HMT 316	Credit Hours:	3
Year: 2 Semester: 1	Pre-requisite: French II	Theoretical:	1 hours/week
		Practical:	2 hours/week
Course Aim/Goal:			
This course is designed to consolidate the student's competence in the use of French in a hospitality industry environment.			
GENERAL OBJECTIVES:			
On completion of this course, the student should be able to:			
1.0 Greet clients.			
2.0 Understand and give instructions.			
3.0 Assist clients in making decisions.			
4.0 Deal with problems.			

Theoretical Content				Practical Content		
Week	Specific learning outcomes	Teacher's activities	Resources	Specific learning outcomes	Teacher's activities	Resources
General Objective 1: Greet clients.						
1	1.1 Carry out a telephone conversation.	Explain different language forms used in telephone conversations.	Chalkboard Textbooks.	1.1 Book a hotel room. 1.2 Book a table at a restaurant over the phone. 1.3. Organize a meeting with a business partner.	Guide students in role-playing interactions between a hotel receptionist and a client wishing to find out about vacancies. Guide students in role-playing interactions between restaurant staff and a would-be client. Guide students in role-playing interactions between a secretarial assistant and a business partner. Guide students in using the gerund form in sentences.	Language laboratory. Films.
2	1.2 Identify the gerund. 1.3 Know vocabulary and abbreviations used in tickets for different forms of transport. 1.4 Understand a travel itinerary.	Explain use of the gerund. Explain vocabulary and abbreviations used in travel documents.	Chalkboard. Textbooks.	1.4 Use the gerund. 1.5 Understand travel documents used in different forms of transport. 1.6 Explain a travel itinerary to a client.	Guide students in making sentences using the gerund form. Guide students in explaining travel documents for different types of transport. Guide students in role-playing conversations between a travel agency staff member and a client who does not understand his or her itinerary.	Language laboratory. Films.
3	1.5 Know how to greet people in different work situations (in person). 1.6 Know vocabulary for objects in the vicinity of the reception desk (telephone, desk, computer_)	Give examples of how to greet people in different work situations. Explain vocabulary for reception desk objects.	Chalkboard. Textbooks.	1.7 Greet clients at a reception desk of a hotel. 1.8 Greet clients at a restaurant. 1.9 Great clients at the reception desk of a business' office.	Guide students in role-playing interactions between a hotel receptionist and a newly-arrived client. Guide students in role-playing interactions between a headwaiter and restaurant client. Guide students in role-playing interactions between an office receptionist and a client.	Language laboratory. Films.

Theoretical Content				Practical Content		
Week	Specific learning outcomes	Teacher's activities	Resources	Specific learning outcomes	Teacher's activities	Resources
4	1.7 Identify the present participle.	Explain use of the present participle.	Chalkboard. Textbooks.	1.10 Use the present participle in sentences.	Guide students in using the present participle.	Language laboratory. Films.
	1.8 Know vocabulary for different jobs in the hospitality and tourism industry.	Explain vocabulary for different jobs (position + activities).		1.11 Use vocabulary for different jobs in the hospitality and tourism industry.	Guide students in writing advertisements for vacancies in the hospitality industry.	
				1.12 Read a French curriculum vitae.	Guide students in role-playing job interviews.	
General Objective 2: Understand and give instructions.						
5	2.1 Identify the imperative form.	Explain conjugation of the imperative form;	Chalkboard. Textbooks.	2.1 Use the imperative form of verbs.	Guide students in using the imperative form of verbs.	Language laboratory. Films.
	2.2 Understand bans and prohibitions.			2.2 Make signs indicating bans and prohibitions for different circumstances.	Guide students in making signs indicating bans and prohibitions.	
6	2.3 Know vocabulary to describe objects in a hotel room.	Explain vocabulary for different objects in a hotel room.	Chalkboard. Textbooks.	2.3 Show clients around a hotel room.	Guide students in role-playing interactions between a hotel staff member and a client who is being shown his/her room.	Language laboratory. Films.
	2.4 Understand simple instructions.	Give examples of simple instructions.		2.4 Give simple instructions.	Guide students in giving instructions as to how to use the shower, turn on the air conditioning or TV, etc, using the impersonal form.	
	2.5 Identify the impersonal form ("Il faut_").	Explain the use of the impersonal form.		2.5 Use the impersonal form.		
7	2.6 Identify the subjunctive present.	Conjugate the subjunctive present.	Chalkboard. Textbooks.	2.6 Use the subjunctive present tense of common verbs in simple sentences.	Guide students in making sentences using the subjunctive present tense of common verbs.	Language laboratory. Films.
	2.7 Know vocabulary for changing money.	Explain vocabulary for changing money.		2.7 Change money for clients from French-speaking countries.	Guide students in role-playing interactions between foreign exchange staff and clients from French-speaking countries who wish to change money	
	2.8 Have a broad understanding of the history of currencies in French-speaking countries.	Explain the history of currencies in French-speaking countries.				

Theoretical Content				Practical Content		
Week	Specific learning outcomes	Teacher's activities	Resources	Specific learning outcomes	Teacher's activities	Resources
General Objective 3: Assist clients in making decisions.						
8	3.1 Know vocabulary for tasks performed by receptionists 3.2 Know vocabulary for leisure activities.	Explain vocabulary for tasks performed by receptionists (e.g. holding the line, transferring calls, etc.). Explain vocabulary for leisure activities.	Chalkboard. Textbooks.	3.1 Use vocabulary for tasks performed by receptionists. 3.2 Describe leisure activities in their community.	Guide students in role-playing conversations between a hotel receptionist or tourism agent and clients wishing to obtain information, e.g. on leisure activities organized in the community.	Language laboratory. Films.
9	3.3 Identify the present conditional tense. 3.4 Know vocabulary for different occupations in a restaurant. 3.5 Understand a menu.	Conjugate the present conditional tense. Explain vocabulary for different occupations in a restaurant. Explain how a menu is made up.	Chalkboard. Textbooks.	3.3 Use the present conditional tense to express condition and hypothesis. 3.4 Use names for different occupations in a restaurant. 3.5 Explain a menu	Guide students in making sentences using the present conditional tense. Guide students in role-playing interactions between restaurant staff and clients.	Language laboratory. Films.
10	3.6 Know terms used in culinary work (meals, beverages, ingredients, quantities and measurements, equipment...) 3.7 Have an understanding of different culinary traditions in French-speaking countries.	Explain terms used in culinary work. Identify different culinary traditions in French-speaking countries.	Chalkboard. Textbooks.	3.6 Follow a recipe. 3.7 Design French-language menus for tourists in their area.	Guide students in reading recipes for meals traditionally eaten in French-speaking countries. Guide students in writing recipes for meals enjoyed by tourists in their area. Guide students in designing French-language menus for tourists in their area.	Language laboratory. Films.
General Objective 4: Deal with problems.						
11	4.1 Identify expressions of cause and consequence. 4.2 Know vocabulary used to indicate lost property.	Explain expressions of cause and consequence. Explain vocabulary used to indicate lost property.	Chalkboard. Textbooks.	4.1 Express cause and consequence. 4.2 Use vocabulary to indicate lost property.	Guide students in expressing cause and consequence. Guide students in role-playing interactions between hospitality staff and clients having lost items of property.	Language laboratory. Films.

Theoretical Content				Practical Content		
Week	Specific learning outcomes	Teacher's activities	Resources	Specific learning outcomes	Teacher's activities	Resources
12	4.3 Identify responses to emergency situations.	Give examples of different responses to emergency situations.	Chalkboard. Textbooks.	4.3 Respond to an emergency situation.	Guide students in role-playing emergency situations.	Language laboratory.
	4.4 Know vocabulary for illness/medication.	Explain vocabulary for illness/medication.		4.4 Use vocabulary for common illnesses and medication.	Guide students in role-playing interactions between hospitality staff and a client requiring medical attention.	Films.
13	4.5 Identify different registers of language in sorting out problems.	Explain different registers of language used in sorting out problems.	Chalkboard. Textbooks.	4.5 Use vocabulary and expressions to sort out problems.	Guide students in role-playing interactions between people in different relationships aiming to solve a problem.	Language laboratory. Films.
14	4.6 Identify vocabulary for different types of payment (cash, cheque, bank card, credit card_)	Explain vocabulary for different types of payment.	Chalkboard. Textbooks.	4.6 Explain different types of payment available.	Guide students in role-playing interactions between hospitality staff and clients paying for services received.	Language laboratory. Examples of documents.
15	4.7 Understand different documents relating to payment for goods and services.	Give examples of different documents relating to payment for goods and services.	Chalkboard. Textbooks.	4.7 Write a receipt.	Guide students in filling in documents relating to payment for goods and services.	Language laboratory. Examples of documents.

ASSESSMENT CRITERIA		
Coursework (including oral and written)	Oral examination	Written examination
%	%	%
50	25	25

Recommended Textbooks & References:

Le français du tourisme, Anne-Marie Calmy, Hachette, 2004.

Tourisme et hôtellerie: Lectures et vocabulaire en français, Conrad J. Schmitt, Katia Brillie Lutz, 1993.

Français.com, M. Danilo, J.L. Penfornis. CLE International, 2002.

Grammaire pour l'enseignement/apprentissage du FLE, Geneviève-Dominique de Salins, Didier/Hatier, Paris, 1996.

La grammaire des premiers temps, D. Abry, M-L Chalaron. Presses Universitaires de Grenoble, 2000.

Course: ICT Office Application

PROGRAMME: HND Office Technology and Management			
Course: ICT Office Application	Code: OTM 323	Credit Unit:	4 hours
Semester: 2	Pre-requisite:	Theoretical:	1 hours/week - 25 %
		Practical:	3 hours/week - 75 %
Aim/Goal:			
This module is designed to enable students to further develop their skills in effectively and efficiently work use a computer-based spreadsheet application.			
GENERAL OBJECTIVES:			
1. Develop student skills using an spreadsheet application and develop keyboarding techniques to enter data accurately.			

Theoretical Content			Practical Content			
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Introduce students to Information and Communication Technologies						
1-4	Review the concept and importance of spreadsheets in modern offices.	Explain the impact of accurate and quality data collection and entering using a spreadsheet software.	Hand-outs Notes Examples	Re-assess spreadsheet uses in modern office: <ul style="list-style-type: none"> • Remind when and how to use spreadsheets in an office • Opening a spreadsheet using MS Excel • Review spreadsheet structure and how to plan a spreadsheets • Placing numerical table titles, and use of columns and rows. • How to move from cell to cell and meanings of <i>clear</i> and <i>delete</i> in MS Excel. • How to change a spreadsheet look. • Enter, edit and manipulate data 	Explain the need of applying spreadsheets in commerce and business, and how this sort of software allow one to manipulate and present data in numbers and graphical forms. Remind how to load (open) and main functions of Microsoft Excel. Revise how and where place numerical table titles, what will go in each of the rows and columns, how any result will worked out, and how to change the spreadsheet looks (eg. number fonts)	Handouts * 1 students per PC * Printers, scanners, paper (A4 ream x 10 students) * 2 floppy disks per student

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
5-9				<p>Review the use of calculations using spreadsheets</p> <ul style="list-style-type: none"> • Create and arithmetical formulae and use common functions • Know how to replicate formulae (fill) • Use common numerical formatting and alignments • How any calculation result will worked out, and do recalculations • Link live data from one spreadsheet to another • Use spreadsheets to solve problems and project results • Manage and print spreadsheets documents 	<p>Show how to insert and amend text and numerical data into the spreadsheet and how to move from one cell to another. Explain how to correct mistakes and the difference between <i>clear</i> and <i>delete</i>.</p> <p>Show how to calculate results from a spreadsheets, using data. Explain how and where to enter a formula and how to modify it. Student practice producing a basic spreadsheet including formulas.</p> <p>Group students and provide case studies for them to complete spreadsheet based on real data.</p> <p>Promote spreadsheets group cross-checking to discuss their accuracy, originality and creativity organising and presenting data.</p>	

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
10				<p>Use of typing techniques to speed when typing numbers:</p> <ul style="list-style-type: none"> • Typing numbers using correct techniques in touching a key • Apply typing techniques when typing symbols 	<p>Explain with a practical example, how to print spreadsheets documents, with formulae showing in full, and with data showing in full.</p> <p>Demonstrate how to save and close a spreadsheet software application.</p> <p>Check on student's typing technique and speed improvements when typing numbers and symbols. Practice with real data. weekly tests/quizzes to selected students to ensure practice and speed development.</p>	<p>Handouts</p> <ul style="list-style-type: none"> * 1 students per PC * Printers, scanners, paper (A4 ream x 10 students) * 2 floppy disks per student
11-15				<p>Remind the importance and benefits of using pie charts, line graphs and bar/column charts to have a visual impact in the office productivity:</p> <ul style="list-style-type: none"> • Importance of chart and graphs in document presentations • Use of MS Excel for creating chart and graphics • Select/enter heading and axes titles 	<p>Explain the importance of charts and graphs presentations. Show what programs can be used to produce charts and graphs. Review how to produce quality chart and graph using Microsoft Excel function: how to enter data and editing data; change the appearance of a chart or graph, and print the chart or graph to an appropriate quality standard of presentation.</p> <p>Set individual and group task to produce quality and impacting/creative graphs and charts based on real data.</p> <p>Ask students to produce individual portfolio including spreadsheets with graphs and chart representations, based on case-studies and real data.</p> <p>Promote discussion and self-assessment of</p>	<p>Handouts with typing techniques/keyboarding when dealing with data.</p> <ul style="list-style-type: none"> * 1 students per PC <p>Handouts</p> <p>1 PC per student</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				<ul style="list-style-type: none"> • Formatting axis and labels • Set numerical parameters and format data use legend when appropriate • Enter, edit and change data • Design and modify appearance of chart and graphs • Save and print charts and graphs 	<p>portfolio, as well as peer-assessments.</p> <p>Select the best approach to present data and charts, from the students work/portfolio.</p>	

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio) %
% 25	%	% 25	Portfolio 50%

YEAR 1 SEMESTER 2

Course: Leisure and Tourism Planning

Department/Programme: LEISURE AND TOURISM MANAGEMENT HIGHER NATIONAL DIPLOMA			
Course: LEISURE AND TOURISM PLANNING	Course Code: LTM 321	Credit Hours:	5
Year: Semester:	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	1 hours/week
Goal:			
The course is design to enable student develop skills and knowledge in tourism planning.			
GENERAL OBJECTIVE:			
On completion of this course the student should be able to:			
1.0 Understand theories of planning and fundamentals of tourism planning.			
2.0 Relate planning to tourism industry			
3.0 Understand tourism planning as an operation to adopt the unexpected, create the desirable while avoiding the undesirable, and need for citizens' community involvement.			
4.0 Know the basic principles of planning			
5.0 Understanding elements of tourism planning			
6.0 Know methods of data collection, analysis and initialisation			
7.0 Understand tourism as an integral part of park planning and development			
8.0 Know the Institutional Elements in Planning			
9.0 Understand Market Planning			
10.0 Understand Funding of Tourism Development.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1:						
1	1.1 Define planning 1.2 Explain various planning theories 1.3 Explain application of planning theories to tourism 1.4 Explain problems associated with planning each theory	Discuss fundamental of tourism planning		Understand the planning process in general terms	In class exercise - student to highlight the key planning steps of one of their day out, including each element required to make it successful (i.e. financial support, transportation, etc.)	whiteboard
General Objective 2: Relate planning to tourism industry.						
2	2.1 Define tourism planning 2.2 Explain tourism planning 2.3 State planning needs of the tourism industry; 2.4 Explain tourism planning as a human activity 2.5 Explain constraints to effective tourism planning	Explain planning in tourism industry.		Understand the planning process		
General Objective 3.0 Understand tourism planning as on operation to adopt the unexpected and create the desirable while avoiding the undesirable; and need for citizens community involvement.						
3	3.1 Define citizen or community involvement 3.2 Explain ways; of involving. 3.3 Explain levels of involvement required and	Explain citizen or community involvement Discuss ways of involving community development		Explain the role of stakeholders t	stakeholder exercise	paper and pens

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	stimulation techniques to be adopted	Discuss levels of involvement required and stimulation techniques to be adopted.				
General Objective 4: Know basic principles of planning						
4	4.1 Identify basic principles of planning 4.2 Distinguish between goals and objectives 4.3 Differentiate between state plans, regional plans and country plans	Explain principle of planning Differentiate goals and objectives	Maps and Diagrams of tourism sites from round the world	Differentiate between state, regional and country plan.	Present maps to students. Assess their individual capability to differentiate them.	Maps of tourist sites in parts of the world and in Nigeria.
5	4.4 Explain the comprehensive plan or master plan 4.5 Explain importance of tourism on master plan	Discuss master plan Discuss importance of tourism master plan	Sample of National Tourism master plans			
General Objective 5: Understand elements of tourism planning.						
6	5.1 State the elements of tourism planning 5.2 Explain the elements as stated in 5.1 above 5.3 Explain processes involved in tourism planning 5.4 Distinguish between short range and long range tourism plans	Illustration with sample data, Discuss the elements of tourism planning Discuss processes in tourism planning Differentiate short range and long range tourism plans.		Prepare a physical development plan for an identified tourism resource in the locality	Show students sample of site plans as guide.	Drawings and site plans.

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6: Know methods of data collection analysis and utilization.						
7	6.1 State sources (Primary/Secondary) of data collection 6.2 Explain types of data 6.3 Explain different survey methods (Sampling, Questionnaire administration etc) in data collection 6.4 Explain ways of data collection and analysis	Produce sample questionnaire and samples, in data format Discuss types of data Discus different survey methods Discus ways of data collection and analysis.		Prepare a sample questionnaire. Apply Questionnaire to a sample population	Guide students on methods of preparing Questionnaire give sample Follow students to locality to administer questionnaire.	Questionnaire samples Vehicle
General Objective 7.0: Understand tourism as an integral part of park planning and development						
8	7.1 State objectives for establishing parks e.g. protection of endangered species tourists affection etc 7.2 List and explain modes of presentation of master plans e.g. descriptive, diagrammatic etc. 7.3 List and explain types of master plan - short and long term	Explain objectives for establishing parks Discuss modes of presentation of master plans Discuss types of master plans Short and Long term		Prepare a model of a Park.	Show students how to provide a model using local resources.	Clay, Sand, Cement, Water.
9	7.4 Assemble information on the composition of flora fauna, human activity and environment for use in part planning 7.5 Incorporate plans for	List information on the composition of Flora and Fauna etc for use in park planning List plans for wildlife protection and			Mix clay with cement and sand for students to see resulting paste.	

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	wildlife management programmes and activities in master planning for natural Park.	activities in master planning for national park.				
10	7.6 Explain park zoning system 7.7 Explain and apply zoning system in park planning. 7.8 Identify development areas in park planning e.g. infrastructure etc roads lodges etc 7.9 Explain management objectives in park planning. e.g. protection, productivity conservation etc.	Discuss park zoning system Discuss and apply zoning system in park planning Discuss management objectives in park planning and protection etc				
11	7.10 Co-ordinate and apply data collected in 4.2 above in planning a national park 7.11 Enumerate and explain qualities of a good master plan, interpretation and detail	Organise and apply data collected in 2 above in planning a national park.				
General Objective 8.0: Know the institutional elements in Planning						
12	8.1 Describe the organisational structures needed for tourism. 8.2 State the importance of manpower planning in tourism	Discuss organisational structure and manpower planning.	Organisation chart of the country's Tourism Ministry	Draw organisational chart for state tourism Ministry	Guide students on production of chart for their respective State.	Organisational chart of some establishments as samples.
13	8.3 Explain the legislation related to tourism planning. 8.4 Explain various investment incentives for tourism	Discuss the laws guiding planning activities.				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 9.0: Understand Market Planning for Tourism						
14	9.1 Determine the marketing objectives of the planned area. 9.2 Formulate the marketing strategy. 9.3 Prepare the promotional programme.		Discuss possible marketing objectives and strategy for the local tourism resources.	Design sample poster promotional brochures etc for the planned destination.	Show students how to design brochures, banners posters etc.	Card board Banners Designing Pens, Inks and writing brushes
General Objective 10.0: Understand the importance of Funding in Tourism						
15	11.0 State funding needs 12.0 Explain international sources of funds for tourism. 13.0 Enumerate the use of investment incentives in Tourism	<ul style="list-style-type: none"> • Emphasise the need for finance in tourism. • List the various investment incentives that may apply in country or area. 				

Assessment:

Give details of assignments to be used:
Individual Projects 60% + 40% Presentation of project result

Recommended Textbooks & References:

Gunn (2002) Tourism Planning

Course: Recreation and Park Management II

Department/Programme: LEISURE AND TOURISM MANAGEMENT HIGHER NATIONAL DIPLOMA			
Course: RECREATION AND PARK MANAGEMENT II		Course Code: LTM 322	Credit Hours: 4
Year: Semester:	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	2 hours/week
GENERAL OBJECTIVE:			
On completion of this course the diplomate should be able to:			
1.0 Understand the relationship between recreation and park management and tourism			
2.0 Understand the psychology of travel			
3.0 Understand the demand for recreation			
4.0 Know management techniques involved in recreation enterprises			
5.0 Understand routine planning and development methods of the recreation enterprise			
6.0 Understand the concept of park management and its structures.			
7.0 Understand the relationship between recreation and park management and tourism			
8.0 Understand the psychology of travel			
9.0 Understand the demand for recreation			
10.0 Know management techniques involved in recreation enterprises			
11.0 Understand routine planning and development methods of the recreation enterprise			
12.0 Understand the concept of park management and its structures.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teachers Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: Understand the relationship between recreation and park management and tourism.						
1	1.1 Identify the components to a Travel and Tourism to wilderness areas	Explain the components of travel and tourism. Discuss the factors for increase travel.	Text books	Discuss relationship between recreation and park management.	Guide students to the identification of leisure activities in parks and related management needs.	Flipchart and pens
2	1.2 Explain factors for increases travel to natural destinations					
3	1.3 Outline travel motivations to certain destinations 1.4 Describe the relationship between recreation and park management	List out travel motivation			Use different case studies from different regions each session	Maps internet
General Objectives 2.0: Understand the psychology of travel i.e. why people travel for recreation						
4	2.1 Identify reasons why people travel and the impacts of tourism in natural areas		Text books	Guide student to: Identify barriers to travel in selected locations		Flipchart and pens
5	2.2 Explain Social significance of travel in remote rural areas			Discuss impacts of tourism in certain natural areas		
6	2.3 Classify barriers to travel in natural areas 2.4 Compare the private versus public recreation			Differentiate private versus public recreation.		
General Objective 3.0 Discuss the demand for recreation.						
7	3.1 Enumerate the features in the outdoor/Indoor recreation and amusement parks	List features in outdoor/indoor recreation and amusement park.	Text books	Seminar presentation by students on a selected topic discussion		
8	3.2 Appraise ORRRC (Outdoor Recreation resources Commission) and what it recommended	Explain ORRRC. Analyse the problem with definition and measurement of recreation activities.				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teachers Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
9	3.3 Evaluate the Problems with definition of terms and measurement of recreation activities	List the factors responsible for there differences and relate to individuals and small group activities indoor recreation demand.				
10	3.4 Identify and factors responsible for their, differences and relate this to individual and small group activities Indoor recreation demand					
General Objective 4.0: Know management techniques involved in the recreation enterprises.						
11	4.1 Categorize recreational facilities into indoor, outdoor, private and Public attritions 4.2 Define and Identify the management and organization structures on 4.1 above 4.3 Explain the differences between the following cultural, historical and Educational attractions	Differentiate facilities into indoor, outdoor, private and public attraction Discuss the differences between cultural, historical and educational attraction	Text books	Illustrate organizational structures of recreational enterprises (i.e indoor outdoor and both private and public facilities)	Ask students to drew the organizational structures of the recreational enterprises assignment supervised.	Textbooks sample of organizational chart.
General Objective 5.0: Understand routine planning and development methods of the recreation enterprise						
12	5.1 Enumerate the Different functions in a retention quality 5.2 Draw out the organizational of the following (a) a mall size (b) medium size (c) large size facility 5.3 Identify financial record keeping provides in recreation facilities.	List the different function in a retention quality.	Text books	Draw out the organisational structure of the following (a) a small size (b) medium size (c) large size facility Prepare financial record keeping of recreation enterprise	Ask students to compare the organizational structure of the different types of facilities. Ask case studies to make students develop their ability to prepare financial record keeping	Text books Handout Text books

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teachers Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6.0 Understand the concept of park management and its structures.						
13	6.1 Enumerate and discuss the Nigerian National Parks 6.2 Designation the management structure of the parks	List and explain Nigerian national parks and show the management structure.	Text books	Show video		VCR and video
14	6.3 Explain the activities and usefulness of the park rangers 6.4 Explain the responsibilities of the park principal officers	Discuss the activities and usefulness of the rangers Discuss the responsibilities of the park principal officers.		Guide students to assess park rangers activities		Flipchart and pens
15	6.5 Explain the governments concern and responsibilities on the national parks	Discuss the government concern and responsibilities on the national parks.				

Assessment:

Give details of assignments to be used:
40% seminar presentation, 60 % essay

Recommended Textbooks & References:

Course Art, Culture and Museum Studies

Department/Programme: LEISURE AND TOURISM MANAGEMENT HIGHER NATIONAL DIPLOMA			
Course ART, CULTURE AND MUSEUM STUDIES	Course Code: LTM 323	Credit Hours: 5	
Year: Semester:	Pre-requisite:	Theoretical: 2 hours/week	Practical: 3 hours/week
GENERAL OBJECTIVE:			
1.0 Understand the origin of man for the purpose of tourism development in Nigeria			
2.0 Understand the religions practices and culture of Nigerians			
3.0 Know Nigeria's cultural tourist attractions			
4.0 Understand the set up of a museum			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: Understand the origin of man for the purpose of tourism development in Nigeria.						
1	Origin of man 1.1 Explain man's activities under the following: a) Man, the only mammal capable cultural of activities b) Early stone age	Discuss the origin of man.	Text books, documentary Magazines flip Chart	Visualise art and culture	Films and images	VCR
2	c) Middle stone age d) Iron smelting e) Explain a - d above with examples from Nigeria		Chalk boards and Vehicles			
General Objective 2.0: Understand the religions practices and culture of Nigerians.						
3	Religions practices and culture of Nigerians 2.1 Explain the religious practices of Nigerians inter each of the following: b) Traditional c) Islam d) Christianity	Illustrate with local examples.	Radio Textbooks, Magazines, Cameras Chalk and magnetic boards	Visualise art and culture	Films, Documentary,	VCR
4	2.2 Describe the economic activities of Nigerians (eg traditional and modern occupations) 2.3 Explain multi linguistic dimensions of Nigeria e.g. English, Hausa, Yoruba, Igbo, Edo, Efic, Urhobo, Igalla, Fulanis etc		Text books			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
5	2.4 Trace the prehistory of Nigeria (i.e. mythologies, legends and oral history to the beginning of archaeological discoveries)		Magazines, Audio visuals and chalk and magnetic boards			
6	2.5 Discuss the nature of Nigeria arts and crafts: a) NOK culture b) Igbo-Ukwu c) Benin figurines d) Rock paintings - Sokoto, Bauchi Dala Hill, Kano, etc (especially animal paintings) Gloss works and architecture					
7	2.6 State the materials of each of the crafts in 2.5 above	List the material of each of the crafts in 2.4 above.				
8	2.7 Explain how the crafts in 2.5 above could be used for tourism development and promotion	Explain how craft in 2.5 above could be used for tourism development and promotion.				
General Objective 3.0 Know Nigeria's cultural tourist attractions.						
9	Nigeria's cultural tourist attractions 3.1 List Nigeria's cultural tourist attractions 3.2 Identify the locations of the Nigeria's cultural tourist attractions	Appraise tourist attractions	Textbooks Magazines	Visit some cultural attractions in Nigeria	Escort, guide and monitor the students	Vehicle Tourist Attraction.
10	3.3 Explain the major cultural tourist attractions 3.4 Discuss the major types of cultural festivals in Nigeria		Leaflets, Chalk boards and Audio visuals Vehicles	Carry out a mini cultural festival		

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
11	<p>3.5 Trace the origin and importance of the festivals in 3.4 above</p> <p>3.6 State the characteristics of the festivals in 3.4 above</p> <p>3.7 Explain how the festivals in 3.4 above should be harnessed to boost the tourism industry in Nigeria</p>					
General Objective 4: Understand the set up of a museum						
12	<p>Museum set up</p> <p>4.1 Define what is a museum</p> <p>4.2 Explain the various departments sections of a museum</p>		<p>Textbooks</p> <p>Magazine, Audio visuals and Documentary</p>	<p>Visit museum sites and Tourism</p>	<p>Escorts and guide the students</p>	<p>Museum and Tourism boards</p>
13	<p>4.3 Discuss the functions of each of the following department/sections in a museum:</p> <p>b) Curatorial c) Ethnographic d) Education e) Conservation f) Archaeological</p>		<p>Films on the subject matter</p>			
14	<p>4.4 Identify the various museums in Nigeria</p> <p>4.5 Explain the emphasis of each of the museums in 4.4 above</p>	<p>State the various museum in Nigeria.</p>				
15	<p>4.6 Visit at least two museums in 4.5 above</p> <p>Revision Examination</p>	<p>Discuss the emphasis of each of the museum in 4.4 above</p>				

Assessment:

Give details of assignments to be used:
Essay 50%; Group Report on visit 50 %

Recommended Textbooks & References:

Course: Air - Fares and Ticketing III

Department/Programme: LEISURE AND TOURISM MANAGEMENT HIGHER NATIONAL DIPLOMA			
Course: AIR - FARES AND TICKETING III	Course Code: LTM 324	Credit Hours:	5
Year: Semester:	Pre-requisite:	Theoretical:	hours/week 2
		Practical:	hours/week 3
GENERAL OBJECTIVE:			
On completion of this course the diplomate should be able to:			
1.0 Know fare construction with mixed aliases and intermediate class fare exceptions			
2.0 Understand traffic documents, tickets entries and layout of Miscellaneous charges order (MCO) and Multiple purpose Document (MPDs)			
3.0 Understand credit cards, its uses and producers.			
4.0 Understand taxes and procedures for rounding up taxes			
5.0 Understand children fares, ticketing procedures for unaccompanied unions			
6.0 Know special fares linking Round Trip/circle RT/CT to that of special fare construction			
7.0 Know billing and settlement plan (BSP) and IATA BSP international service			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: Know fare construction with mixed classes and intermediate class fare exceptions						
1	1.1 Identify the standards class differential methods 1.2 Explain the standard class differential with varying HIPs	Discuss standard class differential methods with varying HIPs	Air passenger Booking manacles			
2	1.3 Explain the return trips and class differentials 1.4 Explain the intermediate class exceptions.	Discuss return trips. Discuss intermediate class exceptions.	Passenger Air Tariff etc.			
General Objective 2.0: Understand Traffic documents, tickets, entries and layout of MCO's and MPDs						
3	2.1 Define various traffic documents 2.2 Describe passenger ticket and baggage check	Lecture to be backed up with formats of tickets etc for illustrate purposes	PAT	Illustrate with diagrams the formats of tickets, miscellaneous charges order (MCO), and other documents	Guide students to draw the formats of these documents	Air tickets - MCO
4	2.3 Describe the miscellaneous charges order 2.4 Describe the multiple purpose documents					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 3.0 Understand credit cards its uses and different producers.						
5	3.1 Define credit card and the different types 3.2 Explain the universal air travel plan 3.3 Describe the commercial credit cards	Lecture students with a sample of a typical credit card	PAT			
General Objective 4: Understand taxes and procedures for rounding up taxes.						
6	4.1 Explain tax reference 4.2 Explain the types of TFCs 4.3 Explain TFC identification 4.4 Explain the conversion procedure	Lecture with reference to current happening in the airline gyrations global ling	PAT	Use the OAG/ABC guide and internet for the coven version procedures of taxes and currencies	Give exercise requiring calculation of fares taxes and currency	Internet OAG/ABC guide Air tariff guide
7	4.5 Explain Euro conversion procedure 4.6 Explain the security surcharge shown as a "Q"					
General Objective 5.0: Understand Children fares, ticketing procedures for unaccompanied minors						
8	5.1 Explain the unaccompanied infant's fare 5.2 Describe the accompanied child's fare 5.3 Identify the unaccompanied minors	Lecture with reference to current happening in the airline gyrations global ling	PAT			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6.0:						
9	6.1 Define special fares 6.2 Describe various types of special fares 6.3 Explain the standard conditions and general rules 6.4 Interpret valuing conditions	Lecture with early emphasis to the calculation aspects Encourage content practice	Passenger air tariff (PAT) Passenger mileage mammals			
10	6.5 Establish seasonality and day;; of week 6.6 Establish country transfers and stopovers		Fare calculation mammals			
11	6.7 Select the applicable special fare 6.8 Explain RT/CT special fare construction 6.9 Describe selection, calculation, taxes and ticketing 6.10 Explain open law for special fares					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
12	6.11 Explain OW special fare construction steps 6.12 Describe combination of fares 6.13 Explain collecting penalty fees			Use the OAG, ABC guide Internet, and air tariff book to find and construct the total cost including taxes for ticketing and other travel arrangements	Give exercise requiring calculation of foare construction and supervise the work.	OAG ABC guide Tariff books and Internet
General Objective 7.0: Know billing and settlement plan (BSP) and IATA BSP international service.						
13	7.1 Explain the aims of the BSP 7.2 Explain the BSP background 7.3 Explain the advantages of BSP to travel agents	Discuss the aim of BSP and BSP background, and advantages of BSP				
14	7.4 Describe the operation of the billing and settlement plan 7.5 Explain validation equipment 7.6 Know standard traffic documents			Demonstrate how to use validation equipments for ticketing and other documents	Supervise individual student working on the validation equipments	-Validating machine - Airline card - Travel Agency card
15	7.7 Describe commissions and service fees 7.8 Explain IATA BSP international services.	Explain commissions and service fees, and IATA BSP International services.				

Assessment:

Give details of assignments to be used:
Course test 50 %;; Examination 50 %

Recommended Textbooks & References:

Course: Legal Aspects of Tourism

Department/Programme: LEISURE AND TOURISM MANAGEMENT HIGHER NATIONAL DIPLOMA			
Course: LEGAL ASPECTS OF TOURISM	Course Code: LTM 325	Credit Hours: 2	
Year: Semester:	Pre-requisite:	Theoretical:	hours/week 2
		Practical:	0 hours/week
GENERAL OBJECTIVE:			
On completion of this course the diplomate should be able to:			
1.0 Know the institutions and agencies that have legal impact on Tourism			
2.0 Know the laws and regulations that govern tourism			
3.0 Know the scope and impact of legislation on tourism			
4.0 Understand the regulatory controls and constraints of legislative bodies in tourism			
6.0 Understand the terms nationality and domicile			
7.0 Know types, contents and uses of documents issued to tourists			
8.0 Know the liabilities and responsibilities of tourism firms/agencies to the public			
9.0 Know the advantages and disadvantages affirmed by legislation to tourism			
10.0 Understand laws affecting tourism			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: To understand the rules and regulations guiding tourism industry.						
1	Know the Institutions and Agencies that have legal impact on Tourism 1.1 Identify and explain the institutions and agencies that have legal impact on tourism	Seek for relevant textbooks and prepare lecture notes and teach the students Give assignments to students and grade such assignment Organize tutorial classes where necessary	Tourism principles Practices and philosophic by McIntosh			
2	1.2 Explain the functions of the institutions mentioned in 1.1 above 1.3 Explain the Administration and organizational structure of 1.1 above.	Organize field trips where necessary Encourage students to ask questions for further explanation/clarifications when in doubt Encourage students to work on class assignments.				
General Objective 2.0: Know the laws and regulations that govern tourism.						
3	2.1 Identify; the laws and regulations that govern tourism 2.2 Explain the laws and regulations 2.3 Explain reasons for the laws and regulations	Recognise the laws and regulations that govern tourism. Discuss the laws and regulations. Discuss reasons for the laws and regulations.	Text books			
General Objective 3.0: Know the scope and impact of legislation on tourism						
4	3.1 Explain the scope and impact of legislation on tourism 3.2 Identify new legislation	Discuss scope and impact on tourism. Recognise new legislation.	Text books			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4.0: Understand the regulatory controls and constraints of legislative bodies in tourism.						
5	4.1 Identify the regulatory controls of legislative bodies in tourism.	Recognise the regulatory controls of legislative bodies in tourism.	Text books			
	4.2 Explain the process of controls constraints of 4.1 above					
6	4.3 Explain the process of controls	Discuss regulatory constraints in 4.1 above.				
	4.4 Identify and explain their constraints	Discuss the process of control Recognise and discuss their constraints.				
General Objective 5.0: Understand the terms nationality and domicile						
7	5.1 Define/explain nationality and domicile	Discuss nationality and domicile	Text books			
	5.2 Define a stateless person	Explain stateless person				
8	5.3 Identify classes of domicile	Recognise classes of domicile.				
	Distinguish between nationality and domicile	Differentiate between nationality and domicile.				
General Objective 6.0: Know types, contents and uses of documents issued to tourists.						
9	6.1 Identify and explain the various types of documents	Recognise and discuss the various types of document.	Text books			
	6.2 Explain the contents of the documents in 6.1	Discuss the contents of document in 6.1 above				
	6.3 Explain the value of the documents mentioned in 6.1 above	Discuss the value of the document mentioned in 6.1 above.				
General Objectives: 7.0 Know the liabilities and responsibilities of tourism firms/agencies to the public.						
10	7.1 Define/explain and identify the publics	Recognise and discuss the publics.	Text books			
	7.2 Explain types of liabilities to the various publics	Discuss types to liabilities to the various public.				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
11	7.3 Identify and explain the duties and responsibilities of tourism firms/agencies to the various publics	Recognise and discuss the duties and responsibilities of tourism firms/Agencies to the various publics.				
General Objectives: 8.0: Know the advantages and disadvantages offered by legislation to tourism.						
12	8.1 List the advantages 8.2 Explain the advantages	Enumerate and discuss the advantages, disadvantages and problems of legislation to tourism.	Text books			
13	8.3 Explain the problems associated with lack of legislation					
General Objectives: 9.0 Understand laws affecting tourism						
14	9.1 Identify laws affecting tourism 9.2 Explain the laws in 9.1 e.g. Land use decree 1978 Warsaw convention 1929	Recognise laws affecting tourism.	Text books			
15	Hague protocol 1955 Montreal agreement 1976 National park and games Reserve laws etc	Discuss the law in 9.1 above.				

Assessment:

Give details of assignments to be used:
Report 60 %; Examination 40 %

Recommended Textbooks & References:

Course: Managerial Accounting

PROGRAMME: HIGHER HND IN LEISURE AND TOURISM MANAGEMENT			
Course: MANAGERIAL ACCOUNTING	Code: LTM 326	Credit Hours:	4 hours
Year III SEMESTER II	Pre-requisite:	Theoretical: Practical:	2 hours/week - 50% 2 hours/week - 50%
<p>Goal:</p> <p>To develop in the student the analytical and critical skills required to be able to device indicators of performance, measure and evaluate management performance and provide accounting data for management control and decision making.</p> <p>GENERAL OBJECTIVES:</p> <p>On completion of this course, the student should be able to:</p> <ul style="list-style-type: none"> 1.0 Understand Management Accounting Theories and practices. 2.0 Understand Planning and Control Theory in Accounting. 3.0 Understand Budgets and Budgetary Control. 4.0 Understand Standard Costing Technique and Variance Accounting. 5.0 Know modern approach to Variance Accounting. 6.0 Know Cost and Profit Variances. 			

COURSE: Managerial Accounting.				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Understand Management Accounting Theories and practices.						
1	1.1 Define Management Accounting. 1.2 Explain the development of accounting thoughts that led to the emergence of management accounting. 1.3 State the purpose of management accounting.	- Introduce the subject of management accounting using an organizational chart.	Overhead Projector Chart	Write on the objective management accounting, its scope and status in an organisation. Differentiate between the functions of management accounting and financial accounting.	Lead the students to draw an organisation chart depicting management accounting theory and practice.	Overhead projector Charts
2	1.4 Describe the status of management accounting department in an organization. 1.5 Distinguish between management accounting and financial accounting.					
General Objective 2: Understand Planning and Control Theory in Accounting.						
3	2.1 Define Planning and Control. 2.2 Explain Planning, Control and decision making functions of Management. 2.3 List the accounting information requirements for planning, control and decision-making. 2.4 Explain feedback open and close loop control system.	- Demonstrate the Planning and Control functions in Management - Illustrate standard setting through appropriate examples.	Overhead Projector Worked examples Graphs	Describe planning, control and decision making functions of management. State the effects of learning curve on standard setting.	Guide students in recognising planning, control and decision making process.	Overhead projector Graphs

COURSE: Managerial Accounting.				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
4	2.5 State different types of standards. 2.6 Explain the Principles, Procedures and the Practice of Setting Performance Standards.	- Show the effect of learning curve on standard setting graphically.			Show effect of learning curve on standard setting graphically.	
5	2.7 Explain the effects of learning curve on standard setting. 2.8 Explain the behavioural aspects of standard costing and budgeting.					
General Objective 3: Understand Budgets and Budgetary Control.						
6	3.1 Describe the concepts and practice of budgeting. 3.2 Explain the administration and budgetary control, the budget committee and budget manual.	- Demonstrate budget concepts planning.	Overhead Projector	Prepare and use functional budgets, master budget, fixed and flexible budgets for planning and control purposes.	Illustrate budget preparation with examples.	Overhead projector
7	3.3 Explain budget period. 3.4 Identify the principal budget factors or key factors and limiting factors. 3.5 Prepare functional budgets and master budgets.	- Illustrate: (a) Fixed budget at the Planning stage. (b) Flexible budget as a control mechanism. - Emphasize the human aspects in budgeting.		Differentiate zero based budget from rolling budget.	Guide students to use prepared budgets for planning and control purposes.	Budgeting software packages

COURSE: Managerial Accounting.				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
8	3.6 Prepare fixed (Static) budget and flexible budgets. 3.7 Explain budget centres and responsibility accounting. 3.8 Describe aspiration lured and dysfunctional behaviour (budgetary slack).					
9	3.9 Describe participative Budgeting. 3.10 Explain zero base budgeting. 3.11 State the effectiveness of zero base budgeting. 3.12 Explain rolling budgets.					
General Objective 4: Understand Standard Costing Technique and Variance Accounting.						
10	4.1 Explain the analysis, significance, presentation and investigation of variance and sub-variances. 4.2 Prepare standard Cost Card. 4.3 Prepare Income Statements (operating statement) based on standard costs.	- Prepare operating statement based on standard costing and reconcile budget profit with the actual profit.	Overhead Projector Worked examples	Prepare and analyse all forms of variances for materials, labour, overheads, sales and profit.	Lead students in the preparation and analysis of the various variances.	Computer software packages Overhead projector
11	4.4 Investigate, interpret and report variances. 4.5 Explain the principle of	- Illustrate the variances which are significant to be reported.			Divide students into groups and assign practical examples from various sectors of the economy.	

COURSE: Managerial Accounting.				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	management by exception. 4.6 State the uses of exceptional reporting. 4.7 Apply quantitative analysis to variance accounting.					
General Objective 5: Know modern approach to variance accounting.						
12	5.1 Explain the short comings of traditional cost variances. 5.2 Prepare operating (Operational) and Planning variances using Ex-post and Ex-ante standards/budgets.	- Explain how operating variance (opportunity cost approach) assist to find substitutes for scarce resources.	Overhead Projector	As above	As above	
13	5.3 State the merits of operating and planning variances in a period of inflation. 5.4 Explain the disposition of variances.	- Explain how planning variances pinpoint planning defects of the management.				
General Objective 6: Know Cost and Profit Variances.						
14	6.1 Explain material mix and yield variances. 6.2 Prepare sales mix and sales quantity variances.	- Cite appropriate examples from manufacturing industries e.g. feed, pharmaceutical companies, paint companies etc.		As above	As above	
15	6.3 State the limitations of profit variances.					

ASSESSMENT CRITERIA			
Coursework 30%	Course test %	Practical 30%	Other (Examination/project/portfolio) 40%

Course: Social Psychology

PROGRAMME: HND in Leisure and Tourism Management			
Course: SOCIAL PSYCHOLOGY	Code: LTM 327	Credit Hours:	3 hours x week
Year 1 Semester: 2	Pre-requisite:	Theoretical: Practical:	2 hours/week - 1 hours/week -
GENERAL OBJECTIVES:			
<ol style="list-style-type: none">1. Appreciate the basis of human behaviour2. Know the Development of behaviour3. Understand the principles of personality development4. Know the process of learning5. Understand human memory6. Understand human emotions7. Comprehend the process of attitude formation and change8. Know the psychological basis of management models in industries and organisations9. Understand the psychology of other nations.10. Know the psychological effects of health.11. Know the methods of assessment in experimental psychology.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Appreciate the basis of human behaviour						
1-2	1. Define Psychology 2. Outline the development of Psychology. 3. Describe methods behaviour e.g testing experimental case study etc. 4. analyse the interplay between Psychology and other social sciences. 5. Identify motives for behaviour (drives, needs, instincts, etc)	Explain fully the meaning of Psychology. Diagrammatical outline and analyse the development of Psychology and human behaviour	Posters Charts Books handouts	Role-plays and case-studies experiences	Organise Student into group to experiment human behaviour. Ask student to prepare a schedule showing the effect the Psychology on human behaviour	Posters Charts Books Handouts Case-studies
General Objective 2. 0: Know the Development of behaviour						
3-4	1. Define cognitive development. 2. Analyse personality development. 3. Define self-concept. 4. Explain socialization and its agents 5. Describe the state of Development- infancy, Adolescence and puberty	Explain the concept of human development and behaviour.	Posters Charts Books handouts			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective: 3.0. Understand the principles of personality development						
5	1. Define personality. 2. State the models of personality. 3. explain conflict model. 4. Explain consistency model 5. Explain behaviourism	With a diagram, Explain the various models		List the various personality models	Lead the student to outline the various models	Textbook Hand-outs Medical Brochures Posters Pictures Diagrams
General Objective 4.0: Know the process of learning						
6	1. Define Learning. 2. List types of Learning. 3. State methods of learning	Explain in details the process of learning				
GENERAL OBJECTIVE: 5.0 Understand human memory						
7	1. Define memory. 2. Explain the following: short and long term memory. 3. Explain people forget.	Explain the process of human memory	Posters Charts Books			
GENERAL OBJECTIVE 6.0 Understand human emotions						
8	6.1 Define Emotion 6.2 Define types of Emotions. 6.3 Explain casual factors of Emotions. 6.4 Examine expressions of Emotions.	Explain the various types of Emotion. Explain the factors emotion. Discuss the various expressions of emotion.	Chalkboard	Compare human emotions	-Shows video Clips on different types of emotions	Video cassettes

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
GENERAL OBJECTIVE 7.0 Comprehend the process of attitude formation and change.						
9	7.1 Describe development of attitudes. 7.2 Identify the components of attitude. 7.3 Analyse consistency theories of prejudice. 7.4 Explain change of attitude.	-Explain how attitudes are developed. -List the components of attitudes. -Explains the constituency theories of prejudice. -Explain change of attitudes.	Textbook Hand-outs Medical Brochures Posters Pictures Diagrams	Role-plays	Promote debate after role-plays to discuss findings.	
General objective 8.0: Know the psychological basis of management models in industries and organisations						
10-11	8.1 Explain workers motivation, 8.2 Describe negotiation and bargaining power. 8.3 Analyse organisational crisis intervention. 8.4 Explain building of team harmony and cohesion. 8.5 Explain psychological models of management (autocratic, democratic and Laissez-faire)	-Explain worker motivation. -Explain negotiation and bargaining power. -Describe various organisational crisis. -Explain psychological models of management.	Textbook Hand-outs Medical Brochures Posters Pictures Diagrams	Case studies and role-plays	Students working in groups and individually to evaluate management models and organisational interventions	Textbook Hand-outs Medical Brochures Posters Pictures Diagrams

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 9.0 Understand the psychology of other nations.						
12	9.1 Describe the psychology of Western nations USA, UK, etc.	-Explain the psychology of western nation.	Maps	Case studies and role plays	Organise students in groups to simulate countries and produce role-plays. Evaluate and promote discussions	Maps
	9.2 Examine the psychology of Eastern block-USSR, China, etc	-Explain the psychology of eastern bloc.	Examples			Textbooks
	9.3 Describe the psychology of Third world countries Afro Asian people.	-Describe the psychology of Third World countries.	Posters Text books			Hand-outs and guides
General Objective 10.0 Know the psychological effects of health.						
13-14	10.1 Describe hypertension.	-Explain hypertension	Textbook	Internet search to find-out about key working place illnesses		Guides, handouts, etc.
	10.2 Explain coronary heart diseases.	-Explain coronary heart diseases.	Hand-outs			
	10.3 Describe defence mechanisms. 10.4 State anxiety neurosis.	-Explain defence mechanisms. -Explain anxiety neurosis.	Medical Brochures			
	10.5 Explain fatigue, frustration and interest.	-Explain fatigue, frustration, etc, -Explain psycho-social factors in health.	Posters Pictures			
	10.6 Examine psycho-social factors in health (poverty, hunger)	-Explain coping mechanism.	Diagrams			
	10.7 List coping mechanisms (relaxation, therapy, behavior modification).					

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 11: Know the methods of assessment in experimental psychology.						
15	11.1 Explain reaction time 11.2 Identify achievement motivation. 11.3 Explain interviewing 11.4 List psychological tools (TAT, Rorschach test, Bio-feedback Tachisto-scope)	-Explain reaction time -Explain achievement motivation. -Explain interviewing. -List psychological assessment tools.	Textbook Hand-outs Medical Brochures Posters Pictures Diagrams	Case-studies and role-plays	Promote debates and discussion on role-plays	

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio) %
% 25	% 25	%	50

Course: Property Management

PROGRAMME: Higher National Diploma Hospitality Management			
Course: Property Management	Course Code: HMT 323	Credit Hours:	4
Year: III Semester: 2	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	2 hour/week
GOAL:			
This course is designed to enable the student know how to maintain a property under his supervision.			
GENERAL OBJECTIVES:-			
On completion of this course the student should be able to:-			
1.0 Know how to develop properties			
2.0 Know the concept of building design			
3.0 Know care and maintenance of buildings			
4.0 Know the care and maintenance of outdoor areas			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives: 1.0 To introduce students to the basic concepts and practices in the management of hospitality building exteriors						
1	<p>1.1 Explain in different types of property developments that could be made:</p> <p>u. Erection of a new building</p> <p>v. Extension of an existing building</p> <p>w. Refurbishing of an existing building</p>	<p>Enumerate different types of property developments that could be made eg.</p> <p>- Creation of new building</p> <p>- Extension of an existing building</p> <p>- Refurbish of an existing building.</p>	<p>Visual aids: historic photographs of these selected regions from the National Archives or museum</p>		<p>Show photographs of old and period buildings.</p> <p>Generate discussion to highlight the historical trends in building in different parts or regions of Nigeria.</p> <p>Visit to the National Archives museum to see historical buildings</p> <p>Guide students in a discussion on developments that could be made on buildings.</p> <p>Arrange group discussion on the impact of good design on the customer.</p> <p>Generate a discussion on issues that could arise in cases of development of buildings.</p>	<p>Photographs of historic and period buildings.</p>
2	<p>1.2 Discuss the impact of good building design on the customer.</p> <p>1.1 Recognize the different issues that will arise in each of these building situations in 1.1 auctions, cooperative buying groups, cash and carry etc.</p>	<p>Discuss the impact of good building design on the customer</p> <p>Identify the different issues that will arise in each of these building situations in 1.1</p>				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 2: Know the concept of building design						
3	2.1 State the roles of the different parties involved in property design and development <ul style="list-style-type: none"> x. Owner y. Architect z. Operator (manager) aa. Contractors bb. 	Describe the roles of the different parties involved in property design and development the owner, architect operator or manager, contractors.	Overhead projector and transparencies		Conduct a PEST analysis ie the political, economic, social and technological factors' that could impact on property development in Nigeria on roles of parties involved in. Lead a discussion on the roles of the owner, architect, manager and contractor in the design and development of a property. Get students to research into the names of different companies in Nigeria that provide services.	Overhead Projector and transparencies The developments of propers
4	2.2 Discuss the impact of the following factors on building design: <ul style="list-style-type: none"> cc. Location dd. Legislation (regulatory bodies, decrees etc) 	Discuss the impact of location and legislations (regulations bodies, decrees) on building design.	Laws relating to buildings		Lead the students on a discussion on the impact of location and legislation and legislature bodies on building design, give examples of low density areas and type of buildings that should be built.	Laws relating to buildings
General Objective 3: Care and maintenance of buildings						
5	3.1 Identify the various materials suitable for <ul style="list-style-type: none"> a Foundations b. Walls c. Roofs d. Windows 	Identify and describe the various materials suitable for foundations, walls, roofs, windows, door, paints Describe the problems	Visual aids downloaded from the internet		Show students different materials suitable various parts of the building and discuss the problems that may arise with the use of there materials. Guide students to highlight the	Visual aids downloaded from internet Transport

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	e. Doors f. Paints 3.2 Describe the typical problems that arise with the use of these materials in 3.1 above.	that may arise with the use of the materials in 3.1			existence of both local and imported products. Take students on excursion to building materials market or factory to see the different types of building materials.	
6	3.3 Explain the care and prevention of some o these problems in 3.2 above. 3.4 Discuss the consequences of poor maintenance on the building structure.	Discuss the prevention of the problems in 3.2 Discuss the consequences of lack of maintenance or poor maintenance on the building structure. Discuss the need for: - Maintenance budget Specialist consultant - Future maintenance checks				
7	3.5 Identify the need for ee. A maintenance budget ff. Specialist consultation gg. Routine maintenance checks					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4: Know care and maintenance of outdoor areas						
8	4.1 Identify the aesthetic and operational needs of the outdoor area of different hospitality buildings.	<p>Evaluate the aesthetic needs of different hospitality buildings.</p> <p>Describe the aesthetic issues related to these areas - landscaping plants and flowers surfacing.</p> <p>Analyze the operational issues related to the following:-</p> <p>External security</p> <p>Delivery access</p> <p>Access to maintenance services</p> <p>Cleaning, customer parking</p> <p>Swimming pools etc.</p>	<p>Visual aids of exteriors of hospitality facilities</p> <p>Photographs of good landscaped premises</p>		<p>Take students on an excursion to a noted where staff can talk to students on the case students will also look at landscaping and aesthetics, flowers and plants, surfacing.</p> <p>Show pictures from magazines of buildings good landscapes and flowers.</p> <p>Lead a group discussion on issue relating to the aesthetics above.</p> <p>Lead a discussion on operational issues related external security other facilities.</p> <p>Give tests, quizzes, and examination.</p>	
9	<p>4.2 Describe the aesthetic issues related to the following areas:</p> <p>H Landscaping</p> <p>I Plants and flowers</p> <p>J Surfacing</p>					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
10	4.3 Describe the operational issues related to the following areas: hh. External security ii. Delivery access jj. Access to maintenance service					
11	kk. Cleaning ll. Customer parking					
12	mm. Other facilities e.g. swimming pools,					
13	nn. tennis courts etc					
14	oo.					
15	This could involve a proposal prepared for the owner of a chain of restaurants who would like to build an extension for one of his facilities located in the city center. Advise him on the issues he needs to take into consideration					

Assessment:

Give details of assignments to be used:
Report (related to visit to establishment) 60 %; Group presentation 40 %

Recommended Textbooks & References:

Course: Technical French II

Department/Programme:: HOSPITALITY MANAGEMENT (HIGHER NATIONAL DIPLOMA)			
Course: TECHNICAL FRENCH II	Course Code: HMT 326	Credit Hours:	3
Year: 2 Semester: 2	Pre-requisite: French II	Theoretical:	1 hours/week
		Practical:	2 hours/week
Course Aim/Goal:			
This course is designed to enable the student to acquire the necessary language and communication skills to use the French language in a variety of business situations.			
GENERAL OBJECTIVES:			
On completion of this course, the student should be able to:			
5.0 Identify different registers of language in written and audiovisual documents			
6.0 Communicate with business clients and partners			
7.0 Understand and prepare business documents			
8.0 Dialogue effectively with French speakers			

Theoretical Content				Practical Content		
Week	Specific learning outcomes	Teacher's activities	Resources	Specific learning outcomes	Teacher's activities	Resources
General Objective 1: Identify different registers of language in written and audiovisual documents						
1	1.1 Identify direct and indirect discourse of language.	Explain direct and indirect forms of language.	Chalkboard. Textbooks.	1.1 Make interrogative and non-interrogative sentences using indirect discourse.	Guide students in making interrogative and non-interrogative sentences using indirect discourse.	Language laboratory.
2	1.2 Identify the passive and active voices.	Explain active and passive voices.	Chalkboard. Textbooks.	1.2 Use the passive and active voice.	Guide students in using the passive and active voice.	Language laboratory.
3	1.3 Identify registers of language used in print media.	Explain registers of language used in different types of print media reports, e.g. news, feature articles, advertisements etc.	Chalkboard. Textbooks. Newspapers.	1.3 Be familiar with main French-language press. 1.4 Write simple texts in different registers used in print media.	Guide students in identifying registers of language used in print media. Guide students in writing simple texts in different registers used in print media.	Language laboratory. Newspapers.
4	1.4 Identify registers of language used in radio programmes.	Explain registers of language used in different types of radio programmes, e.g. news, interviews, advertisements etc.	Chalkboard. Textbooks. Cassette recorder.	Compose simple texts in appropriate registers to be read over the radio.	Guide students in identifying registers of language used on the radio. Guide students in composing in groups of 2 or 3 simple texts in appropriate registers to be read over the radio.	Language laboratory.
General Objective 2: Communicate with business clients and partners						
5	2.1 Know how to write a business letter.	Explain conventions used in writing different types of business letters, e.g. applications, letters to business partners, letters to clients, memo etc.	Chalkboard. Textbooks.	2.1 Write business letters for different situations.	Guide students in preparing business letters to respond to different situations.	Language laboratory. Business letters.
6	2.2 Understand different registers of language in face-to-face communication in business.	Explain conventions for face-to-face communication in business with different people: clients, business partners, colleagues, etc.	Chalkboard. Textbooks.	2.2 Communicate orally in different situations in an appropriate manner.	Guide students in role-playing situations requiring use of different registers of language.	Language laboratory. Films.

Theoretical Content				Practical Content		
Week	Specific learning outcomes	Teacher's activities	Resources	Specific learning outcomes	Teacher's activities	Resources
7	2.3 Understand conventions for communicating with email and fax.	Explain conventions for communicating via email and fax with different people: clients, business partners, colleagues, friends etc.	Chalkboard. Textbooks.	2.3 Write emails and fax in appropriate language to different people.	Guide students in preparing emails and faxes to different people.	Language laboratory. Computers if available.
8	2.4 Understand different registers of language in telephone communication in business.	Explain conventions for communicating via telephone with different people: clients, business partners, colleagues, friends etc.	Chalkboard. Textbooks.	2.4 Communicate over the telephone to business partners and clients.	Guide students in using appropriate language when communicating via the telephone to business partners and clients.	Language laboratory. Films.
General Objective 3: Understand and prepare business documents						
9	3.1 Understand the structure and language of a press release.	Explain strategies for writing a press release in French.	Chalkboard. Textbooks.	3.1 Write a press release.	Guide students in preparing press releases.	Language laboratory. Press releases.
10	3.2 Understand different types of written contracts.	Explain conventions used in different types of written contracts, e.g. lease, loan agreement, contract for services etc., and the meaning behind them.	Chalkboard. Textbooks.	3.2 Interpret a written contract.	Guide students in reading and interpreting different types of written contracts.	Language laboratory. Contracts.
11	3.3 Understand financial information registers and tables.	Explain tables and registers commonly used in French-speaking businesses.	Chalkboard. Textbooks. French-language financial data.	3.3 Interpret financial information registers and tables.	Give examples of financial information registers and tables..	Language laboratory. Financial registers and tables.
12	3.4 Understand mechanisms and structure of a business report.	Explain strategies for writing a report for French-speaking clients and business partners.	Chalkboard. Textbooks.	3.4 Prepare the basic elements of a business report.	Guide students in preparing the basic elements of a business report.	Language laboratory. Business report.
General Objective 4: Dialogue effectively with French speakers						
13	4.1 Know the main economic and industry institutions in the French-speaking world.	Explain the main economic and business institutions in the French-speaking world (statutory bodies, employers' and employees' unions, lobby groups_)	Chalkboard. Textbooks.	4.1 Identify the roles of the main economic and industry institutions in the French-speaking world.	Guide students in preparing a business strategy for identifying and contacting relevant Francophone economic and industry institutions.	Language laboratory.

Theoretical Content				Practical Content		
Week	Specific learning outcomes	Teacher's activities	Resources	Specific learning outcomes	Teacher's activities	Resources
14	4.2 Understand how to deal with cultural differences.	Explain the mechanisms of culture on behaviour and negotiation. Explain commonly-encountered difficulties in communication between cultures and strategies for working with them.	Chalkboard. Textbooks.	4.2 Develop strategies for dealing with cultural differences.	Guide students in role-playing situations involving cultural differences.	Language laboratory.
15	4.3 Know about French on the Internet and applications in business.	Introduce students to the benefits of using the Internet to reach French-speaking clients.	Chalkboard. Textbooks.	4.3 Be familiar with practical applications of French in international business.	Guide students in navigating on commonly-used French-language websites.	Language laboratory. Internet-connected computers if available.

ASSESSMENT CRITERIA		
Coursework (including oral and written)	Oral examination	Written examination
%	%	%
50	25	25

Recommended Textbooks & References:

Le français du tourisme, Anne-Marie Calmy, Hachette, 2004.

Tourisme et hôtellerie: Lectures et vocabulaire en français, Conrad J. Schmitt, Katia Brillie Lutz, 1993.

Français.com, M. Danilo, J.L. Penfornis. CLE International, 2002.

Affaires.com: méthode de français des affaires, Jean-Luc Penfornis, CLE International, 2003.

Vocabulaire progressif du français des affaires avec 200 exercices, Jean-Luc Penfornis, CLE International, 2004

Pour parler affaires, M. Mitchell. Amsterdam: Intertaal, 2001.

Affaires à suivre, A. Bloomfield, B. Tauzin. Paris: Hachette, 2001.

Faire des affaires en français: analyser-s'entraîner-communiquer, Marie-Odile Sanchez-Macagno, Lydie Corado.- Paris: Hachette FLE, 2000.

Communication express. B. Seignoux, S. Cerqueda, M.H. Leao. Paris: Cle International, 2000.

Comment vont les affaires?. A. Gruneberg, B. Tauzin. Paris: Hachette, 2000..

Les affaires en français, J-P. Bajard, C. Sibieude, 1987, Paris, Didier/Hatier.

La correspondance commerciale française, L. Bas, C. Hesdard.

YEAR 2 SEMESTER 1

Course: Tourism Development

Department/Programme: LEISURE AND TOURISM MANAGEMENT HIGHER NATIONAL DIPLOMA			
Course: TOURISM DEVELOPMENT	Course Code: LTM 411	Credit Hours:	3
Year: 1 Semester: 2	Pre-requisite:	Theoretical:	3 hours/week
		Practical:	hours/week
GENERAL OBJECTIVE:			
On completion of this course the diplomate should be able to:			
1.0 Understand structure and function of the bodies responsible for tourism matters			
2.0 Understand the nature and development of tourist infrastructure			
3.0 Know the important tourist amenities both developed and undeveloped in the country			
4.0 Know the structure of global organization of tourism in relation to individual nation.			
5.0 Understand measurement as an integral expect of tourism industry evaluation			
6.0 Understand the economic and social significance of tourism			
7.0 Understand international organizations which relate to tourism industry			
11.0 Understand the impacts of tourism.			

Theoretical Content			Practical Content			
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Know most potentials, location, product and motivating factors in destination Development						
1	<p><u>The location and products and tourists motivation factors</u></p> <p>1.1 Identify the;tourist potentials and their locations</p> <p>1.2 List tourist products and their locations</p> <p>1.3 Identify ownership and control of the product</p>	<p>Illustrate the tourist potentials and their locations.</p> <p>State tourist product and there locations</p> <p>List ownership and control of the product.</p>	<p>Map of Nigeria</p> <p>Showing tourist sites both developed and undeveloped</p>			
2	<p>1.4 State factors of motivation at points of generation and at the destination</p> <p>1.5 Explain those factors in 1.4 above</p> <p>1.6 Explain factors that determine choice of specific destination</p>	<p>List factors of motivation at points of generation and destination.</p> <p>Discuss these factors in 1.4 above.</p> <p>Discuss factors that determine choice specific destination.</p>				
General Objective 2.0: Know contribution of public and private sectors to tourism growth and development in Nigeria						
3	<p>2.1 Describe and examine roles of the following in development and promotion of tourism:</p> <p>i) Airline</p> <p>ii) Water transportation</p> <p>iii) Land transportation</p>	<p>Discuss and examine the roles of Airline, Water transportation, Land transportation, Travel agencies, Tour operators, Hotels, Motels, Guest houses, Immigration, and Custom services.</p>	<p>Maps 2</p> <p>Railway</p> <p>Network</p> <p>Road venturing inland</p>			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
4	iv) Travel agencies v) Tour operation vi) Hotels, motels, guest houses vii) Immigration and custom services etc		Waterways and domestic Flight routes			
General Objective 3.0: know who is a tourist.						
5	3.1 Identify tourists 3.2 Differentiate between tourists, excursionists visitors and travellers	Explain tourist. Show the difference between tourist, excursionist, visitors and travellers.				
General Objective 4.0: Understand structure and function of the official bodies responsible for tourism matters.						
6	4.1 Explain the statutory responsibilities of the NTDC and STB; NIHO TOUR etc 4.2 Explain the organization, functions and contribution of NTB, STB, Local government committees in the development and promotion of tourism 4.3 Explain the shortcoming of the NTDC 4.4 Suggest ways for amelioration the shortcoming, of NTDC	Discuss the statutory functions of NTDC,STB,NIHO TOUR etc. Discuss the organisation, functions and contribution of NTB, DTB, Local Government committees in the development and promotion of tourism. Discuss the shortcoming of the NTDC. Profile solution to the shortcoming of NTDC.	Gazette on Decree/Act of Permanent establishing NTDC; STBs.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 5.0: Understand the nature and development of tourist infrastructure and superstructure in Nigeria.						
7	5.1 Explain public sector organization involvement in tourism development 5.2 Explain the private sections involvement in tourism development, NANTA, FTAN, NHA, NITCT	Discuss public sector organisation involvement in tourism development. Explain the private sector	Text books			
General Objective 6.0: Know the important tourist amenities both developed and undeveloped in the country.						
8	6.1 State the tourist attractions in the country 6.2 Explain the extent of the development of 8.1 above 6.3 Explain ways of further development of 5.4 above	List the tourist attractions in the country. Discuss the extent of the development of 8.1 above. Discuss ways of further development of 5.4 above.				
General Objective 7.0: Know the structure of global organization of tourism in relation to individual nations.						
9	7.1 Understand the need for organization of tourism 7.2 Explain factors that may; influence type of organization adopted in individual nations 7.3 Explain recommendations of united nation conference or tourism 7.4 Understand the national tourist organizations 7.5 List and explain the functions of the national tourist organization	Know the need for organisation of tourism. Discuss factors that may influence types of organisation adopted in individual nation. Discuss recommendation of United Nation Conference on tourism. Know the national tourism organisations. State and explain the functions of the national tourist organisation.	Charts and Maps			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 8.0: Understand measurement as an integral aspect of tourism industry evaluation.						
10	8.1 Understand measurement and need for tourism measurement 8.2 Know importance of tourism statistics and their uses 8.3 Comprehend various modern and extended deformations of tourism	Know measurement and need for tourism. Know importance of tourism statistics and their uses.	Text books			
11	8.4 Know the problem generally associated with Measurement 8.5 List and explain the various types of tourism Statistics 8.6 List and explain methods of statistical measurement in tourism	Understand various modern extended deformation of tourism. Explain the problem generally associated with measurement. List and explain the various types of tourism statistics. State and explain method of statistical measurement in tourism.				
General Objective 9.0: Understand the Economic and Social Significance of tourism.						
12	9.1 Explain, examine the tourism basket 9.2 Define multiplier and explain multiplier effects of tourism 9.4 Explain the manila declaration on world tourism 9.5 List the major content of manila declaration	Discuss, examine the tourist basket. Explain multiplier and discuss multiplier effects of tourism. Discuss the Manila declaration on world tourism. State the measure content of Manila declaration.	Text books			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 10.0: Understand international organizations which relates to tourism industry.						
13	10.1 Explain the need for international organizations in tourism 10.2 Explain early history of cooperative endeavour till emergence of world tourism organization (WTO)	Show relationship between organization Maps Charts	Text books			
14	10.3 Know the organs of WTO functions 10.4 List active members of WTO 10.5 Explain the roles of international air transport association (IATA) and international civil aviation organization (ICAO)					
General Objective 11.0:						
15	11.1 Explain the positive and negative impacts of tourism 11.2 Explain economic impact of tourism Explain political succour cultural environmental and ecological effects of tourism	Discuss the positive and negative impacts of tourism. Discuss economic impact of tourism. Discuss political succour cultural environmental ecological effects of tourism	Text books			

Assessment:

Give details of assignments to be used:
Essay 60% Group presentation 40%

Recommended Textbooks & References:

Course: Tours Operations

Department/Programme: Higher National Diploma Leisure and Tourism Management			
Course: TOURS OPERATIONS	Course Code: LTM 413	Credit Hours:	4
Year: 2 Semester: 1	Pre-requisite:	Theoretical:	4 hours/week
		Practical:	0 hours/week
Goal:			
<p>The course is designed to provide the student with the academic competence and intellectual expertise to contribute effectively towards the operation of the tourist Industry in Nigeria</p>			
GENERAL OBJECTIVES.			
On completion of this course the diplomate should be able to:-			
<ul style="list-style-type: none"> 1.0 Know how the tourism industry is organised 2.0 Know pattern, direction and flows of domestic tourism 3.0 Understand how tourism policy is formulated 4.0 Understand government involvement in tourism 5.0 Understand domestic tourism as an adjunct and prelude to international tourism 6.0 Know the pattern, direction and flows of international tourism 7.0 Understand the value and significance of international tourism quantification 8.0 Know hwy highest generating are receiving of international tourists 9.0 Know roles and contribution of international organizations to tourism 10.0 Understand the problems encountered by LDCs in developing international tourism 11.0 Understand the prospects and problems of international tourism in the foreseeable future. 			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: Know how tourist industry is organized.						
1	1.1 Define tourism organization 1.2 List the various types of tourism organizations 1.3 Explain their structures at local, state, national and regional levels 1.4 Describe the functions of each of 1.2 above	Appreciate tourist industry in Nigeria	Textbooks on; Tourism management textbooks Trends in international tourism (W.T.O. Education at Publication Tourism marketing Tourism development			
GENERAL OBJECTIVE 2.0: Know pattern, direction and flows of domestic tourism						
2	2.1 Explain the pattern of domestic tourism 2.2 Describe the directions of domestic tourism Explain flows of domestic tourism	Discuss domestic tourism				
GENERAL OBJECTIVE 3.0: Understand how tourism policy is formulated						
3	3.1 Define tourism policy 3.2 Explain the principles of the formulation of a tourism policy 3.3 Explain the factors taken into account while formulating policy 3.4 Describe tourism policy as guideline for tourism planning and development	Explain the meaning of tourism and discuss the principles of the formulation of a tourism policy.	Textbooks			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
GENERAL OBJECTIVE 4.0: Understand government involvement in tourism.						
4	4.1 Explain need for government involvement in tourism 4.2 Explain the role of government in tourism regulation 4.3 Explain government supervision in tourism 4.4 Explain scope of government direct participation in tourist business	Discuss government involvement in tourism.	Textbooks			
GENERAL OBJECTIVE 5.0: Understand domestic tourism as an adjunct and prelude to international tourism						
5	5.1 Explain the relationship between domestic and international tourism 5.2 Explain why domestic tourism is both an adjunct and a prelude to international tourism	Differentiate domestic and International tourism	Textbooks			
GENERAL OBJECTIVE 6.0: Know the pattern, direction and flows of international tourism.						
6	6.1 Explain the pattern of international tourism 6.2 Describe the directions of international tourism 6.3 Explain international tourist flows	Discuss the pattern, the direction and the flow of international tourism.	Textbooks			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
GENERAL OBJECTIVE 7.0: Understand value and significance of international tourism quantification						
7	7.1 Define international tourist 7.2 Explain need for quantification of tourism 7.3 Describe types, sources and methods of such quantification	Discuss the significance of international tourism quantification and to list agencies responsible for statistical measurement in tourism.	Textbooks Handouts.			
8	7.4 List the agencies responsible for statistical measurement of tourism 7.5 Analyse tourist spending and receipts					
General Objectives: 8.0 Know why highest generating are also highest receiving of international tourists.						
9	8.1 List the highest generators of international tourism 8.2 List the highest receivers of international tourism 8.3 Explain why the highest generators are the highest receivers of international tourists 8.4 Describe the position of the third world countries	Enumerate tourist generating and receiving countries and the role of the third world countries.	Textbooks Handouts.			
General Objectives: 9.0 Know roles and contribution of international organizations to tourism.						
10	9.1 Distinguish between inter-governmental and non-governmental organizations 9.2 List the inter-governmental and non-governmental organizations involved in tourism	Differentiate inter-governmental and non-governmental organizations.	Textbooks			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
11	9.3 Explain the contribution of 9.2 to international tourism 9.4 Explain how Nigeria can benefit from the contribution	State their role in international tourism. State how Nigeria can benefit from their contribution.				
General Objectives: 10.0 Understand the problems encountered by LDCs in developing international tourism.						
12	10.1 Explain cost of developing tourism in LDCs 10.2 Explain the need for expertise 10.3 Explain the roles of multinationals in developing international tourism	Discuss the problems and roles of LDC in developing International tourism.	Textbooks			
13	10.4 Explain the effects of the followings: a) Leakage b) Multiplier c) Over-valuation of currency d) Demonstration effect	Highlight on the following - Leakage - Multiplier - Over-valuation of currency - Demonstration effect.				
General Objectives: 11.0 Understand the prospects and problems of international tourism in foreseeable future.						
14	11.1 List technological advancements likely to favour tourism 11.2 List how above 11.1 favour	Enumerate the technological advancements likely to favour tourism. Discuss the socio-cultural and economic changes likely to favour tourism.	Textbooks			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	tourism 11.3 Explain the socio-cultural and economic changes likely to favour tourism 11.4 Describe how changes in 11.3 will contribute to the prospects of tourism					
15	11.5 Explain the problems that are likely to hinder the prospects of tourism 11.6 Suggest how to minimize the problems in 11.5 Above	Discuss how these changes will contribute and hinder and minimize the prospects of tourism.				

Assessment 60% essay and 40% group presentation (seminar)

Course: Transportation and Tourism

Department/Programme: Higher National Diploma Leisure and Tourism Management			
Course: TRANSPORTATION AND TOURISM	Course Code: LTM 414	Credit Hours:	6
Year: 4 Semester: 3	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	4 hours/week
GOAL:			
This course is designed to provide the student with an understanding of the types and systems of operation of tourist transport.			
GENERAL OBJECTIVES.			
On completion of this course the diplomate should be able to:			
<ul style="list-style-type: none"> 1.0 Understand the various modes of tourist transportation 2.0 Understand the organization and control of tourist transportation 3.0 Know how tourist costs and passenger fares are determined 4.0 Understand the characteristics of tourist traffic. 5.0 Understand the methods of tourist traffic projections. 6.0 Understand the methods of traffic routing and scheduling 7.0 Know the role of tour operators and travel agents in tourist transportation 8.0 Understand the responsibilities of carriers on scheduled and chartered operations. 9.0 Know the nature and importance of various documents needed by tourists including the rules and regulations on international travels. 			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: Understand the various modes of tourist transportation						
1	1.1 Define transportation 1.2 Enumerate/list types of transportation available for tourism purposes 1.3 Explain the characteristic of each mode 1.4 Explain the advantages and disadvantages of each mode	- Discuss transportation - State clearly the types of transportation available for tourism purposes. - Analyse the characteristic each mode. - Discuss the advantages and disadvantages of each mode.		Field trips to either Railway station, Airport or Seaport etc.	Escort and Monitor the students.	Railway station Airport Seaport.
General Objective 2.0: Understand the organization and control of tourist transportation						
2	2.1 Identify the various types of tourist transport firms 2.2 Explain the structure and organization of such firms 2.3 Explain the management pattern of the firm 2.4 Explain the nature of their operation e.g. own-account, common carrier, scheduled non-scheduled etc	List the various types of tourist transport firms Discuss the structure and organization e.g such firms. Discuss the management pattern of the firm Discuss the nature of their operation.		Draw an organizational structure of any transport organisation	Supervise and give assignment to students	Text book
3	2.5 Explain the impact of such operational system on tourist traffic	With aid of a chart illustrate the management pattern of transport firm.			Discuss the impact of such operational system on tourist traffic.	Text book

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 3.0: Know how tourism costs and passenger fares are determined						
4	3.1 Explain tourist transport costs 3.2 Explain how the costs are determined	Discuss tourist transport costs		Calculate the cost of the fare involved in the itinerary	Give assignment and supervise the students.	Text books
5	3.3 Explain how passenger fares are determined 3.4 Explain the concept of rate origins 3.5 Explain the factors that influence fare determination for various locations.	Discuss how passengers fares are determined Discuss the concept of rate origins Discuss the factors that influence fare Determination for various locations.				
General Objective 4.0: Understand the characteristics of tourist traffic.						
6	4.1 Understand the categories of tourist traffic 4.2 Explain the characteristics of the various traffic categories	Highlight the categories of tourist traffic Discuss the characteristics of the various traffics categories				Textbooks.
7	4.3 Explain the needs of the various traffic categories and how this can be realised 4.4 Explain the role of human relations in satisfying tourist needs.	Enumerate the needs of the various traffic categories and how this can be realised. Discuss the role of human relations in satisfying tourist needs.				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 5.0: Understand the methods of tourist traffic projections.						
8	5.1 List the methods of traffic projections 5.2 Explain the methods of traffic projections	State the method of traffic projections				
9	5.3 Identify factors that influence tourist traffic projections 5.4 Determine tourist traffic propensities in source setting	Discuss the methods of traffic projections List the factors that influence tourist traffic projections		Calculate tourist traffic propensities in source setting	Supervise the students	
10	5.5 Determine tourist traffic demand propensities in source and destination regions 5.6 Explain the nature of decisions based on traffic projections and trends.	Know the tourist traffic demand properties in source and destination regions. Discuss the nature of decisions based on traffic projections and trends.		Calculate tourist traffic demand propensities in source and destination regions.		Text book.
General Objectives: 6.0 Understand the methods of traffic routing and scheduling						
11	6.1 Explain traffic routing scheduling 6.2 Explain the method of traffic routing and scheduling 6.3 List factors that influence tourist traffic routes and scheduling	Discuss traffic routing scheduling. Discuss the method of traffic routing and scheduling. State the factors that influence tourist traffic routes and scheduling.				Text books
General Objectives: 7.0 Know the role of tour operators and travel agents in tourist transportation.						
12	7.1 Explain who a tour operator and a travel agent is 7.2 Enumerate the functions of tour operators and travel agents and their significance to tourists	Discuss who a tour operator and a travel agent is Highlight the functions of tour operators and travel agents and their significance to tourists.			Discuss the responsibilities of tourist agencies.	Whiteboard and pens

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	7.3 Explain the responsibilities of tourist agencies.					
General Objectives: 8.0 Understand the responsibilities of carriers on scheduled and chartered operations.						
13	8.1 Explain common and non-common carriers and their responsibilities to their passengers 8.2 Differentiate between scheduled and non-scheduled services 8.3 Explain the nature of charter operations:	Discuss common and non-common carriers and their responsibilities to their passengers. Distinguish between scheduled and non-scheduled services Discuss the nature of charter operation				Text book
General Objectives: 9.0 Know the nature and importance of various documents needed by tourists (b) Understand the rules and regulation on international travels.						
14	9.1 List the documents required of a tourist and the organization that issue them 9.2 Explain how the documents are obtained and the concept of validity of such documents.	State the documents required of a tourist and the organization that issue them		Use the internet and air tariff book to find the total travel cost for different travel arrangements (including ticket, and all other charges)		Text books Internet
15	9.3 Explain international travel 9.4 Explain the various travel requirements for an international travel 9.5 Know how to calculate the total fares using local and IATA currencies	Describe how the documents are obtained and the concept validity of such documents Discuss international travel Discuss the various travel requirements for an international travel.				

Assessment 50 % coursework and 50 % exam

Course: Statistics and Research Methodology

Department/Programme: Higher National Diploma Leisure and Tourism Management			
Course: Statistics and Research Methodology	Course Code: LTM 415	Credit Hours:	2
Year: 4 Semester: 3	Pre-requisite:	Theoretical:	1 hours/week
		Practical:	1 hours/week
GOAL:			
This course is designed to acquaint the student with methods of carrying out an independent study in tourism.			
GENERAL OBJECTIVES.			
On completion of this course the diploate should be able to:-			
1.0 Understand the meaning of research			
2.0 Know how to choose a research topic			
3.0 Know how to design a research			
4.0 Understand the role of literature review in a piece of research			
5.0 Understand the level of measurement in a research			
6.0 Know the application of appropriate methodology in the collection and analysis of a research data set			
7.0 Know the role of hypothesis validation tests in research			
8.0 Know how to relate research findings to research connections			
9.0 Understand the use of modals in tourism research			
10.0 Understand the importance of bibliography and appendices in a research report			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: Understand the meaning of research.						
1	1.1 Define the term research 1.2 Identify types of research 1.3 Identify the essential elements of a research process	lecture	textbook	Apply theory to practice	Students should be guided to write sample research proposals	Text books
General Objectives: 2.0 Know how to choose a research topic.						
2	2.1 Distinguish between researchable and non-researchable topics 2.2 Explain how to unite a research proposal	lecture	textbook	Know how to select a research topic.	In class activity	Text books
3	2.3 State aims and objectives of the study 2.4 Identify study and scope of research					
General Objectives: 3.0 Know how to design a research.						
4	3.1 Identify the research problem 3.2 Identify variables and their operational definitions	lecture	textbook	Know the research problem. Know variables and their operational meanings.		Text books
General Objectives: 4.0 Understand the role of literature renew in a piece of research.						
5	4.1 Explain the term literature review 4.2 Identify its importance in a research	lecture		Discuss and know the importance of literature review, and how all the formats.	Exercise based on two sources	Text books

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	4.3 Explain how to renew relevant literature 4.4 Identify different formats in literature review					
General Objectives: 5.0 Understand the level of measurement in a research.						
7	5.1 Identify levels of measurement 5.2 Explain application of 5.1 above	lecture		Show explain sample date on statistical measurements.		Text books
General Objectives: 6.0 Know the application of appropriate methodology in the collection and analysis of a research data set.						
8	6.1 Identify the different data collection methods 6.2 Explain the different sampling techniques	lecture		Explain different data collections sampling techniques and methods of data analysis and give assignment.	Student to see examples and work on a small amount of data	Hand out material on printed.
9	6.3 Describe difference methods of data analysis					
General Objectives: 7.0 Know the role of hypothesis validation tests in research.						
10	7.1 List methods of an hypothesis testing 7.2 Explain different methods of validity tests and their applicability	lecture		Explain typo thesis testing; and discuss the methods of validity applicability, and compare research finding with validity tests. Give examples.		Text books Handout.
11	7.3 Prelate research findings to validity tests.					
General Objectives: 8.0 Know how to relate research findings to research conclusions.						
12	8.1 Explain research findings 8.2 Relate the findings to research hypothesis and conclusions	lecture		Discuss research finding and compare the findings to research hypo thesis and conclusions		Textbooks Handout

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives: 9.0 Understand the use of models in tourism research.						
13	9.1 Define the term model 9.2 List the different types	Know the term model and the different types	Sample of reports/research findings	Discuss the application of models in leisure tourism research		Textbooks Handout
14	9.3 Explain the application of models in tourism research					
General Objectives: 10.0 Understand the importance of bibliography and appendices in a research report.						
15	10.1 Identify the different referencing format 10.2 Explain the content of appendices	lecture		Show examples of appendices and Bibliography Give example of a research topic. Discuss the importance of bibliography and appendices in a research report.		

Practical 50 % and literature review exercise 30% and referencing exercise 20%

Course: Field Studies

Department/Programme: Higher National Diploma Leisure and Tourism Management			
Course: FIELD STUDIES	Course Code: LTM 416	Credit Hours:	6
Year: 4 Semester: 3	Pre-requisite:	Theoretical:	0 hours/week
		Practical:	6 hours/week
GOAL:			
This course is designed to acquaint the diplomate with the practicalities in touring and writing final project.			
GENERAL OBJECTIVES:			
On completion of this course the students should be able to:			
1.0 Understand basic pre-briefings for tourism field studies.			

Practical Content						
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: Understand basic pre-briefings for tourism field studies.						
1	1.1 Explain the nature of field studies 1.2 Relate field studies to students	Enumerate the benefits to be derived by field studies accompany students to tourism sites.				
2	1.3 Identify sectors of the tourism industry to be toured i.e.: <ul style="list-style-type: none"> • Transport firms • Airline, Railline, Car Hire, • Tour Operators, Travel Agents • Accommodation (different sectors) including cam pirates sites • Parks, Reserves, Garden, Zoos • Amusement areas • Casinos • Catering service firm • Natural attractions (Developed and Undeveloped) e.g. Water falls, caves, rock formation etc • Ports (Sea and Air) • Wildlife firm etc 	Ensure that students ask relevant questions, and operators of various sites give satisfactory answers.				

Practical Content						
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
3	<p>1.4 Conduct or give a pre-trip briefing in preparation for the tour. (Preparation) understand expected to be done, seen, asked reported etc during trip</p> <ul style="list-style-type: none"> • Where to visit • How to reach there • What to do • What is expected • Kind of data/information to seek • Observation to be made • How to relate with people • Restrictions • Problems to be encountered • Overcoming problems etc • Report writing after the educational tour <p>1.5 Relate how the students should present their respective reports after the field studies</p>	<p>Guide students in writing field studies report.</p> <p>Ensure standardisation of format.</p>	<p>*English textbook on report writing</p> <p>*Project feasibility. textbooks</p>			

The remaining hours will be dedicated to field work (3 and _ days)
 Assessment 100% report on field work

Course: Business Communications II

PROGRAMME: Banking & Finance			
Course: Business Communications II	Code: OTM 412	Credit Hours:	4 hours x week
Semester: 1	Pre-requisite: Business Communication I	Theoretical:	2 hours/week - 50%
		Practical:	2 hours/week - 50%
Course main Aim/Goal:			
This course is designed to develop in students the ability to communicate in organizations and improve interpersonal relationship.			
GENERAL OBJECTIVES:			
<ul style="list-style-type: none"> 7.0 Understand the importance of communication in an organisation. 8.0 Understand the process of communication. 9.0 Know how to communicate effectively with others in the organisation. 10.0 Know how to write effective business letters, memos, reports and proposals. 11.0 Understand interpersonal and inter-group relationships 12.0 Know how to make introductory public speeches. 			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1.0: Understand the importance of communication in an organisation.						
1	1.4 Note the definition of communication.	Define communication.		Give the different definitions of communication as provided in different author?		Library Internet Journals Textbooks
2	1.5 List the differences between oral and written communication..	Explain the differences between oral and written communication and their forms using suitable examples.		Differentiate between oral and written communication as provided by different authors?	Refer students to appropriate source materials.	As in 1.1 above.
3	1.6 List type of communication.	Discuss types of communication eg interpersonal, graphic, verbal, non-verbal.		a. Use the various type of communication b. Demonstrate verbal and non verbal communication situations. c. Discuss merits and demerits of each.	Provide source materials for the exercise and check accuracy of performance.	Management Films\Textbooks
GENERAL OBJECTIVE 2.0: Understand the process of communication.						
4	2.5 List variables involved in communication.	Explain variables in communication.			Provide the chart on communication process.	
5	2.6 Note the role of the speaker - message encoding and attitude. Note the role of receiver - message decoding.	Explain the roles of the speaker and the receiver in a communication process.		Role play communication indicating encoding and decoding information		Management Films Textbooks
6	2.7 Note the relevance of body language in aiding.	Explain the use of body language in aiding understanding using examples.		Practice the use of body language in communication	Demonstrate the use of body language in communication	Management Films and Textbooks

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
7	2.8 List barriers to effective communication.	Explain barriers to effective communication using suitable examples eg prejudice, past experience, time lag, slangs, unfamiliar ascent, etc.		Identify barriers to effective communication and suggest how they could be eliminated. b. State effects of communication breakdown.	Evaluate students' work.	As in 2.3 above
GENERAL OBJECTIVE: 3.0: Know how to communicate effectively with others in the organisation.						
8	3.4 Identify the purpose of communication in an organisation.	Explain the purpose of interpersonal communication in an organisation.		State the purpose of interpersonal communication in an organisation.	Evaluate students work.	
9	3.5 Enumerate the means of communication.	Explore the means of communication.		Operate some communication gadgets. Send an e-mail text message, etc.	Provide some communication gadgets and guide in their operation.	Competent Handsets Facsimiles Radio etc.
10	3.6 List advantages and disadvantages of communication.	Explain advantages and disadvantages of communication.		Discuss advantages and disadvantages of communication.	Guide students discussion.	
GENERAL OBJECTIVE 4:0: Know how to write effective business letters, memo, reports and proposals.						
11	4.3 List the uses of paragraphing in written communication.	Explain the use of paragraphing in written communication.				
12	4.4 Differentiate between letters, memos, etc.	Explain the differences between letters, memos, etc	Model letter, memos, and proposals.	Write letters, memos, proposals, and reports.	Guide students in writing letter, memos, proposals and reports.	
GENERAL OBJECTIVES 5:0: Understand interpersonal and inter-group relationship.						
13	5.4 Define interpersonal and inter-group communication.	Explain interpersonal and inter-group communication.				Pictures Video

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
	5.5 List formal and informal man of interaction.	Explain formal and informal mean of interaction.		Determine when to use memos, notes, letters, phone calls, etc.	Assess students choice of means.	
14	5.6 List the effects of too little or too much memos.	Explain the effects of too little or too much memos.		Discuss the effects of too little or too much memo.	Guide students discussion and give corrections.	
General Objective 6.0: Know how to make introductory public speeches.						
	6.1 Identify the point to be addressed.	Explain public speaking and explore the points to be addressed.				
15	6.2 List the skills to be developed for a good public speech.	Explain the skills to be developed for a good public speech.		Criticize the provided films Watched pointing out the skills observed.	Provide film of recorded speech for critical analysis.	Films
	6.3 List the qualities of a good public speech.	Explain the qualities of a good public speech emphasizing language style.			Guide in speech writing and deliver.	

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio)
%	%	%	%
	50	50	

Course: Database Management Systems

PROGRAMME: HND Office Technology and Management			
Course: Database Management Systems	Code: OTM 413	Credit Unit:	4 hours
Semester: 3	Pre-requisite: ICT Office Application I & II	Theoretical:	1 hours/week - 25 %
		Practical:	3 hours/week - 75 %
Aim/Goal:			
<p>This course is intended to enable the students acquire in-depth knowledge of office information system with particular emphasis to file creation, storage, management and manipulation. It is also intended to generate management reports using a modern computer software application system.</p>			
GENERAL OBJECTIVES:			
<ol style="list-style-type: none">1. Understand key database (DTB) concepts and applications in modern office			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Introduce students to Information and Communication Technologies						
1	Define database systems and its importance in modern offices.	Explain the impact of accurate database creation and maintenance.	Hand-outs Notes Examples Hand-outs Notes Examples			
2			Hand-outs Notes Examples	Explain dtb tables, fields, records and primary key field. * Illustrate Database tables, fields, records and primary key fields. * Understand the meaning of DBMS.	Show how to identify the following: Data, nformation, Database, Database Management system. Explain with illustrations the following: Database tables, a field, a record and a primary key field. Promote students group discussions on possible applications of DTBMS and their impacts on modern offices.	Maximum of 2 students to a computer system. Papers and computer accessories. Magic boardries Marty media projector system Maximum of 7 computers to a printer except when a Network is in use.
3-4	Define file systems	Explain in detail the elements of a file		Describe types of file and identify file organisation methods	* Identify file access methods * Identify file characteristics * Explain file processing operations * Explain file security and techniques.	- Diskettes - Compact disk (CD) - Multi-media projector system - PCs

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
5				<p>Demonstrate how to start a DBM application</p> <p>Know how to quit DBM application</p> <p>Understanding DBM toolbars and making use of the various menu commands</p>	<p>Group students and make them to identify qualities of a good filing system</p> <p>* Explain the various ways of loading DBMS.</p> <p>* Discuss the various ways of quitting DBMS.</p> <p>* Explain fully the different Toolbars in DBMS.</p> <p>* Utilize the various menu commands in DBMS.</p>	<p>Maximum of 2 students to a computer system. Papers and computer accessories.</p> <p>Magic boundaries Marty media projector system Maximum of 7 computers to a printer except when a Network is in use.</p>
6	Understand the principles for creating a new database.	Explain how to start creating a database.	Handouts Examples	<p>*Demonstrate how to create a New Database using Database Wizard.</p> <p>* Apply the techniques for saving a New Database.</p>	<p>Show how to open a Database table, setting field properties. And modifying table structures.</p>	<p>PCs with DTB software available (eg. MS Access).</p> <p>Floppy disks</p>
7-9				<p>* Demonstrate practically how to create a New Database Table from scratch.</p> <p>* Demonstrate the use of Database Wizard in creating a new Database.</p> <p>* Open a Database table in Datasheet view.</p> <p>* Illustrate how table structures could be changed or improved.</p>	<p>Discuss the procedures of creating, and saving a database.</p> <p>Set tasks to students to practice with real data.</p>	<p>PCs with DTB software available (eg. MS Access).</p> <p>Floppy disks</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
10-15				<ul style="list-style-type: none"> * Demonstrate entering table data. * Apply DBMS data types. * Demonstrate formats of entering Dates and Time. * Demonstrate working in the Database view. * Demonstrate organizing a Database. 	<ol style="list-style-type: none"> 1) Perform Data entry in Datasheet view. 2) Discuss the various types of Data that could be entered in Database view. 3) Discuss the formats of entering Dates and Times. 4) Discuss the procedures of switching between table design view and Database view. 5) Explain the physical order and the logical order of entering records in Database. 	

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio) %
% 25	%	% 25	Portfolio 50%

YEAR 2 SEMESTER 2

Course: Economics of Leisure and Tourism

Department/Programme: HIGHER NATIONAL DIPLOMA IN LEISURE AND TOURISM MANAGEMENT			
Course: ECONOMICS OF LEISURE AND TOURISM	Course Code: LTM 421	Credit Hours:	4 Hours
Year: 2 Semester: 4	Pre-requisite:	Theoretical:	4 hours/week
		Practical:	0 hours/week

GOAL:

This course is designed to provide the student with the basic understanding of tourism demand and supply relationship.

GENERAL OBJECTIVES:

On completion of this course the diplomate should be able to:-

1. Understand the interplay of economics in tourism
2. Understand the techniques of demand forecasting and tourism supply
3. Know the process of interaction of demand and supply in price determination
4. Understand the role of economic theories in tourism
5. Understand the tourism price and income relationships
6. Understand the cost and investment considerations in tourism projects
7. Know the role of tourism as a basic and non-basic activity
8. Understand the process of carrying out pre-feasibility and feasibility studies in leisure and tourism
9. Understand the value of project design and its evaluation criteria
10. Understand the methods of financial evaluation in project analysis

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Understand the interplay of economics in tourism.						
1	1.1 Define the concept of demand in tourism 1.2 Know the methods of measuring demand	Seek for relevant Textbooks and prepare lecture notes and teach the students	Tourism: Principles, Practices and Philosophies by McIntosh			
2	1.3 Know the method of demand prediction and projection 1.4 Understand tourism demand elasticity	Give assignments to students and grade such assignment Organize tutorial classes when necessary Organize field trips where and when necessary Encourage students to ask questions for further explanation/clarification when in doubt Encourage students to carry out class assignments				
General Objective 2: Understand the techniques of demand forecasting and tourism supply.						
3	2.1 Define forecasting 2.2 Explain the different forecasting methods	Give examples of forecasting techniques.				
4	2.3 Define the concept of supply in tourism	Do sample forecasting for students to understand.				
5	2.4 Describe the factors which determine supply of tourist products 2.5 Explain tourism supply elasticity					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 3: Know the process of interaction of demand and supply in price determination.						
6	3.1 Explain price determination 3.2 Explain equilibrium pricing 3.3 Explain the concept of over pricing and under pricing 3.4 Explain the effect of elasticity of demand and supply on pricing	Fix prices for different tourism products; and Provide graphs on equilibrium pricing.				
General Objective 4: Understand the role of economic theories in tourism.						
7	4.1 List the relevant theories in economics of tourism 4.2 Understand the theories. 4.3 Know the application of the theories mentioned above					
General Objective 5: Understand tourism price and income relationships.						
8	5.1 List various types of tourism investments 5.2 Explain costing techniques used in tourism	Use graphs to show elasticity.	Graphs			
9	5.3 Describe investment methods 5.4 Explain economic impact of tourism 5.5 Explain cost and investment strategies on tourism					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6: Understand the cost and investment considerations in tourism projects.						
10	6.1 List various types of tourism investments 6.2 Understand costing techniques used in tourism 6.3 Know investment methods in tourism 6.4 Know economic impact of tourism 6.5 Understand cost and investment strategies on tourism	Work examples to show costing techniques. Use data to show economic impacts of tourism.	CBN Annual Reports.			
General Objective 7: Know the role of tourism as a basic and non-basic activity.						
11	7.1 Define basic and non-basic economic activity 7.2 Appraisals tourism as a basic and non-basic economic activity 7.3 Understand the role of tourism in the economic growth and development of a country					
General Objective 8: Understand the process of carrying out pre-feasibility and feasibility studies in leisure and tourism.						
12	8.1 Define/explain feasibility studies 8.2 Know the processes of carrying out pre-feasibility and feasibility studies	Ask students to do a feasibility study of a small tourism enterprise.				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 9: Understand the value of project analysis.						
13	9.1 Define project analysis 9.2 Explain the process of project analysis 9.3 Explain the importance of project analysis	Apply quantitative methods to explain processes of project analysis.				
General Objective 10: Understand the value of project design and its evaluation criteria.						
14	10.1 Know what is project design and the process of project design 10.2 Know the principles of evaluation	Show examples of Evaluation for students to understand.				
General Objective 11: Understand the methods of financial evaluation in project analysis.						
15	11.1 Understand financial evaluation 11.2 Understand the principles and processes of financial evaluation					

Assessment:

Give details of assignments to be used:
feasibility study in pairs 60 %; presentation of feasibility study to rest of class 40 %

Recommended Textbooks & Reference

Course: Marketing for Tourism

Department/Programme: HIGHER NATIONAL DIPLOMA IN LEISURE AND TOURISM MANAGEMENT			
Course: MARKETING FOR TOURISM	Course Code: LTM 422	Credit Hours:	4.0
Year: 2 Semester: 4	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	2 hours/week
Goal:			
This course is designed to provide the diplomate with the knowledge of marketing strategies and their applications.			
GENERAL OBJECTIVES			
On completion of this course the diplomate should be able to:-			
<ol style="list-style-type: none">1. Know the general principles of marketing2. Know marketing mix as related to tourism3. Understand tourism products and other marketing4. Know the importance of marketing segmentation5. Know the importance of promotion and promotional concepts in planning6. Know the application of public relations strategy in tourism marketing			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Know the general principles of marketing.						
1	1.1 Define marketing 1.2 Understand the purposes of marketing 1.3 Understand factors affecting marketing	Explain the meaning of marketing. Discuss the purposes of marketing	Textbooks, Journals	Understand assessment strategy	Explain assessment strategy in details	Assessment handout
2	1.4 Define tourism marketing 1.5 Understand the marketing concept 1.6 Understand aspects of marketing concept 1.7 Understand tourism marketing process	State the meaning of tourism marketing Discuss the concept aspects and process of marketing.	"	Understand the use of promotional material such as video in the marketing of destinations	Show Video (i.e. Tourist Board promotional material - Namibia Tourist Board has produced a very good one) Guide student to in-class discussion	
General Objective 2: Know marketing mix as related to tourism.						
3	2.1 Understand the marketing mix	Discuss marketing mix	Textbooks, Journals	Understand and assess the marketing mix of a chosen tourism destination	Case study preparation and guidelines to be given to students in the assessment of the marketing mix	Group work, flipchart and pens
4	2.2 Understand how the mix as relates to tourism				<i>(This case study assessment will be covered in the 2 practical hors of session 3 and 4)</i>	
General Objective 3: Understand Tourism products and their marketing.						
5	3.1 Understand the importance of marketing strategy for tourism sales	Explain tourism marketing role and its implication on sales. Discuss and list the tourism products.	Textbooks, Journals	Understand the importance of a marketing strategy	Guide students to the assessment of a marketing strategy	Flipchart and pens

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	3.2 Understand constraints in tourism marketing	State the constraints in tourism marketing.		Assess a marketing strategy	Continue from previous session	Flipchart and pens
7	3.3 Understand the role of market research in marketing	Identify the key elements in market research		Practically assess a market research	Guide students in the assessment exercise - students to identify the key element of the market research	
General Objective 4: Know the importance of marketing segmentation.						
8	4.1 Define segmentation in marketing	Explain segmentation in marketing.	Textbooks, Journals	Identify different tourism segments in Nigeria (actual and potential)	Tutor to guide in class activities	Internet access, flipchart and pens, Textbook: Niche tourism: contemporary issues, trend and cases (Novelli 2005, Oxford Elsevier)
9	4.2 Explain the importance of segmentation in tourism marketing	Discuss the importance of segmentation in tourism marketing.		Follow from previous session		
10	4.3 Understand the value of niche marketing addressing the niche tourism segments (i.e. special interest tourism)	Discuss the importance of Niche Marketing in relation to contemporary tourism trends		Student to choose a niche tourism product and assess the way it is marketed or could be potentially marketed		
General Objective 5: Know the importance of promotion and promotional concepts in planning.						
11	5.1 Define promotion 5.2 Explain the advantages of promotion	Explain the meaning of promotion Discuss the advantages of promotion.	Textbooks, Journals	Assess a promotional campaign	Tutor to select 3 to 5 promotional campaign, student to be divided into groups and assess campaigns according to theoretical input.	
12	5.3 Explain the components of promotion 5.4 Explain advertising as the most economical means of doing the sales job	Describe the components of promotion. Discuss advertising.			Continue from previous session	

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
13	5.5 Define planning	Explain planning.	Textbooks Journals		Invite a marketing expert to give a presentation on a campaign	
	5.6 Explain factors necessary for effective promotion	Discuss the factors for effective tourism promotion				
14	5.7 Explain the roles of promotion marketing tourism	Discuss roles of promotion in marketing tourism.			Tutor to guide students in assessing previous session presentation and in-class discussion	
	5.8 List factors indicating against promotion in tourism marketing	Describe factors hindering promotion in tourism marketing.				
General Objective 6: Know the application of Public relations strategy in tourism marketing						
15	6.1 Define public relations	Explain public relations and strategy.	Textbooks, Journals	Understand the PR role in marketing	Tutor to guide students in the assessment of 3-5 case studies and lead discussion	
	6.2 Define strategy	Discuss the effects of the application of public relations strategy to marketing tourism.				
	6.3 Explain the effects of the application of public relations strategy to marketing tourism					

Assessment: Marketing Plan 60 % in group of 3 and presentation of results to class 40 %

Course: Tourism Operation Management

Department/Programme: HIGHER NATIONAL DIPLOMA IN LEISURE AND TOURISM MANAGEMENT			
Course: TOURISM OPERATION MANAGEMENT	Course Code: LTM 423	Credit Hours:	4.0
Year: 2 Semester: 4	Pre-requisite:	Theoretical:	4 hours/week
		Practical:	0 hours/week
Goal:			
The course is designed to acquaint the students with management tools necessary for the effective performance of a tourism enterprise.			
GENERAL OBJECTIVES:			
On completion of this course the diplomate should be able to:-			
<ol style="list-style-type: none">1. Understand administration and management of tourism2. Understand the relationship between line staff and management staff3. Understand the need for adequate staff4. Understand the role of communication in tourism5. Understand the role of motivation in management6. Understand the role of management leadership in tourism industry7. Understand the role of management planning8. Understand decision making in management9. Understand the nature of management policies and strategies10. Understand the nature of organization11. Understand the importance of control in tourism.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Understand administration and management of tourism.						
1	1.1 Define tourism management 1.1 Explain the functions of tourism management	Discuss tourism management Discuss the functions of tourism management	Tourism: Principles, Practices			
2	1.2 Outline the various organizational structures and their nature 1.3 Explain the relationship between the various structures	State the various organizational structure and their nature Discuss the relationship between the various structure.	and Philosophies by McIntosh			
General Objective 2: Understand the relationship between staff live and staff management						
3	2.1 Identify live and staff management 2.2 Explain their roles in a tourism organization	Distinguish line and staff management. Discuss their roles in a tourism organization	Textbooks			
4	2.3 Explain their span of control 2.4 Explain the relationship between them	Discuss their span of control Discuss the relationship between them.				
General Objective 3: Understand the need for adequate staff.						
5	3.1 Outline the responsibilities of a staff manager 3.2 Examine the manpower requirement of the tourist industry	State the responsibilities of a staff manager Discuss the manpower requirement.	Textbook			
6	3.3 Identify sources of manpower recruitment 3.4 Explain recruitment, placement and training in the tourist industry	Highlights sources of manpower recruitment. Discuss recruitment, placement.	Textbook			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4: Understand the role of communication in tourism.						
7	4.1 Identify communication channels 4.2 Explain each of the identified channels above 4.3 Explain the various means of communication	Explain the communication channels. Discuss each of the identified channels. Discuss the various means of communication.	Textbook			
General Objective 5: Understand the role of motivation in management.						
8	5.1 Define motivation 5.2 Identify theories of management 5.3 Explain the theories in 5.2 above 5.4 Assess the application of the theories	Explain motivation Discuss theory of management Discuss the theories in 5.2 above Examine the application of the theories.	Textbook			
General Objective 6: Understand the role of management leadership in the tourism industry.						
9	6.1 Define leadership 6.2 List the types of leadership and explain each of them 6.3 Explain the importance of delegation of authority 6.4 Explain the roles of management leadership in the tourist industry	Explain leadership Enumerate the types of leadership and discuss each of them. Discuss the importance of delegation authority. Discuss the roles of management leadership in the tourist industry.	Textbook			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 7: Understand the role of management planning.						
10	7.1 Define/explain management planning	Discuss management planning	Textbook			
	7.2 Explain the nature of planning	Discuss the nature of planning.				
	7.3 Explain the purpose of planning	Discuss the purpose of planning				
	7.4 Describe the steps in management planning	Explain the steps in management planning				
General Objective 8: Understand decision making in management.						
11	8.1 Explain decision making	Discuss decision making	Textbooks			
	8.2 Explain the importance of decision making in management	Discuss the importance of decision making in management				
	8.3 Explain the principles of decision making	Discuss the principles of decision making				
	8.4 Explain the techniques in decision making	Discuss the techniques in decision making				
	8.5 Explain factors that affect decision making.	Discuss factors that affect decision making.				
General Objective 9: Understand the nature of management polices and strategies.						
12	9.1 Define management policy	Discuss management policy	Textbooks.			
	9.2 Define/explain management strategies	Discuss management strategies				
	9.3 Outline various policy functions					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
13	9.4 Explain the various strategies to achieve policy goals 9.5 Explain the importance of policies in management 9.6 Explain policy implementation procedures	List various policy functions Discuss the various strategies to achieve policy goals. Discuss the importance of policies in management Discuss policy implementation procedures.				
General Objective 10: Understand the essence of organization.						
14	10.1 Define organization 10.2 Explain the nature and purpose of organization 10.3 Explain former and informal patterns of organizations	Discuss organization Discuss the nature and purpose of organisation Discuss formal and informal patterns of organisation.				
General Objective 11: Understand the importance of control in tourism.						
15	11.1 Define control 11.2 List and explain types of control 11.3 Explain methods and techniques and control 11.4 Explain the applications of control measures in tourism	Explain control State and discuss types of control Discuss methods and techniques and control Discuss the applications of control measures in tourism.				

Assessment:

Give details of assignments to be used:
 Individual essay 60 % and group seminar 40 %

Recommended Textbooks & References:

Course: Small Business Management II

Programme: Statistics (Higher National Diploma)			
Course: Small Business Management II	Course Code: LTM 427	Total Hours:	4
Year: 2 Semester: 1	Pre-requisite:	Theoretical:	2 hour/week
		Practical:	2 hour/week
Goal:			
This course is designed to provide the student with further basic knowledge on the various tools used in the management of small-scale businesses.			
GENERAL OBJECTIVES:			
On completion of this course, the diplomate will be able to:			
<ol style="list-style-type: none">1. Understand the financing of small business enterprises2. Understand financial management in a small business enterprise3. Understand credit control in small business enterprises.4. Understand the organization, and its structure for a small-scale enterprise.5. Understand a small-scale enterprise information system.6. Understand marketing management for a small-scale enterprise.7. Produce a business plan for a small-scale enterprise.8. Be able to give a presentation on a business plan for a small-scale enterprise.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Understand the financing of small business enterprises.						
1	<p>1.1 Estimate the capital needs of a selected small business.</p> <p>1.2 State sources of finance for small business.</p> <p>1.3 Explain the roles of specialized institutions in financing small businesses.</p> <p>1.4 Explain how to source short-term and long-term credits</p>	<p>Explain sources of capital and how to estimate needed capital for a small business.</p> <p>Explain short-term and long term credits and their sources.</p> <p>Explain the roles of specialized institutions in financing small businesses in the areas of:</p> <p>a) Provision of SME equity.</p> <p>b) Provision of term loan opportunities for SMEs investment schemes.</p> <p>c) Provision of working capital facility for SMEs</p> <p>d) Financing SMEs through leasing.</p> <p>e) Financing SMEs for non-oil export.</p> <p>f) Financing SMEs through the capital market.</p> <p>g) General requirements/conditions for market financial assistance to SMEs</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p>	<p>Apply all the theoretical contexts to come from the rest of the course to the assigned business.</p> <p>Prepare a financing plan.</p> <p>Identify various sources of funds and their costs.</p> <p>The group will meet together in all practical sessions and each group will have to submit a project about their assigned business at the end of the course.</p>	<p>From one the beneficiaries of the institutions handling SME, describe the learning outcomes.</p> <p>The teacher to set up student groups of (3-4) students each and assign a type of business for each group.</p>	<p>Internet and relevant websites</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
2	<p>1.5 Explain the various reasons for borrowing.</p> <p>1.6 Describe costs of borrowing with some examples.</p> <p>1.7 Explain how to approach lenders.</p> <p>1.8 Explain reasons for financial plans.</p>	<p>Explain various reasons for borrowing.</p> <p>With some examples, explain cost of borrowing.</p> <p>Explain reasons for financial plan and how to approach a lender</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p>	<p>Prepare a financing plan for their assigned business.</p> <p>Identify various sources of funds and their costs.</p> <p>Describe how to approach lenders.</p>	<p>From one the beneficiaries of the institutions handling SME, describe the learning outcomes.</p>	<p>Internet and relevant websites</p>
General Objective 2: Understand financial management in a small business enterprise						
3	<p>2.1 Explain the need for sound financial management in small business.</p> <p>2.2 Prepare the basic financial records required for small business enterprises and their operation.</p> <p>2.3 Explain preparation of key financial statements - cash flow, profit and loss account and balance sheet.</p> <p>2.4 Explain preparation of depreciation schedule.</p>	<p>Explain the need for sound financial management in small businesses</p> <p>Explain basic financial records</p> <p>Explain key financial statements.</p> <p>Explain depreciation.</p>	<p>Text Books</p> <p>Journals</p> <p>Publications</p> <p>Formats of prime books of accounts.</p>	<p>Describe the various records require to operate their assigned SME</p> <p>Describe key financial statements and how to prepare a depreciation schedule.</p>	<p>Guide students to prepare the records, extract key financial statements to determine BEP, loss or gain.</p>	<p>Internet and relevant websites</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
4	<p>2.5 Explain how to determine gross margin and net profit.</p> <p>2.6 Explain preparation of loan repayment schedule (AMORTIZATION)</p> <p>2.7 Explain how to determine break-even-point (BEP).</p> <p>2.8 Explain problem of financial management in small enterprises.</p>	<p>Explain gross margin and net profit and Break-even-point (BEP).</p> <p>Explain the various types of loan repayment and their application.</p> <p>Guide students to prepare a depreciation schedule for a selected business, extract its cash flow, profit and loss and balance sheet to determine its break -even- point, gross margin and net profit.</p> <p>Explain problems of financial management in small enterprises.</p>	<p>Text Books</p> <p>Journals Publications</p> <p>Formats of prime books of accounts.</p>	<p>Describe key financial statements and how to prepare a depreciation schedule.</p> <p>Use appropriate application packages to do amortization.</p>	<p>Guide students to prepare the records, extract key financial statements to determine BEP, loss or gain.</p>	<p>Internet and relevant websites</p>
General Objective 3: Understand credit control in small business enterprises.						
5	<p>3.1 Explain credit control</p> <p>3.2 Explain the various steps in extending credits to customers.</p> <p>3.3 Identify sources of information on credits.</p>	<p>Explain credit control</p> <p>Explain the 3c's of credit (character, capacity and condition).</p> <p>Explain where and how to get information on credits.</p>	<p>Text Books</p> <p>Journals Publications</p>	<p>Identify how credits can be extended to their assigned small business, sources and costs of the credits</p>	<p>Identify the CS of credit.</p> <p>Use internet to get information on credits</p>	<p>Internet and relevant websites</p>
6	<p>3.4 Explain consumer credit and credit cards.</p> <p>3.5 Explain reasons for credits to small business enterprises.</p> <p>3.6 Identify cost of credit</p>	<p>Explain consumer credit and credit card.</p> <p>Explain reasons for credit to small business enterprises and their costs.</p>	<p>Text Books</p> <p>Journals Publications</p>	<p>Identify credit cards and reasons for credit</p>	<p>Identify the CS of credit.</p> <p>Use internet to get information on credits</p>	<p>Internet and relevant websites</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4: Understand the organization, and its structure for a small-scale enterprise.						
7	4.1 Understand organization charts for small-scale enterprises. 4.2 Understand span of supervision.	Explain Demonstrate.	Textbook Handouts Charts	Know how to set staffing requirements for their assigned small business. Know how to develop job description of jobs required.	Guide students to develop organization charts, job description and job specification and to identify different functions of their assigned business.	Sample forms Charts
8	4.3 Understand formal communication structure for a small business. 4.4 Developing job-know how to set specifications for the operation of small business.	Explain Demonstrate.	Textbook Handouts Charts	Know how to develop job description of jobs required for their assigned business. Know how to develop job specification	Guide students to develop organization charts, job description and job specification and to identify different functions of their assigned business.	Sample forms Charts
General Objective 5: Understand a small-scale enterprise information system.						
9	5.1 Understand management information system. 5.2 Understand accounting information system. 5.3 Understand production information system.	Explain & demonstrate sample systems. Demonstrate the need of each system for the small business.	Textbook Handouts	Know the important information required for each system within the context of their assigned business.	Guide students with their assigned study Guide on use of appropriate software	Appropriate computer software
10	5.4 Understand financial information system. 5.5 Understand marketing information system. 5.6 Understand inventory information system.	Explain & demonstrate sample systems. Demonstrate the need of each system for the small business.	Textbook Handouts	Know the important information required for each system within the context of their assigned business.	Guide students with their assigned study Guide on use of appropriate software	Appropriate computer software

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6: Understand marketing management for a small-scale enterprise.						
11	<p>6.1 Know how to identify markets for different products.</p> <p>6.2 Know the steps in conducting a market survey to determine demand and supply for a particular product.</p> <p>6.3 Appreciate the need for product development for satisfying consumer needs.</p>	<p>Explain and give examples of certain products.</p> <p>Demonstrate steps.</p> <p>Explain why product development is important and is an on going process.</p> <p>Explain different pricing strategies and conditions and circumstances for choosing a particular strategy</p>	<p>Textbook</p> <p>Handouts</p>	<p>Identify markets and conduct survey applied to their assigned business.</p> <p>Explain channels of distribution for sample products.</p> <p>Explain different pricing methods and determinants of methods.</p>	<p>Guide students with their assigned study</p>	<p>Textbook</p> <p>Handouts</p>
12	<p>6.4 Understand channels of distribution for products and services.</p> <p>6.5 Understand pricing strategies.</p>	<p>Explain and give examples of certain products.</p> <p>Demonstrate steps.</p> <p>Explain why product development is important and is an on going process.</p> <p>Explain different pricing strategies and conditions and circumstances for choosing a particular strategy</p>	<p>Textbook</p> <p>Handouts</p>	<p>Identify markets and conducts survey within the context of their assigned business.</p> <p>Explain channels of distribution for sample products.</p> <p>Explain different pricing methods and determinants of methods.</p>	<p>Guide students with their assigned study</p>	<p>Textbook</p> <p>Handouts</p>
13	<p>6.6 Understand promotion and sales activities for small-scale enterprises.</p> <p>6.7 Ability to analyse consumer behaviour and anticipation of demand.</p> <p>6.8 Ability to analyse competitors and developing market SWOT analysis.</p>	<p>Explain elements of promotion.</p> <p>Identify advantages & disadvantages and usage of promotion elements at different stages of product life cycle.</p> <p>Explain SWOT analysis and how to identify and assess strengths, weaknesses, opportunities and threats.</p>	<p>Textbook</p> <p>Handouts</p>	<p>Appreciate the importance of promotional activities for a small business.</p> <p>Understand the process of SWOT analysis.</p>	<p>Guide students with the application of promotion and sales activities on the assigned businesses</p> <p>Guide students to develop SWOT for the assigned businesses given present trends and marketing environment</p>	<p>Samples of Promotional materials</p> <p>SWOT analysis form</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 7: Produce a business plan for a small-scale enterprise.						
14	7.1 Assimilate the previous aspects of the course to produce a complete business plan for the assigned small business.	Oversee and support the production of the business plan	Textbook Handouts	Be able to contribute to the preparation of a business plan as a member of a group	Oversee and support the production of the business plan	Textbook Handouts
General Objective 8: Be able to give a presentation on a business plan for a small-scale enterprise						
15	8.1 Prepare a presentation on a business plan for the assigned small-scale enterprise. 8.2 Give a presentation on a business plan for the assigned small-scale enterprise.	Evaluate presentations and give feedback	Presentation materials	Be able to be part of a group presentation and have responsibility for part of that presentation.	Evaluate presentations and give feedback	Presentation materials

Assessment:

Give details of assignments to be used:
Coursework/Assignments %; Course test %; Practical %; Examination %

Type of Assessment	Purpose and Nature of Assessment	Weighting (%)
Examination	Final Examination (written) to assess knowledge and understanding	0
Test	At least 1 progress test for feed back.	25
Practical/Project	Project with group (25%) and individual (50%) components to be assessed by the teacher	75
Total		100

Recommended Textbooks & References:

Course: Project

Programme: Statistics (Higher National Diploma)			
Course: Project	Course Code: LTM 426	Total Hours:	6
Year: 2 Semester: 4	Pre-requisite:	Theoretical:	0 hours/week
		Practical:	6 hours/week
Goal:			
This course is designed to enable the student to undertake an individual project and write a report on it.			
GENERAL OBJECTIVES:			
On completion of this course, the diplomate should be able to:			
<ol style="list-style-type: none">1. Research a chosen topic at HND level from available sources.2. Collect data on the chosen topic.3. Produce a report on the chosen topic.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Research a chosen topic at HND level from available sources.						
1	1.1 Choose, under guidance, an appropriate topic of interest.	Provide guidance in finding suitable topics.	Textbooks Lecture Notes Internet	Selection of a topic of interest.	Provide guidance in finding suitable topics.	Textbooks Lecture Notes Internet
2	1.2 Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
3	1.2 (continued) Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
4	1.2 (continued) Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
General Objective 2: Collect data on the chosen topic.						
5	2.1 Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
7	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
8	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
9	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
General Objective 3: Produce a report on the chosen topic.						
10	3.1 Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
11	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
12	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
13	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
14	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
15	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet

Assessment:

Give details of assignments to be used:

Coursework/Assignments %; Course test %; Practical %; Projects %; Examination %

Type of Assessment	Purpose and Nature of Assessment	Weighting (%)
Examination	Final Examination (written) to assess knowledge and understanding	0
Test	0 progress tests	0
Practical	Report of (up to 9,000 word) 25-30 pages length	100
Total		100

Recommended Textbooks & References:

Course: Sociology of Tourism

Department/Programme: Higher National Diploma Leisure and Tourism Management			
Course: SOCIOLOGY OF TOURISM	Course Code: LTM 412	Credit Hours:	3
Year: 2 Semester: 2	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	1 hours/week
GOAL:			
The course is designed to give diplomate a through understand social -psycho behaviours of tourist			
GENERAL OBJECTIVE:			
On completion of this course the diplomate should be able to:			
1.0 Understand sociology as a body of scientific knowledge			
2.0 Understand social groups and their behaviours patterns			
3.0 Know social institutions and their impact to society			
4.0 Understand culture and influence on the individual, the group and society in general			
5.0 Understand the political role of gender in tourism research			
6.0 Understand the positive and negative impacts of tourism			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
Specific Objective 1.0: Understand sociology as a body of scientific knowledge.						
1	1.1 Define sociology 1.2 Define scope of sociology and its methods	Discuss Sociology	Textbooks Journals			
2	1.3 Describe the historical development of sociology					
3	1.4 Analyse the inter-relationship of sociology and other sciences					
GENERAL OBJECTIVE 2.0 Understand social groups and their behavioural pattern						
4	2.1 Define society 2.2 Identify the basic groups of society, e.g. aggregate, category, social and formal groups.	Discuss society Assignments Tests	Textbooks Journals			
5	2.3 Differentiate between: a) Voluntary and involuntary groups b) In groups and out groups	a) Discuss voluntary and involuntary groups b) In groups or out groups.				
6	2.4 Name the characteristics of reference groups	State the characteristic of reference groups.				
GENERAL OBJECTIVE 3.0 Know social institutions and their impact to society.						
7	3.1 Define social institution 3.2 Identify basic social institution	Discuss social institution		Text books Journals.		
8	3.3 Delineate the most important characteristic of institution 3.4 Enumerate the specific functions of social institutions	Analyse basic social institution identify the most important characteristic of institution state. The functions of social institutions.				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
9	3.5 Explain the concepts of: a) Transfer of functions b) Competition and cooperation among institutions c) Institutional universality and variation	Define the concepts of a) Transfer of functions b) competition and cooperatives among institution. c) Institutional universality and variation.	Textbooks and Journals			
GENERAL OBJECTIVE 4.0 Understand culture and influence on the individual, the group and society in general.						
10	4.1 Define culture 4.2 Distinguish between material and non-material aspects of culture	Discuss culture differentiate between material and non-material aspects of culture Discuss culture.		Textbook, Journals		
11	4.3 Analyse culture as a mode of communication 4.4 Describe culture norms, values, folkways	Define culture norms, values, folkways.	Textbook, Journals			
GENERAL OBJECTIVE 5.0 Understand the political role of gender in tourism research						
12	5.1 Define gender differences in tourism 5.2 Identify gender differences in employment and ownership	Discuss gender differences in tourism Analyse gender difference in employed ownership.	Textbooks, Journals			
13	5.3 Explain gender differences in marketing, souvenirs and attractions 5.4 Explain prospects for policy changes	Discuss gender differences in marketing, souvenirs and attractions. Discuss prospects for policy changes.		Design different souvenirs/Artefacts like a) Brass,	Supervise the students	Souvenirs/Artefacts.

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
				b) Beads for dressing c) Clay pot d) Art work e) Key holders f) Caps g) Biro h) Local mats etc.		
GENERAL OBJECTIVE 6.0 Understand the positive and negative impacts of tourism						
14	6.1 Identify the economic impact of tourism 6.2 Explain the political costs and benefits of tourism	Discuss the economic impact of tourism Discuss the political costs and benefits of tourism	Textbooks and Journals			
15	6.3 Identify socio-cultural effects 6.4 Identify environmental and ecological effects	Explain socio-cultural effects. Explain environmental and ecological effects.				

Project 100%

Course: Advanced WebPage Design

PROGRAMME: HND Office Technology and Management			
Course: Advanced WebPage Design	Code: OTM 425	Credit Unit:	4 hours
Semester: 4	Pre-requisite: ICT Office Application I & ICT Office Application II	Theoretical:	1 hours/week - 25 %
		Practical:	3 hours/week - 75 %
Aim/Goal:			
This module is designed to enable students to understand the importance of designing web pages for modern offices; have a full command of a web design software application to improve business online performance; and understand the impact of using the Internet for business and commerce in the modern economy.			
GENERAL OBJECTIVES:			
<ol style="list-style-type: none">1. Understand the principles of Web Page Design and their impact on businesses2. Develop student skills designing successful WebPages for business.3. Importance of the Internet in business practice: E-business and E-commerce			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 1: Understand the principles of Web Page Design						
1-2	State the importance of websites for businesses.	Explain the different types of websites and information delivery using the Internet.	Hands-out Examples	Advantages of using software to create, link and format simple web pages. <ul style="list-style-type: none"> • Identify and use of appropriate software correctly • Find MS Front Page in the windows environment (when using Windows 98, 2000 or XP) 	Explain differences, advantages and disadvantages between software available for the task (eg HTML editor/text editor & browser software). Group students and produce a game where they select the right software for specific tasks. Student group presentations explaining the reason why preferring a software for a specific task.	2 printers available per computer lab. * MS Front Page application available in each computer
General Objective 2: Develop the students skills designing successful WebPages for business.						
3-8	Identify methods for developing competitive web pages in businesses.	Explain how to identify the business key areas	Hand-outs Text-books	Explain the role of mapping webpages Explain key steps to develop successful web pages: <ul style="list-style-type: none"> • Import and paste text and image files • Align page items • Use of 3 different font sizes • Change background 	Show how to produce a web-site map based on the business competitive needs and aims. Explain the basic mechanism of web page formatting (HTML tags). Explain how to import/insert and image into a web page using the chosen software, and following copyrights. Explain how to emphasise texts (bold, italic), and to set the font size for specific text, following international and accessibility	2 printers available per computer lab. * MS Front Page application available in each computer and hand-out support material

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				colour <ul style="list-style-type: none"> • Emphasise text • Edit text • Control text flow • Alignment of page items to the left, right and centre 	standards). Demonstrate how to set background colour and differences between background colour and background image (following international and accessibility standards). Explain the correct use and format of basic hypertext links. Show the correct use of external hyperlinks using <i>http:</i> and <i>mailto:</i> Explain the importance of testing that hyperlink function correctly. Show the effects of editing HTML format code on the browser display.	
				Use of E-mail hyperlinks <ul style="list-style-type: none"> • Link pages • Insert external links • Insert Email link • Test links • Insert link text • Retain original data formatting 	Explain the need to refresh or reload web pages after editing. Explain and demonstrate the main management techniques of file menu, open, save, save as, close). Explain the basic structure of basic structure of an HTML page. Show how to print from the chosen browser software using default print settings. Explain the importance of Meta tags to define content. Show how to	Hand-outs Guidelines

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				<p>Understand the document management techniques for the chosen software</p> <ul style="list-style-type: none"> • Create a new document • Save document • Print web pages • Print html source code • Close document • Publish web pages on local and public search engines <p>Show 'Bobby' testing website for successful website design.</p> <p>Emphasise the importance of getting copyright permission when appropriate.</p>	<p>select and publish a pre-designed web page.</p> <p>Group students and set tasks to produce a simple webpage for a fictitious business following standards, principles and guidelines.</p> <p>Group students ask them to test their website development.</p> <p>Promote student discussions to reflect upon Dos and Dont's when designing webpages for businesses.</p> <p>Produce in group a list of key guidelines for designing successful web pages.</p>	
	State the importance of testing websites to follow international standards for webpage design	Explain the importance of applying different tests to assure international standards in web design, usability and accessibility standards.	<p>Hand-outs 'Bobby' URL</p> <p>URLs explaining latest guidelines and international web design standards, etc.(i.e.: http://www.w3.org/WAI/)</p>		Group students to search the web and compare webpages vs International Standards	<p>Internet</p> <p>Max. 3 students x PC</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
General Objective 3: Importance of the Internet in business practice: E-business and E-commerce						
8-11	<p>Define information technology in business and the concepts of E-business and e-commerce.</p>	<p>Explain the driving principles of the new economy and information economy trends.</p> <p>Explain the dynamics of innovation and the organisational consequences of moving commerce to the internet. Explain the importance of information as the basis for products and production.</p> <p>Explain the main difference between: B2B & B2C Explain the appreciation of integrating technology and business strategies and the effective use of web pages.</p>	<p>Hand-outs</p> <p>Text-books</p> <p>URIs</p>	<p>Explain the impact of information technology on the practice of business</p> <ul style="list-style-type: none"> • Show examples of business models of e-business: Business to Business (B2B) and Business to Customers (B2C) e-commerce • The scope and impact of e-commerce • What an E-strategy is E-business strategies • Enterprise logistics and resource planning • Opportunities and barriers of E-commerce • Main methods to overcome barriers • Planning an E-commerce strategy 	<p>Explain the importance of customers for business. Reflect with students on using Internet for marketing and the importance of successful and competitive webpages.</p> <p>Show some Nigerians (and or other African countries) E-businesses and identify the way they do the online marketing of their products and/or services.</p> <p>Show online examples of successful Internet-based businesses (eg. www.amazon.com, www.cheapflights.com, www.barclays.com).</p> <p>Group students and make them to identify main features of the sites: buying goods and or services, advertising products, general paying procedures; design international standards, audience addressed, etc.</p> <p>Ask students to select two sites with all the main online store features.</p> <p>Practice book-marking at least 6 sites relating to successful e-tailing examples from the web. Ask them to locate at least 3 stores that compete in the same business arena. Define their individual competitive advantages</p>	<p>Handouts</p> <p>Text-books</p> <p>Internet</p> <p>Max. 3 students per PC</p>

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
12-15	Define E-tailing, and its trend in Nigeria	Explain the importance of E-tailing in Nigeria	Hand-outs Text-books URIs	Explain E-tailing works <ul style="list-style-type: none"> • Online stores and portals • Principles of e-marketing and e-customer care • Main features of an online store: browsing, ordering, secure payment, delivery, billing, returns and warranties. • Evaluate the operations of a variety of Internet business: identification of 6 sites which includes e-tailing in some of the following areas: books, music, furniture, social events and conferences, electronic equipments, stationary, travel, baking, insurance, 	<p>Explain the importance of use of standard forms and electronic resources to assured safe trade, transactions and effective communications.</p> <p>Discuss security features in a e-business website (e.g. the bigger the padlock - a small yellow feature present at the bottom of the e-commerce website- the more the security in online transactions, etc.; importance of effective firewalls in business and use of passwords).</p> <p>Explain the need to understand net user's attitude about online privacy (data protection). Legality of cookies in personal and corporate computer networks.</p> <p>Visit sites about Cyberlaw, to promote discussions on legal issues about impact of e-commerce in personal and corporate privacy rules.</p> <p>Discuss disclaimers terms and conditions, intellectual property rights, online advertising, trading standard issues, and impact of other countries jurisdiction when trading.</p>	

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Resources
				<p>etc.</p> <ul style="list-style-type: none"> • Location of online stores that compete in the same sector. <p>Explain the importance of security in the e-business (Transaction security, public key infrastructure, hackers, firewalls and e-mail security)</p> <p>Identify main legal issues related to e-commerce</p> <ul style="list-style-type: none"> • Online privacy principles (data protection) • Technology & policy frameworks for e-commerce <p>Cyberlaw</p>		

ASSESSMENT CRITERIA			
Coursework	Course test	Practical	Other (Examination/project/portfolio)
%	%	%	%
25		25	Project 50

LIST OF EQUIPMENT FOR TOURISM PROGRAMME

TOURISM STUDIO AND RESERVATION AREA

1. A Reservation Area With The Following:

- a) Computer P/c for reservation
- b) Rack system for keys
- c) Working/reception counter
- d) Chairs

2. Large model maps of Nigeria showing:

- i) States and their capitals and local government headquarters
- ii) All major roads
- iii) All major rivers
- iv) Rail network
- v) All Airports and Aerodromes

3. Large model maps of Nigeria showing:

- i) All major cash and feed crops and where they are produced
- ii) All national parks and games reserves
- iii) All river basins and project areas
- iv) All museum locations
- v) All major and minor tribes (Area of Concentration of major and minor ethnic groups)
- vi) All major tourist attractions
- vii) All major mountains, hills, lakes, vegetation etc.
- viii) All major natural resources in Nigeria, locating where they are produced
- ix) All common shrines
- x) All cultural festivals locations

4. Mannequin (Dommy) showing the Attire of male/female

- a) Hausa
- b) Yoruba
- c) Igbo
- d) Fulani
- e) The locality of the institution

5. Hunting and musical implements of the locality

6. Large relief model of Nigeria

7. Large model of Africa showing all the game reserves and parks

8. A mini ticketing office with machines, computer Pc and books recommended by EFTAN

TOURISM VILLAGE

The tourist village should typify an African village set up with traditional architectural model of the locality of the polytechnic. It should also contain models of traditional buildings of the different diverse tribes of the country, well equipped with recreational facilities a market square.

The village should have the following displayed in it:

1. Models of Nigerians in their diversity
2. Jewelries, bangles, earrings, nose rings etc
3. Nigerian potteries, Art works, ceramics and glass wares and traditional occupations of the locality.
4. Native musical instruments.
5. Tribal/Facial markings of different ethnic groups
6. Cultural festivals in Nigeria being displayed on posters and paintings
7. Models of stuffed specials of selected African wildlife e.g. Elephants, Lions, Zebra etc especially of the neighborhood.
8. Trophies from Nigeria/African wildlife
9. Display of international airline, shipping posters and tickets
10. Large model of Africa showing all the game Reserves and Parks.

Audio-Visual Room

The audio visual room should contain the following:

- a) Video Recorder 2
- b) Slide projector 2
- c) Overhead projector 2
- d) Film projector 2
- e) Public address system 1
- f) Television set 2
- g) Video set 2
- h) VCD 2
- i) Cameras still 2
- j) Camera video 2
- k) Enlarger 2
- l) Photo dryer 2
- m) Photo cutter 5
- n) Tables for drawing 5
- o) Computer space with capacity for 10 Students should housed in the village.
- p) None book items such as softwares video and VCD cassettes.

KITCHEN EQUIPMENT

Large Equipment for the Kitchen

S/NO	ITEM	QUANTITY
1.	Microwave oven	2
2.	Convention oven	2
3.	Stainless steel	10
4.	work table	2
5.	Open top ranges	2
6.	Solid top gas oven	2
7.	Oven double	2
8.	Decker	2
9.	Mixer (Hobart)	2
10.	Brat pan	2
11.	Boiling pans	2

12.	Ban Marie Hot	2
13.	Cupboard Hot cupboard Mixing machine Cold room	2
14.	Electric oven	2
15.	Pressure cooker steamer	2
16.	Deep freezer	2
17.	Salamander grill	2
18.	Weighing scales	
19.	Large, medium &small (Platform)	2 each
20.	Sinks depends on the size of the kitchen	2

Service Unit

S/N	ITEM	QUANTITY
1.	Dinner plates	60
2.	Joint fort	60
3.	Joint knife	60
4.	Dessert spoons	60
5.	Tea spoons	60
6.	Service tongs	30
7.	Service spoons	30
8.	Service trays	30
9.	Sweet bowls	20
10.	Ice cream bowls	30
11.	Plastic water jug	30
12.	Glass water jug	30
13.	Assorted wine glasses	60
14.	Wine trolley	5
15.	Bread basket	10
16.	Ash tray	10
17.	Coffer cups/saucers	20

18.	Tea cups/saucers	60
19.	Tea set	60
20.	Wash hand bowls	10
21.	Soup plate	10
22.	Side plates	60
23.	Cereal plates	60
24.	Silver servers	60

BED ROOM

S/NO	ITEM	QUANTITY
1.	1 Beds doubles, 2 Beds singles	4
2.	Mattresses	4
3.	Bed liner (sheets, pillow cases, under sheet, blanket	20
4.	Writing table and chair	4
5.	Dressing table and mirror	4
6.	Easy chair and central table	4
7.	T and set	4
8.	Air conditioner	4
9.	Side lamps	8
10.	Window blinds	10

LOUNGE

S/NO	ITEM	QUANTITY
1.	Easy chairs (settee and 4 chairs)	4
2.	Center table	12
3.	Stool	12
4.	Book rack	2
5.	T and set	2
6.	Radio set	2
7.	Window blinds	2
8.		No depends on the size of the room

9.	Floor rug	Size depends on the room
	Ash trays	16
S/NO	ITEM	QUANTITY
1.	Water tank truck	1
2.	Fire pump (37 HP machine hose)	2
3.	Water tank	2
4.	Hand pump	2
5.	Five fighting kit	2
6.	Safety shoes	30
7.	Helmet	30
8.	Bino colors	30
9.	Siren	2
10.	Hand fire extinguishers	10

RECOMMENDED TEXT BOOK FOR TOURISM COURSES

1. Bulcaar and Medlue (1991) Tourism, Past, Present and Future London: Heinemann
2. Tourism: a Modern Synthesis by; Stephen J. Page, Paul Brunt and Jo Cornel
3. Understanding - Tourism by Poof Medlik (Heinemann Past)
4. Tourism - An Introduction by Ray Towel (1998)
5. an Introduction to travel and Tourism by Pran Narth and Sushma Seth (1998)
6. geography; of Transport and H Robinson and E.G. Bamford Macdonald and Evans London
7. Economic of Transport S.K. Srivastiva S. Chand and Co. Ltd New Delhi
8. The Elements of Transport by; Schumer Burtter Worth's, London
9. Transport for Tourism by Stephen page University of Sterling 1994
10. Travel, Tourism and Hospitality Terms by Robert Harris and Joy Howard

11. Principles of Hotel, Front Office Operation by Sue Baker, Pambradly, Jeremy Huyton
12. Food and Beverage Service Bennis Lillicrap John Cousins and Robert Smith
13. Theory of Catering, Ronald Kinton and Victor Caserani
14. Travel and Tours (A marketing perspecive) by Chiedu Osnni Alcaose Global Sourcing International Ltd, Lagos
15. A Guide to Travel Agency Management by; Lad: Ashipa Ashleab B;usiness Enterprises - Ibadan
16. Travel and Tourism - The Road ahead in Africa by; John OL.faoseke 2001
17. Goyang, G.A.N. The Organisation of Tourism in Nigeria
18. The ABC of Travel and Tourism by John OL faoseke 2000
19. World Tourism Organisation, Role and Structure of National Tourism Association, W10madrid 1977
20. Introduction to Tourism, Jackson Ian
21. Tourism - Public Policy, Hall and Jenkins
22. Tourism Analysis - Smith, Stephen I.J.
23. Tourism, Transportation and the Aviation Industry in Nigeria Ministry of Transport and Aviation 1980 Edition
24. Economics of Transport by; S.K. Srivastava S. chand and Co. Ltd. New Delhi
25. Geography; of Transport by H. Robinson and C.G. Bomform Macdonald by; Evans London
26. The Elements of Transport by; L.A. Schumer Burtter Worths London
27. Transport and Tourism, Page, Stephen J.
28. IATA International travel and Tourism Training programme
29. Information Technology for Travel and Tourism Inkpen G.

30. Computer systems in the Hotel and Catering Industry Braham, B.
31. Information Technology in Hospitality, Peakcock, Martin
32. Managing Computers in the Hospitality, O' Conner, Peter
33. Information Technology and Tourism: A Challenging Relationship - By Werthner H; Klein S.
34. Wildlife Tourism by Mrgra Shackley 1996
35. Selling Destination (Geography for the Travel Professional) Marc Mancini (Delmar Published)
36. Business of Nature - Based Tourism, Milcercher, Bob
37. Eco-tourism: a Sustainable Option: Cater
38. Eco-tourism in the less developed world weaver, D.B.
39. Travel Agency; Practice by; Horner. P.
40. Travel and Hospitality;; on Line by; Holleman G.
41. World Travel Dictionary English, Richard
42. World Travel Wall Map, by Quinn, Brian
43. World Travel Guide on CO-Rom by Hart, Mick
44. Airfares Ticheting by; Phillip Gdavid of and Dorris S. Darzid off 1983, 1987, 1993
45. Geography and Air Transport by Graham B
46. geography; of Travel and Tourism, Hudman and Jackson
47. Hutchinsons World Weather Guide by Pearce, E.A.
48. discovering Destinations - A Georgraphy Workbook for Travel and Tourism David W. Howell

49. Travel and Tours - a Marketing Perspective Chiedu Osnni - Lagos
50. Expert Systems in Tourism Marketing by Martinbo and Curry
51. Marketing Tourism Destinations by Health, Ernie
52. Selling the Sea: An inside look at the cruise industry by Dickinson, Robert H.
53. Selling the City, Ashworth, Gregory
54. Marketing and Selling the Travel Product by Product by;; Burke Resnilc 1991
55. Entertainment, Arts and Cultural Services by Waters, Irene
56. Contemporary Issues in Tourist Development Pearce and Butter
57. Cross Cultural Communication for Touring and Hospitality Industry by Fitzgerald, Helen
58. Heritage Visitor alterations by Leask and Yeoman
59. Nigeria Land, Its Art and Its People: An Anthology by Frederick Lumleg 1977
60. Mancini Marc (1990) Conducting Tours: A Practical Guide Ollis, South - Western Publisher Co.
61. IATA/UPTA- International Travel and Tourism Training Programme (Foundation Level)
62. Managing Packaged Tourism Lenchan, Tony
63. Professional Guide: Dynamics of Tour Guiding Pond, K.L
64. Coping with Tourists by Boissvain Jeremy
65. Conducting Tours: A Practical Guide by Marc Manensm
66. Information technology for Travel and Tourism by Inkpen G
67. The Travel Agency; by Donalt and Lumberg

68. Travel Agency Practice by Pauline Hotner 1996
69. Airfares Ticketing by; Phillip G. Davidoff, dorris s. Darzidoff 1983, 1987, 1993
70. How to Research and Write a Thesis in Hospitality; and Tourism by Poynter, James
71. Tourism (Foundation on corporate Contract and Technology by William Nimenibo
72. Tourism and Recreation Development - Manuel Bonny and Fred Lawson
73. Global Tourism Edited by William F. Theobald
74. Tourism: Past, Present and Future - J. Binrart and S. Medik Henneman
75. Tourism Planning; In skeep, Edward
76. Tourism Planning; Basics, Concepts, Cases - Gunn, Clare. A.
77. National and regional Planning: - Methodologies and Case Studies 1994
78. Tourism and recreation in Rural areas, Butler, Richard
79. Tourism and National Parks, Butler, Richard
80. Tourism and Recreation, Lawson F.
81. Leisure and recreation Management Third Edition by George Torkilden, 1983, 1986, 1992.
82. Dimensions of the Hospitality Industry by Dittner PIR.
83. Entreprenship in the Hospitality, Tourism and Leisure Industry by Morrison and Rimmington
84. Food and Beverage Management by Devis and Store
85. Hotel and Restaurant Business by; Lunberg, Donald E.
86. Tourism development, AK Bhatia (Sterling Publishers 2001)

87. Global Tourism: The Neset Deccde, Edited by; William F. Theobald, (Bulterwute Heinemann 1994)
88. Tourism Development: - Principles, Processes and Polices by Cavtner and William C.
89. Tourism, Blessing W Light - Young, George Lindin Penguim Books 1973
90. Tourist Development by Pearce, Douglas
91. Private and Commercial recreation by Arlin F. Epperson
92. Financing Managing and Marketing Recreation and Park Resources by Dennis R. Howard/John L. Crompton
93. Eco-tourism in the less Developed World by Weaver D.B.
94. Tourism A Community approach by Peter R. Murphy
95. Nigeria the Land, It's Art and It's People: an Anthology by Fredrick Lumley 1977
96. Festival and Special Event Management by; McDonnell and Allen
97. Manual for Travel Counselors by; Kenneth N. Carlson
98. Principle and Methods of Scheduling Reservation by; David N. Horell
99. Business of Tour Operations by; Yale and Pat
100. Hospitality and Tourism Law by Mark Ponitstiz Jenifer Ross, Norman Geddes and Williams Stewart
101. Tourism (Foundation on Corporate Contract and Technology) by William Nimenibo
102. Tourism: Principle, Practice and Philosophies by McIntosh
103. Geography of Travel of Tourism, Boniface and Coper
104. The Illustrated Encyclopedia of Wildlife Volume 2
105. Eco-tourism Neil 2 Wearing

106. Sustainable Tourism - a Geographical Perspection by C. Micheal Hall and Al an A Lerve 1998
- 107 Towards Visitor Impact Management; Glasson, John.
108. Practicing Responsible Tourism, Harrison, L.
- 109 Psychology of Tourism by Ross, Calenn F.
110. Solving Guest Problems (Video Manual) AAMA
111. Gouang, G.A.N. The Organisation of Tourism in Nigeria
112. Bukart and Mecllik, Tourism Past, Present and Future
113. Middleton, Introduction to Tourism
114. Brown, Global Trends in Tourism
115. Kelber, Tourism Development
116. Bovy, Tourism and Recreation Development
117. Wahale, Tourism Marketing
118. Transport and Tourism, Page, Stephen J.
119. Geography;and Air Transport, Graham, B
120. How to Research and Write a Thesis in Hospitality and T;ourism, Poynter, James
121. travel, Tourism, and Hospitality Research, Ritchie, JR Brent
122. Researching and Writing Dissertation in Hospitality and Tourism by Clark and Reley
123. Economics of Leisure and Tourism, Bull, A.
124. Leisure and Recreation Management by; George Torkilson

125. Tourism Development (Principles and Practices) by A.K. Bhatia
126. Marketing Tourism Destinations, Health, Ernie
127. Practical Tourism Forecasting, Frechtling Douglas C.
128. Selling the City, Ash Worth, Cure Gory
129. Selling the Sea: An Inside Hook at the Cruise Industry, Dickinson, Robert H.
130. Human Resources Management in Tourism & Hospitality by Lee-Ross, Darren.
131. Hospitality, Tourism and Leisure Management by Foley & Lenon.
132. How to Research and write thesis in Hospitality & Tourism by Poynter, James.
133. Travel Tourism and Hospitality Research by Ritchie, JR Brent.
134. Researching and Writing Dissertation in hospitality and Tourism by Clark & Riley.

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