

**First Foreign Language IV, English**

Code: 101176  
ECTS Credits: 6

Degree	Type	Year	Semester
2500894 Tourism	OT	4	0

**Contact**

Name: Jane Anderson

Email: DeborahJane.Anderson@uab.cat

**Use of Languages**

Principal working language: english (eng)

Some groups entirely in English: Yes

Some groups entirely in Catalan: No

Some groups entirely in Spanish: No

**Teachers**

Samuel Jones

Ewa Kubas

Eric Ortega Fernández

**Prerequisites**

There are no entry requirements.

**Objectives and Contextualisation**

1. OBJECTIVES FOR THE DEGREE IN TOURISM

The main objective of the course is to allow students who have not already done so to credit a B2 level.

The student will acquire a range of linguistic knowledge and develop sufficient oral and written communication skills, so that by the end of the first year they will be able to:

1. Understand the gist of public conferences, debates and chats and extract information
2. Maintain conversations, in formal and informal registers, understanding the main ideas of their interlocutors.
3. Participate in discussions or dialogues on topics of general interest using the strategies typical of this type of communicative interaction (floor-holding devices, giving examples, etc.)
4. Relate first or second hand facts, events and experiences.
5. Write letters or electronic messages in different linguistic registers.
6. Read different texts and explain their contents clearly.
7. Write different types of texts about facts, places, events and current affairs

Specific objectives

1. Develop a degree of precision (in grammar, pronunciation, lexis etc.) and fluency (speed in productive skills, ability to express ideas and develop a discourse) in both written and oral expression.
2. Develop strategies and abilities to understand authentic written and oral texts
3. Develop strategies to continue learning autonomously outside the classroom
4. Develop the ability to function effectively and confidently in professional and everyday situations

## 2. OBJECTIVES FOR THE TOURISM DEGREE IN ENGLISH

The main objective is to develop the communication skills in English of those students who have already reached around a C1 level.

- Improve oral and written communication skills in a variety of workplace contexts.
- Improve the self-management skills essential for effective communication with clients and colleagues.
- Improve the comprehension skills required for effective communication with clients and colleagues.
- Improve teamwork skills.
- Develop intercultural communicative competence.

### Linguistic skills

- Deal confidently with complex communicative situations with clarity, using an appropriate tone and register.

### Paralinguistic skills

- Use and interpret body language, tone and voice pitch to enhance communication with clients, colleagues and superiors.

### Personal skills

- Exercise self-awareness in a range of complex situations to improve communication with clients, colleagues and superiors.
- Function effectively in a team.

## Competences

- Communicate orally and in writing in three foreign languages within the tourism field and others related to it.
- Develop a capacity for independent learning.
- Implement business communication techniques used by tourism organisations: internal, external and corporate.
- Self-assess the knowledge acquired.
- Use communication techniques at all levels.
- Work in a team.

## Learning Outcomes

1. Develop a capacity for independent learning.
2. Identify vocabulary and grammar resources for use in the tourism sector, in three foreign languages.
3. Self-assess the knowledge acquired.
4. Use communication techniques at all levels.
5. Use the idiomatic expressions typical of the tourism sector in three foreign languages, at upper intermediate level.
6. Use tourism resources available on internet, in three foreign languages.

7. Vary the discourse patterns used to fit different functions, contexts, media, activities and situations in the workplace.
8. Work in a team.

## Content

### 1. CONTENTS FOR THE TOURISM DEGREE

#### Linguistic functions

- Express satisfaction, dissatisfaction and other feelings, in an appropriate register
- Complain and respond to complaints
- Speculate
- Describe, evaluate and compare
- Conduct a job interview
- Contrast opinions
- Negotiate and take decisions
- Give oral presentations

#### Grammar

- Gerunds and infinitives
- Indirect speech
- Advanced question forms
- *Phrasal verbs & multi-word verbs*
- Advanced modals
- Advanced comparatives
- More complex future forms
- Mixed conditionals and alternatives to "if" (*provided, as long as, unless*)
- *Used to/ would/to be used to*
- The grammar of courtesy
- Dependent prepositions

#### Vocabulary

Vocabulary content is based around the following lexical fields: education, work, tourism, culture, the natural world and the environment, the weather, health and leisure activities, human relationships and communication, new technologies.

#### Writing

- Formal and informal emails
- Discursive texts, articles, blogs
- Reports

### 2. CONTENTS FOR THE TOURISM DEGREE IN ENGLISH

#### Linguistic functions

- Greeting and leave taking
- Apologising and justifying
- Complaining
- Praising
- Turn taking
- Hedging and softening
- Suggesting and responding to suggestions
- Checking understanding

#### Skills and strategies

- Controlling register and degrees of formality
- Engaging in small talk
- Empathising
- Paraphrasing
- Giving constructive feedback
- Giving clear instructions and explanations
- Making sure you have been understood

#### Personal skills development

- Problem-solving
- Tolerance of diversity
- Empathy
- Flexibility
- Active listening
- Taking and delegating responsibility
- Assertiveness
- Accepting role and responsibility in a group
- Addressing challenges with creativity
- Making decisions
- Giving positive feedback to peers
- Showing sensitivity to cultural differences

## Methodology

### 1. TOURISM DEGREE

The teaching methodology prioritises the students' learning process over theoretical presentations by the teacher. Input is provided from both graded and authentic materials and the students are encouraged to engage with the material through guided practice in all four skills, with freer interactive and communicative activities to advance oral communication skills. The teacher will use one or more of the following methodologies depending on which he or she considers to be most suitable for the material and the students in each session.

Reading, grammar, vocabulary and listening exercises

Discovery learning

Noticing techniques

Task-based learning in pairs and groups

Problem-solving exercises in pairs and groups

Role plays

Text or listening based debates (e.g. TED talks)

Revision games with kahoot and other applications

Modelling from sample texts for writing

Strategies to promote self-correction and autonomy in writing

Live learning projects

The teaching methodology prioritises the students' learning process over theoretical presentations by the teacher. Input is provided from both graded and authentic materials and the students are encouraged to engage with the material through guided practice in all four skills, with freer interactive and communicative activities to advance oral communication skills. The teacher will use one or more

## 2. TOURISM DEGREE in ENGLISH

Theoretical input from lectures and readings are combined with student centred activities, in which guided reflection on their experiences and perceptions, both in and out of the classroom, become the principal source of learning. Language skills improvement is achieved through practical engagement with the communicative challenges proposed.

### Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Activities	10	0.4	5, 1, 7, 2, 4, 3, 8, 6
Classes	56.5	2.26	5, 1, 7, 2, 4, 3, 8, 6
Non classroom-based	56	2.24	5, 1, 7, 2, 4, 3, 6
Type: Supervised			
Tutorials	7	0.28	1, 3
Type: Autonomous			
Theory	10	0.4	5, 7, 2, 6

### Assessment

#### 1. TOURISM DEGREE

Continuous Assessment Evaluation System

80% attendance is required in order to be eligible for the Continuous Assessment.

Continuous Assessment activities

Continuous assessment activities include:

- Essays. The student will be required to produce between 3 - 5 written texts over the course of their studies (rewritings of writings may also be used)
- Portfolio. The portfolio will contain between 8 and 12 activities, which should exhibit the four language skills. These activities can be done at home or in class.

The following are examples of activities that can be included in the portfolio:

- Reading Record
- Mini tests
- Self-assessment forms
- Research projects
- Various self-produced documents

- Oral Activities. Throughout the course, the student will produce a minimum of one oral activity (or a maximum of two), either individually or in group and in the form of monologues, presentations, videos etc.
- Mid-Term Testing. Half way through the course, the students will have two mid-term tests; a writing test (one or two tasks) and a speaking test (one task). These will be similar in format to the final exam.
- Attitude and participation. Effort, attitude and participation will also be evaluated.

#### Final exam for continuous assessment students

This test, as well as forming part of the continuous assessment system, is a level test which gives the student the right to a level certificate issued by the Servei de Llengües of the UAB, and which is recognised by the Generalitat de Catalunya.

The test evaluates the four skills (reading comprehension, listening comprehension, writing and speaking) and follows the specifications set out by the Servei de Llengües of the UAB. It should be noted that this exam assesses linguistic competences in these skills and does not necessarily have a direct relationship to the contents of the course.

Students must demonstrate with this exam that they have reached the required level to pass the course (at least B2.2). If the student reaches the required level in this test, the mark is 40% of the continuous assessment mark.

The final exam for continuous assessment students will be done on the same day and time as the final exam for non-continuous assessment students.

It is essential to pass the final level test at the required level (B2 of the Common European Framework of Reference) to pass the continuous assessment.

#### [Descripció de l'examen i criteris de superació](#)

##### Final exam

Students who have opted not to do the Continuous Assessment programme also have the right to sit the final level test exam which evaluates the four skills (reading comprehension, listening comprehension, writing and speaking) and follows the specifications set out by the Servei de Llengües of the UAB.

Students must show they have reached the required level for the course. (At least a B2.2)

Passing this final test gives the student the right to a level certificate issued by the Servei de Llengües of the UAB, and which is recognised by the Generalitat of Catalunya.

#### [Descripció de l'examen i criteris de superació](#)

The mark on SIGMA for these students will be a 5

##### Resit

Only those students who fail the final exam with a result between 3,5 and 4.9 (out of 10) are eligible for a resit.

Their final course mark on SIGMA will be a 5.

## 2. TOURISM DEGREE IN ENGLISH

Throughout the course students will be required to carry out various teamwork projects and also keep a journal in which they record their perceptions of their own progress and reflect on ways they might improve in the skills sets required.

They will be assessed on their capacity to identify areas for self-improvement.

There will also be a final written and oral test.

Level of commitment to a personal learning process and active participation in class is also evaluated.

The evaluation activities are as follows:

- Events project 15%
- Film project 15%
- Final Writing 15%
- Final Speaking 15%
- Journal and presentation 20%
- Participation and attitude 20%

## Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Attitude and participation	10%	0	0	1, 4, 3, 8
Dossier	14%	5	0.2	5, 1, 7, 2, 4, 3, 8, 6
Final exam	40%	2.5	0.1	5, 7, 2, 6
Mid-term test	12%	1	0.04	7, 2, 6
Writing and Speaking activities	24%	2	0.08	5, 1, 7, 2, 4, 3, 8, 6

## Bibliography

English for Tourism

*English for International Tourism* (Pearson) Peter Strutt

*Highly Recommended* (Oxford) Trish Scott and Alison Pohl

Dictionary

<http://www.oxfordlearnersdictionaries.com> (with pronunciation)

Grammar explanations

*Practical English Usage Online* (Highly recommended)

[https://elt.oup.com/catalogue/items/global/grammar\\_vocabulary/practical\\_english\\_usage\\_4th\\_edition/9780194202](https://elt.oup.com/catalogue/items/global/grammar_vocabulary/practical_english_usage_4th_edition/9780194202)

*My Grammar Lab Intermediate and Advanced*

<https://www.pearsonelt.com/tools/digital/my-grammar-lab.html>

Grammar exercises

<http://www.englishgrammarsecrets.com/>

<http://www.autoenglish.org/>

<https://www.englishclub.com/>

<http://learnenglish.britishcouncil.org/en/>

<http://www.elbase.com/>

## Vocabulary

<https://elt.oup.com/student/oefc/tourism2/?cc=global&selLanguage=en&mode=hub>

<https://elt.oup.com/student/oefc/tourism3/?cc=global&selLanguage=en&mode=hub>

<http://www.gdrc.org/uem/eco-tour/t-glossary.html>

[http://www.englishformyjob.com/ell\\_hotelindustry.html](http://www.englishformyjob.com/ell_hotelindustry.html)

[http://www.englishformyjob.com/ell\\_traveltourism.html](http://www.englishformyjob.com/ell_traveltourism.html)

## Oral and written comprehension

<http://www.elllo.org/>

<https://es.englishcentral.com/videos>

<https://www.ted.com/>

<https://es.lyricstraining.com/>

<http://howjsay.com/>

<http://www.breakingnewsenglish.com/>

## British English:

<http://www.bbc.co.uk/learningenglish/>

<https://www.youtube.com/user/bbclearningenglish>

<https://www.facebook.com/bbclearningenglish.multimedia/>

<https://www.voicetube.com/channel/bbc/5>

<http://bbcworldservice.radio.net/>

## American English:

<http://www.npr.org/>

<http://learningenglish.voanews.com/>

## Australian English:

<http://www.australiaplus.com/international/learn-english-video-courses>

<http://www.radioaustralia.net.au/international/learn-english>

<http://www.radioaustralia.net.au/chinese/learn-english/series/%E6%BE%B3%E5%A4%A7%E5%88%A9%E4%B>

## Written expression

<https://owl.english.purdue.edu/sitemap/>

## Exam preparation

<http://www.examenglish.com/>

<http://wuster.uab.es/ctestpractice/>

## Tourism topics

[https://www.ted.com/talks/aziz\\_abu\\_sarah\\_for\\_more\\_tolerance\\_we\\_need\\_more\\_tourism](https://www.ted.com/talks/aziz_abu_sarah_for_more_tolerance_we_need_more_tourism)

<https://www.youtube.com/watch?v=kLRanlhp2jg>

<http://www.ecotourism.org/>

<http://www.crctourism.com.au/Page/Home.aspx>

<http://www.gdrc.org/uem/eco-tour/eco-tour.html>

<http://www.nationalgeographic.com/>

<https://victoriatraveladventures.com/tag/niche-tourism/>

[https://www.youtube.com/watch?v=N\\_5eKX1vvOg](https://www.youtube.com/watch?v=N_5eKX1vvOg)

<https://www.youtube.com/watch?v=XdsVzspgTl4>

<https://www.youtube.com/watch?v=2CbcZbVvJ6s>

<http://culturalheritagetourism.org/>

[http://www.englishformyjob.com/ell\\_hotelindustry.html](http://www.englishformyjob.com/ell_hotelindustry.html)

[http://www.englishformyjob.com/ell\\_traveltourism.html](http://www.englishformyjob.com/ell_traveltourism.html)

[http://www.englishformyjob.com/ell\\_politeness.html](http://www.englishformyjob.com/ell_politeness.html)

<http://www.englishformyjob.com/english-for-flight-attendants2.html>