

Foundation Year Programme TOURIST SAFETY AND PREVENTION
--

Course contact hours: 45

Recommended credits: 6 ECTS – 3 US

Objectives

The aim of this course is for students to learn to detect, study and become aware of the wide range of risks associated with the tourist sector, especially in a hotel environment, and how to manage them efficiently and professionally.

In order to reach the objectives, the course is divided into three blocks.

The first block will deal with the basic concepts and regulatory framework regarding Prevention and Safety in the tourist sector and their differences as parallel and convergent sectors. Security management in tourism projects will be looked at including comparative models, functional aspects, police models, tourist prevention, etc.

The second block will delve into more intrinsic security issues related to the hotel sector: Human, technical and operational resources. Preventive and reactive aspects. Regulation and self-regulation of the sector. Communication plans in crisis situations, risk derivation, protection of VIP clients, relations with law enforcement agencies, etc.

The last block will look at the process of hotel prevention and security management (the roles, responsibilities, professional opportunities, training, etc.) as well as the individuals responsible for performing all those functions in the hotel.

Requirements

B2 level of English

Learning outcomes

General:

- Develop capacities and strategies for independent learning, including active responsibility for the learning process, developing the ability to self-assess, progress, and manage time
- Improve teamwork skills by adopting a collaborative methodology to complete assignments, projects, and presentations.
- Adapt to working in an international context, understanding the intercultural structure of the class / group and consequently, developing empathy.
- Critically assess the skills and approaches required in different contexts.
- Use different medias to support learning, communication, and presentation skills.
- Incorporate feedback and evaluations from teachers and peers to improve learning.

Specific:

- Understand the concept of Prevention and Hotel Security and know how to express its application in the field of tourism.
- Learn the principles of prevention and hotel security and their applications in the tourist sector,
- Learn about the main risks that tourist movement and activity creates in the hotel environment and what the tools are to manage and reduce the negative impacts.
- Learn how to identify and describe the existing tools used for improving security in tourist destinations and hotel companies.
- Being able to propose good policies for risk prevention in the tourist and hotel sector.
- Understand tourism as an instrument of economic and social development, which can contribute to economic improvement and the reduction of social inequalities in destinations.

Contents

INTRODUCTION TO TOURIST PREVENTION AND SAFETY

- Basic concepts of the terms Prevention and Safety
- Identification and relationship of all the personnel that interact in this sector
- Competences of the personnel with respect to the market
- Related subsectors
- Regulatory framework
- Compared models
- Related crimes and impact on the sector
- Objective and subjective indicators

HOTEL SECURITY

- Basic concepts.
- Human, technical and operational resources.
- Regulation and self-regulation. Active safety and passive safety.
- Crisis communication plan.
- Risk analysis, planning and derivation.

- Prevention of occupational hazards
- Psychological First Aid

THE HOTEL PREVENTION AND SAFETY MANAGER

- Concept, elements and functions
- Management tools
- Design of a hotel security strategic plan

Teaching methodology

The course works based on the following methodologies:

Face-to-face explanations in traditional class format of the different topics of the programme. Classes are taught using audiovisuals (viewing of a video to reinforce the theory, PowerPoint presentations, etc.)

Completing tasks and practical activities, both inside and outside the classroom, based on problem solving, understanding situations from articles and textbooks and specific features on current news in the sector, etc.

Carrying out previously outlined individual or group assignments which will be tutored and subsequently presented by the students.

Assessment criteria

25% Completion and explanation of tasks both in individual and team cases

20% Carrying out teamwork

50% Activities and tests on course content

5% Presentations and discussions in the classroom

Bibliography

Tarlow, Peter E. (2019): "Tourism-Oriented Policing and Protective Services", IGI Global. DOI: 10.4018 / 978-1-5225-7579-5