

Subject programme

1. Subject name / subject module: **Piloting & guidance**
2. Lecture language: **English**
3. The location of the subject in study plans:
 - Area or areas of the studies: **Tourism & Recreation**
 - Degree of the studies: **1st degree studies**
 - Field or fields (implementation of effects standard): **International Tourism and Hospitality Management**
4. Supervision of subject implementation:
 - The Institute / Another unit: **Institute of Management and Economics of Tourist Services**
 - The person responsible for the subject: **Mgr Bartosz Szczepaniak**
 - People cooperating in the development of the programme of the subject:
5. The number of hours and forms¹ of teaching for individual study system and the evaluation method

Form of classes Mode of study		Teaching activities with the tutor																		Total ECTS	
		Lecture	PWS ²	ECTS ³	Field classes	PWS	ECTS	...	PWS	ECTS	...	PWS	ECTS	...	PWS	ECTS	...	PWS	ECTS		
Full-time studies		12	13	1	12	13															2
Part-time studies		8	17		7	18															
Credit rigor ⁴		Graded credit		Graded credit																	

6. Student workload – ECTS credits balance⁵
1 ECTS credit corresponds to 25-30 hours of student work needed to achieve the expected learning outcomes including the student's own work

Activity (please specify relevant work for the subject)	Hourly student workload (full-time studies/part-time studies)
Lectures	12 h / 8h
Studying materials for lectures	8 h / 12h
Preparation for final test	5 h / 5h
Outdoor classes	12 h / 7h
Preparation for outdoor classes	12 h / 17h
Final test	1h/1h
Total student workload	50/50 h
ECTS credits	2,0
* Student's workload related to trainings	25 h
Student's workload in classes requiring direct participation of academic teachers	24/15 h

7. Implementation notes: recommended duration (semesters), recommended admission requirements, relations between the forms of classes⁶:
8. Specific learning outcomes – knowledge, skills and social competence⁷

Specific learning outcomes for the subject		Form ⁸	Teaching method ⁹	Methods for testing of (checking, assessing) learning outcomes ¹⁰
Outcome symbol ¹¹	Outcome description ¹²			
Knowledge¹³				
K_W03	knows the rules of pilotage of tourist groups (as part of bus and air events), identifies the scope of responsibilities of the tourist pilot in relation to the tour operator and the consumer/tourist, characterises the pilot's behaviour in crisis situations	Lecture	Information lecture	test
Skills¹⁴				
K_U07	has the ability to prepare a tourist event programme, has the ability to implement and execute projects and initiatives proposed within the prepared programme	Field	Simulation	Teacher assessment
K_U10	has the ability to prepare oral presentations, playing the role of a tour leader / tour guide, both in Polish and in a foreign language, can use appropriate sources and methods of data presentation	Field	Simulation	Teacher assessment

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K_U11	Possesses oratorical skills, speaks in an interesting way, sustains the group's attention, both in Polish and in a foreign language	Field	Simulation	Teacher assessment
Social competence ¹⁵				
K_K04	correctly identifies organisational, ethical and legal problems related to tourism pilotage and organisation of tourism and recreation services, knows what sources of knowledge and information to use	field	Simulation	observation

9. Assessment rules/criteria for each form of education and individual grades

Lecture: the final grade from the lecture consists of a passed test of the lecture content and knowledge of literature (100% of the final grade)

Field practice: passing the simulation of group pilotage – walking and bus route – teacher assessment (100% of the final grade)

The final grade for the course (and its form) is interpreted as follows: 5.0 – the expected learning outcomes have been achieved, with possible single mistakes or omissions that are not relevant to the achievement of individual outcomes; 4.5 – the expected learning outcomes have been achieved with few mistakes; 4.0 – the expected learning outcomes have been achieved with a number of mistakes or single omissions; 3.5 – the expected learning outcomes have been achieved with significant mistakes or omissions; 3.0 – the expected learning outcomes have been achieved with significant mistakes or omissions (minimum required level, accepted by the academic teacher)

10. The learning contents with the form of the class activities on which they are carried out

Lecture

1. Preparation for the service of a tourist event
 - a. Sources of organisational and technical knowledge of the tour leader
 - b. Check-in of the tour leader: documents, information, materials, company money
 - c. Bookings
2. Greeting of the group:
 - a. Welcome message
 - b. Checking attendance and seat allocation
 - c. Safety rules
 - d. Building the atmosphere
3. Group animation:
 - a. Games and plays – examples
4. Service of bus events:
 - a. Before departure, bus control
 - b. Working time of drivers
 - c. Bus equipment, routes and stops, safety rules
5. Service of air events:
 - a. Customs clearance
 - b. Check-in of tickets and baggage
 - c. Luggage damaged, delayed, lost – handling
6. Difficult, urgent, emergency situations
 - a. Complaints
 - b. Insurance
 - c. First aid
 - d. Consular protection: loss of documents, money
 - e. Sickness, emergency
7. End of the event
 - a. Settlement with the customer
 - b. Saying goodbye to the group
 - Field practice: Simulation of group pilotage (walking and bus route) – Concept development, preparation of documentation, pilotage, event settlement

11. Required teaching aids¹⁶

12. Literature:

- a. Basic literature (these items must be in WSG resources):
 - Surname Author's name initials, Title. Subtitle, Place of issue, Year of issue.

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- Surname Editor's name initials (ed.), Title. Subtitle, Place of issue, Year of issue.
 - Surname Chapter author's name initials, Chapter title. Subtitle [W:] Editor's name initials Surname (ed.), Overall title, Place of issue, Year of issue, Page numbers.
 - Name Article author's name initials, Article title. Subtitle, Magazine title. Subtitle, Place of issue, Publisher, Year of issue, Volume number, Page numbers.
 - Surname Study author's name initials, Title, Available at: <Web address> [Access Date].
- b. Supplementary literature: notation as above
- c. Internet sources: page address, status of as of:
13. Available educational materials divided into forms of class activities (Author's compilation of didactic materials¹⁷, e-learning materials, etc.)
14. Teachers implementing particular forms of education

Form of education	Name and surname
1.lecture	Mgr Bartosz Szczepaniak
2.field classes	Mgr Bartosz Szczepaniak
3.	
4.	

.....
Date

.....
Signature of the person responsible for the subject

¹ A maximum of 3 forms of class activities for first cycle and second cycle studies or 4 forms of class activities for engineering studies are allowed. Forms of classes in direct contact: *lectures, exercises, laboratory classes, workshop classes, field classes, clinical classes, trainings, language classes, project classes*. Forms of classes in indirect contact: *didactic consultations, training, remote classes*.

² PWS: Number of hours, student's individual work. In cases where class activities in indirect contact are assigned to a given class activity in direct contact, the student's individual work hours should be assigned to class activities in direct contact

³ ECTS: 1 ECTS = 25-30 hours of student workload, i.e. participation in class activities and student's individual work. In cases where class activities in indirect contact are assigned to a given class activity in direct contact, ECTS points should be assigned to class activities in direct contact

⁴ Credit rigor – In cases where class activities in indirect contact are assigned to a given class activity in direct contact, the evaluation method should be assigned to class activities in direct contact

⁵ Example for a subject conducted in the form of 30 hours of lecture and 30 hours of exercises, which has been assigned 5 ECTS points

Activity (please specify relevant work for the subject)	Hourly student workload (full-time studies/part-time studies)
Participation in lectures	30 h
Participation in exercises*	30 h
Independent study of lectures	15 h
Independent preparation for exercises*	24 h
Participation in consultations*	5 h
Implementation of the project and documentation*	21 h
Preparation for examination	8 h
Participation in the exam	2 h
Total student workload	135 h
ECTS credits	5 ECTS
* Student's workload related to trainings	30+24+5+21=80 h 3 ECTS
Student's workload in classes requiring direct participation of academic teachers	30+30+5+2=67 h 2 ECTS

⁶ In the absence of relations or outcomes *none* shall be entered

⁷ Number of outcomes should not exceed three for each group.

⁸ In accordance with section 5 of subject description.

⁹ Choose among: 1. **Expository methods**: informative lecture, problem related lecture, conversation lecture, narrative, description, programmed text; 2. **Inquiry methods**: problem related – classic, situational, brainstorming, exercise-training methods – project, case study, SWOT, laboratory, experiments, observations, field measurements, discussion – panel, round table, scoring, seminar, paper; 3. **Demonstrating methods**: demonstration, presentation, drama, simulation

¹⁰ Each learning outcome must have an assigned verification/evaluation method, e.g:

Knowledge: written work, tests, multiple tests, research report, project, oral statements (including substantive contribution to discussions, debates, simulations), interpretation of the text, etc.

Skills: participation in discussion and debate, simulation and staging (e.g. the election campaign), analysis of information on a given topic, projects, exhibitions, promoting university or local community, etc., performing tasks individually or in groups, etc.

Social competence: tests, self-assessment (oral / written), peer/teacher assessment, observation, portfolios, case studies, etc.

¹¹ The source of learning outcomes is the matrix of outcomes adopted for fields of study. From there, a teacher should download the symbols of effects applicable to the subject. Learning outcomes do not determine what the lecturer is to provide to students with, but define what knowledge, skills and competence students will be able to demonstrate after completion of the course, and the instructor proves it. It is recommended that a description of each learning outcome begins with a verb in the active side, e.g. Student knows, defines, modifies, organizes ...

¹² Description of effects carried out on the subject elaborates the field of study effects.

¹³ Knowledge about: facts, principles and laws of nature, human mind and society, practical – associated with professional experience relating to the social ability to cooperate and communicate with various types of people and experts. Examples of verbs to be used: know, enumerate, define, classify, describe, evaluate, judge, distinguish

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¹⁴ Skills: the ability to complete tasks and solve problems specific to the field of learning or professional activity; Practical: the student can do something, to demonstrate, to change, to create; Cognitive: analysis, synthesis, comparison, evaluation.

¹⁵ Social competence: the ability to shape their own development with autonomous and responsible participation in professional and social life, including the ethical context of their conduct; component knowledge and skills, have developed in the course of action. Examples of verbs to use: listen, speak, communicate, solve problems, challenge, propose, revise, verify, choose.

¹⁶ Select from: a specialized laboratory, teaching equipment, teaching aids, specialized software (name and version), no special requirements.

¹⁷ Arbitrary set of teaching materials used by the teacher while giving classes.