

Course Syllabus

1	Course title	Italian in the Field of Tourism
2	Course number	2203338
3	Credit hours	3 credit hours
	Contact hours (theory, practical)	3 credit hours
4	Prerequisites/Co requisites	2203225
5	Program title	Bachelor's Degree in Italian English
6	Program code	2203
7	Awarding institution	The University of Jordan
8	School	Foreign Languages
9	Department	European Languages
10	Level of course	Third Year
11	Year of study and semester (s)	Third Year / first semester
12	Final Qualification	BA
13	Other department (s) involved in teaching the course	
14	Language of Instruction	Italian
15	Delivery method	<input type="checkbox"/> Face-to-Face <input checked="" type="checkbox"/> Blended <input type="checkbox"/> Fully online
16	Online platform(s)	<input checked="" type="checkbox"/> E-learning <input type="checkbox"/> Microsoft Teams <input type="checkbox"/> Moodle <input type="checkbox"/> Others: <input type="checkbox"/> WhatsApp
17	Issuing/Revision Date	Jan 2024

18. Course Coordinator:

Name: Dr. Mahmoud Jaran
Office number:
Phone number:
Email: m.jaran@ju.edu.jo

19. Other instructors:

Name:
Phone number:
Email:

20. Course Description:

As stated in the approved study plan.
The participants should intensively tackle with Italian in the Field of Tourism. At the beginning of the course, students listen to descriptions of different kinds of journeys. Advantages and disadvantages of different ways of travelling are discussed. Reading and discussing prospects the learners collect information on sights and monuments in Jordan. Students are then asked to give short

presentations of these sights and monuments. The special vocabulary necessary to describe archaeological places should be acquired.

21 .Course aims and outcomes:

A- A Program learning outcomes (PLO's)

1. Analyze and explain conventional narrative and descriptive texts (spoken and written) related to describing people, places, and things.
2. Analyze, discuss, and critique the grammatical system and function of natural human language in Italian and English languages, and develop his/her abilities in phonetics, phonology, morphology, syntax, semantics, discourse analysis, and pragmatics.
3. Develop his/her Italian and English language skills and engage effectively in communicative tasks and activities in academic and non-academic contexts.
4. Analyze and evaluate major literary works, genres, periods, and critical approaches in Italian and English literature.
5. Show respect to cultural diversity, ethics, and professional behavior and show appreciation to different literary works from a variety of cultures.
6. Use information and communication technology to access global databases and information to develop his/her knowledge and skills and use them in generating new knowledge in Italian and English literary and linguistic texts.
7. Analyze Italian and English linguistic and cultural features critically for the purposes of teaching Italian and English as a foreign language in a wide range of contexts.
8. Identify scientific research principles and use higher order thinking skills, critical and creative thinking in analyzing, evaluating, and discussing issues related to the knowledge and skills of the Italian and English languages and literature.
9. Work efficiently within a team and bears the responsibility arising from it as a specialist in the Italian and English languages and practices his/her work within the value system of society and its general ethics.

B- Course Learning Outcomes (CLOs):

Upon successful completion of this course, students will be able to

No.	Course Learning Outcomes	Program Outcomes										Assessment Tools																
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10							
1	Improve the special language skills in Tourism and deal with a specific field of the terminological language.	X	X	X		X	X									X	X			X								X

					7/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	
	2.2	Basic Italian Grammar	Face to face	In class tasks	<i>Grammatica Essenziale. Italiano</i> https://kupdf.net/download/grammatica-essenziale-italiano_58f6c02adc0d606466da97ca_pdf	2, 5, 6,
	2.3	Important Italian Vocabulary	blended	Ms teams	<i>Grammatica Essenziale. Italiano</i> https://kupdf.net/download/grammatica-essenziale-italiano_58f6c02adc0d606466da97ca_pdf	2, 5, 6,
3	3.1	Italian Language For Tourists/ introduction	Face to face	In class tasks	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i> https://xtec.gencat.cat/web/contenut/alfresco/d/d/workspace/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	2, 5, 6,
	3.2	Greetings And Introductions	Face to face	In class tasks	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i> https://xtec.gencat.cat/web/contenut/alfresco/d/d/workspace/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	2, 5,
	3.3	Navigating Tourist Locations	blended	Ms teams	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i> https://xtec.gencat.cat/web/contenut/alfresco/d/d/workspace/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	2, 5, 6
4	4.1	Ordering Food And Drinks	Face to face	In class tasks	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i> https://xtec.gencat.cat/web/contenut/alfresco/d/d/workspace/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	2, 5, 6
	4.2	Shopping For Souvenirs	Face to face	quiz	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i> https://xtec.gencat.cat/web/contenut/alfresco/d/d/workspace/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	2, 5, 6
	4.3	Role-playing exercises for common tourist interactions, such as making reservations, ordering food, and seeking assistance	blended	Ms teams	Andiamo in ITALIA!	2, 5, 6
5	5.1	Introduction to Italian culture,	Face to face	In class tasks	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i>	5, 6

		customs, and traditions relevant to the tourism industry			https://xtec.gencat.cat/web/.content/alfresco/d/d/workspace/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	
	5.2	Exploration of famous tourist destinations in Italy and their cultural significance	Face to face	In class tasks	Andiamo in ITALIA! Introduzione alla lingua e cultura italiana https://xtec.gencat.cat/web/.content/alfresco/d/d/workspace/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	5, 6
	5.3	Discussion of cultural etiquette and norms when interacting with Italian-speaking tourists	blended	Ms teams	Videos	5, 6
6	6.1	Developing reading skills through reading comprehension exercises and activities	Face to face	In class tasks	Woreksheets	5, 6
	6.2	Understanding written materials commonly encountered in tourism, such as brochures, menus, and travel guides	Face to face	In class tasks	Woksheets	5, 6
	6.3	Practice in extracting relevant information from written texts related to tourism	blended	Ms teams	Andiamo in ITALIA! Introduzione alla lingua e cultura italiana https://xtec.gencat.cat/web/.content/alfresco/d/d/workspace/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	5, 6
7	7.1	Listening comprehension exercises using audio materials related to tourism scenarios	Face to face	In class tasks	https://untolditaly.com/episode-091-learning-italian-for-your-trip/ .	5, 6
	7.2	Role-playing and dialogues to practice oral communication skills in tourism contexts	Face to face	In class tasks	https://untolditaly.com/episode-091-learning-italian-for-your-trip/ .	5, 6

	7.3	Listening to and interpreting spoken instructions and information relevant to tourism situations	blended	Ms teams	https://untolditaly.com/episode-091-learning-italian-for-your-trip/ .	5, 6
8	8.1	Developing writing skills for tourism-related purposes, such as emails, letters, and short descriptions	Face to face	In class tasks	<i>Worksheets</i>	2, 5, 6
	8.2	Practice in writing simple texts related to reservations, inquiries, and customer service in the tourism industry	Face to face	assignments	worksheets	2, 5, 6
	8.3	Learning appropriate language and structure for written communication in the tourism sector	blended	Ms teams	Grammatica Essenziale. Italiano	2, 5, 6
9	9.1	Customer Service in Italian/Developing effective customer service skills in Italian	Face to face	In class tasks	<i>Andiamo in ITALIA!</i> <i>Introduzione alla lingua e cultura italiana</i> https://xtec.gencat.cat/web/contenut/alfresco/d/d/workspac/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf	5, 6
	9.2	Handling inquiries, complaints, and requests from Italian-speaking tourists	Face to face	In class tasks	<i>Worksheets</i>	5, 6
	9.3	Role-playing exercises to simulate real-life customer service scenarios	blended	Ms teams	<i>Writtendialogs</i>	5, 6
10	10.1	Role of Technology in Tourism/Introduction to technology and its impact on the tourism industry	Face to face	In class tasks	<i>Articles</i>	5, 6

	10.2	Exploring cultural sensitivity and its importance in tourism interactions	Face to face	In class tasks	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i>	5, 6
	10.3	Developing intercultural communication skills to effectively engage with tourists from different backgrounds	blended	Ms teams	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i>	5, 6
11	11.1	Learning industry-specific vocabulary and phrases related to different sectors of tourism, such as hospitality, transportation, and guided tours	Face to face	In class tasks	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i>	2, 5, 6
	11.2	Focus on terminology used in areas like hotels, restaurants, museums, and tourist attractions	Face to face	In class tasks	<i>Andiamo in ITALIA! Introduzione alla lingua e cultura italiana</i>	2, 5, 6
	11.3	Presentations on Italian Tourism/Tips	blended	Ms teams	<i>worksheets</i>	2, 5, 6
12	12.1	Researching and preparing presentations on various aspects of Italian tourism, such as famous landmarks, historical sites, and cultural events	Face to face	In class tasks	—	5, 6
	12.2	Practicing presentation skills in Italian and delivering informative talks on selected topics	Face to face	In class tasks	<i>Pptx</i>	5, 6
	12.3	Case Studies and Real-World Scenarios	blended	Ms teams	<i>Videos</i>	5, 6
13	13.1	Analyzing case studies and real-	Face to face	In class tasks	<i>Videos and</i>	5, 6

		world scenarios to apply language skills in practical tourism contexts			<i>worksheets</i>	
	13.2	Problem-solving exercises that require students to use their language skills to resolve issues commonly encountered in the tourism industry	Face to face	In class tasks	<i>Worksheets</i>	5, 6
	13.3	Inviting guest speakers from the tourism industry to share their experiences and insights	blended	Ms teams	<i>Guest speaker</i>	5, 6
14	14.1	Organizing cultural immersion activities, such as field trips to local Italian businesses or cultural events, to enhance understanding of Italian culture and language usage	Face to face	Ms teams	<i>Team work</i>	2, 5, 6
	14.2	Encouraging students to engage in self-study activities, such as listening to Italian podcasts, reading tourism-related materials, and practicing language skills outside of the classroom	Face to face	In class tasks	<i>Tips and recommendations</i>	2, 5, 6
	14.3	Providing constructive feedback on students' language skills, performance, and progress throughout the course	blended	Ms teams	<i>Feedback</i>	2, 5, 6
15	15.1	Presentations for selected	Face to face	Ppts	Selected topics by students	1, 2, 3, 6

		topics by students				
15.2		Presentations for selected topics by students	Face to face/ms teams	Ppts	Selected topics by students	1, 2, 3, 6
15.3		Presentations for selected topics by students	Blended	Ppts	Selected topics by students	1, 2, 3, 6

- Teaching methods include: Synchronous lecturing/meeting; Asynchronous lecturing/meeting
- Assessment methods include: 1. quizzes, 2. assignments, 3. midterm, 4. projects, 5. interview, 5. case studies, 6. presentation, 7. Filed study 8. Term papers, 9. Student portfolio, 10. Final exam

23. Evaluation Methods:

Opportunities to demonstrate achievement of the CLOs are provided through the following assessment methods requirements:

Evaluation Activity	Mark	Topic(s)	Period (Week)	Platform	Course Learning outcome
Participation and assignments	20%	All topics included	Throughout the whole semester	In class /Ms teams/ Moodle	1-6
Live Presentations	10 %	Topics selected by students related to the field			1 2 3 6
Mid-term exam	30%	All topics included	Mid-term period	In class /paper exam	2-6
Final exam	40%	All topics included	Finals' period	In class paper exam	2-6

Rubric for correcting tasks and assessment

Dimensions	Emerging 1	Developing 2	Proficient 3	Exemplary 4
Knowledge and understanding	Limited understanding of the Italian language in the field of tourism.	Basic understanding of the Italian language in the field of tourism.	Good understanding of the Italian language in the field of tourism.	Comprehensive understanding of the Italian language in the field of tourism.
Intellectual/Cognitive/Analytical skills	Difficulty differentiating between various short stories in Italian.	Able to differentiate between various short stories in different Italian speaking dialects with some guidance.	Able to analyze and critically read textbooks and discuss methods of interpretation.	Capable of independently analyzing and critically reading textbooks and discussing methods of interpretation.
Subject-specific skills	Limited ability to identify and use various short stories in the Italian language.	Some ability to identify and use various short stories in the Italian language.	Strong ability to identify and use various short stories in the Italian language.	Highly proficient in identifying and using various short stories in the Italian language.

Transferable skills	Limited group work and discussion skills.	Some display of group work and discussion skills during short presentations and discussions.	Good display of cross-cultural communication skills through comparing different cultures.	Excellent display of cross-cultural communication skills and creativity in oral and written interpretations.
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24. Course Requirements

(e.g: students should have a computer, internet connection, webcam, account on a specific software/platform...etc):

25. Course Policies:

A- Attendance policies:

B- Absences from exams and submitting assignments on time:

C- Health and safety procedures:

D- Honesty policy regarding cheating, plagiarism, misbehavior:

E- Grading policy:

F- Available university services that support achievement in the course.

26. References:

A- Required book(s), assigned reading and audio-visuales:

➤ Andiamo in ITALIA!

Introduzione alla lingua e cultura italiana

https://xtec.gencat.cat/web/.content/alfresco/d/d/workspace/SpacesStore/10377/c7ceadb-6a2b-4050-9dd0-3e246fe33ecc/andiamo_in_italia.pdf

➤ Grammatica Essenziale. Italiano

https://kupdf.net/download/grammatica-essenziale-italiano_58f6c02adc0d606466da97ea_pdf

B- Recommended books, materials and media:

□ <https://untolditaly.com/episode-091-learning-italian-for-your-trip/>

27. Additional information:

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Name of Course Coordinator: **Dr Mahmoud Jaran** –Signature:

Date: **Nov. 2023**

Head of Curriculum Committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of Curriculum Committee/Faculty: ----- Signature: -----

Dean: -----Signature: -----