

1. BASIC INFORMATION

Course	Segunda Lengua Extranjera para el Turismo II / Second Foreign Language for Tourism II
Degree program	Grado en Turismo y Gestión del Ocio / Tourism and Leisure Management
School	Social Sciences
Year	3º
ECTS	6
Credit type	Mandatory
Language(s)	French
Delivery mode	Presential
Semester	2
Academic year	2024-2025
Coordinating professor	Jeanne DELL OLIVO
Professor	Jeanne DELL OLIVO jeanne.delloливо@universidadeuropea.es

2. PRESENTATION

This course will introduce the student to the specific language of tourism and the tourism industry, as well as to the communicative environments particular to this field, so as to enable him/her to communicate in a third language (French) at an basic level.

The student will be able to:

Communicate orally and in writing in a third language at an basic level. Level A2 of the Common European Framework of Reference for Languages. Adequately use specialized vocabulary in the field of tourism.

3. COMPETENCIES AND LEARNING OUTCOMES

Core competencies:

- CB3 - Students have the ability to gather and interpret relevant data (usually within their area of study) in order to make judgments that include reflection on relevant social, scientific or ethical issues.
- CB4 - Students will be able to transmit information, ideas, problems and solutions to both specialized and non-specialized audiences.
- CB5 - That students have developed those learning skills necessary to undertake further studies with a high degree of autonomy.

Cross-curricular competencies:

- CT03 - Teamwork: Ability to integrate and collaborate actively with other people, areas and/or organizations to achieve common objectives.
- CT04 - Written communication / Oral communication: Ability to transmit and receive data, ideas, opinions and attitudes to achieve understanding and action, being oral that which is carried out through words and gestures and written, through writing and/or graphic supports.
- CT09 - Global mindset: To be able to show interest in and understand other standards and cultures, to recognize one's own predispositions and to work effectively in a global community.

Specific competencies:

- CE9 - Ability to handle the basic tools of customer orientation, knowing the particularities of the tourist and leisure service, the different types of customers, their needs and demands.
- CE20 - Ability to seek information on the functioning of destinations, their tourism structures and their business sectors.
- CE23 - Ability to analyze and use the information coming from the legal environment for decision making in the management of a company in the tourism and leisure sector.

Learning outcomes:

- RA1: Instrumental proficiency in the mother tongue
- RA2: Cultural and intercultural competence
- RA3: Advanced proficiency in the mother tongue
- RA4: Instrumental command of the first foreign language
- RA5: Instrumental proficiency in the second foreign language
- RA6: Advanced proficiency in the first foreign language
- RA7: Advanced proficiency in the second foreign language
- RA8: Theoretical and methodological knowledge for the analysis and linguistic interpretation of texts.
- RA9: Knowledge of the linguistic procedures that influence cultural codes.
- RA10: Knowledge of the characteristics and mechanisms for the elaboration and interpretation of different types of texts.
- RA11: Knowledge of related technological tools.

The following table shows the relationship between the competencies developed during the course and the learning outcomes pursued:

Competencies	Learning outcomes
CE1, CT4, CT2, CB4, CB3, CB2, CB1	RA1: Professional and managerial competence
CB3, CB4, CT3, CT4, CE5	RA2: Instrumental command of the mother tongue
CE1, CT4, CT2, CB4, CB3, CB2, CB1	RA3: Instrumental command of the first foreign language
CB1, CB2, CB4, CT2, CT4, CE2	RA4: Instrumental command of the second foreign language
CT4, CE3	RA5: Cultural and intercultural competence
CB1, CB2, CB4, CT2, CT4, CE2	RA6: Technological competence
CT4, CE3	RA7: Documentary competence, acquisition and processing of information
CB1, CT4, CE1	RA8: Theoretical and methodological knowledge for the analysis and linguistic interpretation of texts
CB3, CT3, CE5	RA9: Knowledge of linguistic procedures that influence cultural codes
CB1, CT4, CE2	RA10: Knowledge of the characteristics and mechanisms for the elaboration and interpretation of different types of texts
CB3, CT2	RA11: Knowledge of related technological tools

4. CONTENT

Le français en contexte		
Module 1 <ul style="list-style-type: none"> - Donner des informations sur soi et présenter un professionnel du tourisme. - Parler de ses qualités et de ses goûts. Comprendre des informations. - Découvrir les métiers du tourisme et établir un questionnaire. - Comprendre et rédiger un email de demande de stage. 	Module 2 <ul style="list-style-type: none"> - Identifier des supports informatifs et répondre à des demandes de renseignements. - Comprendre un dépliant touristique. Proposer des activités personnalisées. - Connaître la ville et orienter les touristes. - Comprendre des explications historiques et culturelles et préparer une visite guidée. 	Module 3 <ul style="list-style-type: none"> - Apprendre à connaître le monde et les métiers de l'agence de voyages. - Identifier les détails d'une offre et les différents produits touristiques. - Comparer des offres, argumenter et créer un produit touristique. - Récapituler et conclure une vente. Gérer l'après-vente et annuler un dossier.

5. TEACHING-LEARNING METHODOLOGIES

The types of teaching-learning methodologies used are indicated below:

- Lectures
- Practical exercises
- Seminars
- Self-study

6. LEARNING ACTIVITIES

Listed below are the types of learning activities and the number of hours the student will spend on each one:

Campus-based mode:

Learning activity	Number of hours
Lectures	28 h
Practical exercises	53 h
Seminars	24 h
Self-study	35 h
Tutoring	10 h
TOTAL	150h

7. ASSESSMENT

Listed below are the assessment systems used and the weight each one carries towards the final course grade:

Campus-based mode:

Assessment system	Weight
Objective tests	40%
Reports and writings	20%
Oral production (presentations)	20%
Case analysis	10%
Student's diary	10%

When you access the course on the *Campus Virtual*, you'll find a description of the assessment activities you have to complete, as well as the delivery deadline and assessment procedure for each one.

7.1. First exam period

To pass the course in the first exam period, you must obtain a final course grade of at least 5 out of 10 (weighted average).

In any case, you will need to obtain a grade **greater than or equal to 5.0 in each of the objective written tests**, as well as in **the final oral test**, so that it can be averaged with the rest of the activities. In the case of not obtaining at least 5/10 in the average of the written tests **or in** the final oral test, the course will be failed and the grade that appears will be equivalent to the grade failed in the exam.

The European University of Valencia establishes continuous assessment as the evaluation system for the knowledge, skills, and basic, general, transversal, and specific competencies of the degree program, in accordance with the provisions of the Degree Program Assessment Regulations. In this regard, and for the purpose of using examination attempts, the student should be aware that if any evaluation system specified in the Learning Guide is used, in the ordinary examination, the student will receive an overall grade for the subject, thus consuming an examination attempt.

According to the aforementioned Regulations, students enrolled in on-site degree programs are required to justify at least 50% of their class attendance as a necessary part of the evaluation process. In the case of theoretical or practical classes specified as mandatory by the teacher in the subject schedules, the student must record a 90% attendance, whether the absence is justified or not. Failure to provide documentation through the means proposed by the University will empower the teacher to grade the subject as failed in the ordinary examination, following the grading system.

7.2. Second exam period

To pass the course in the second exam period, you must obtain a final grade of at least 5 out of 10 (weighted average).

In any case, you will need to obtain a grade **greater than or equal to 5.0 in each of the objective written tests**, as well as in **the final oral test**, so that it can be averaged with the rest of the activities. In the case

of not obtaining at least 5/10 in the average of the written tests **or in** the final oral test, the course will be failed and the grade that appears will be equivalent to the grade failed in the exam.

Uncompleted activities from the ordinary examination must be submitted after receiving the corresponding corrections from the teacher, or those that were not submitted.

The European University of Valencia establishes continuous assessment as the evaluation system for the knowledge, skills, and basic, general, transversal, and specific competencies of the degree program, in accordance with the provisions of the Degree Program Assessment Regulations. In this regard, and for the purpose of using examination attempts, the student should be aware that in the extraordinary examination, the Objective Knowledge Test (POC) will determine whether an examination attempt is used or not. In the exceptional case where the student only needs to pass evaluation systems other than the POC, they will be considered "NP" if they do not present them and will receive a numerical grade if they present at least one of them.

According to the aforementioned Regulations, students enrolled in on-site degree programs are required to justify at least 50% of their class attendance as a necessary part of the evaluation process. In the case of theoretical or practical classes specified as mandatory by the teacher in the subject schedules, the student must record a 90% attendance, whether the absence is justified or not. Students who, due to non-compliance with this requirement, must take the extraordinary examination, must complete whatever activities the teacher determines to recover this part.

8. SCHEDULE

This table shows the delivery deadline for each assessable activity in the course:

Assessable activities		Deadline
Objective tests	Written test 1	Week 8
Objective tests	Written test 2	Week 15
Objective tests	Final oral exam	Week 16/17
Oral production	Individual and group	Throughout the year
Reports and writings	Writings	Throughout the year
Case analysis	Final project	Week 16
Student's diary	Final project	Week 16

This schedule may be subject to changes for logistical reasons relating to the activities. The student will be notified of any change as and when appropriate.

9. BIBLIOGRAFÍA

The main reference work for this subject is:

- Laugues, A. & Coll, A. (2018). *Le français en contexte Tourisme. Méthode de français professionnel*. Paris : Maison des Langues.

The recommended Bibliography is:

- Elisabeth Franco, Maïa Grégoire, Odile Thiévenaz, *Grammaire Progressive du Français. Niveau A2-B1 Intermédiaire*. Paris : CLE Internationale, 2018. ISBN : 978-2-09-038103-0
- Maïa Grégoire, Alina Kostucki, *Grammaire Progressive du Français. Niveau A1.1 Débutant complet*. Paris : CLE Internationale, 2020. ISBN : 978-2-09-034712-8
- Dorothée Escoufier, Camille Gomy, Kim Ta Minh, *Communication Progressive du Français. Niveau A1.1 Débutant complet*. Paris : CLE Internationale, 2017. ISBN : 978-2-09-034720-3
- Claire Miquel, *Vocabulaire Progressif du Français. Niveau A1 Débutant*. Paris : CLE Internationale, 2017. ISBN : 978-2-09-034714-2
- Inspire – TV5MONDE <https://enseigner.tv5monde.com/fiches-pedagogiques-fle/inspire>
- Lingolia <https://francais.lingolia.com/fr/>
- Podcast Français Facile <https://www.podcastfrancaisfacile.com/>

10. EDUCATIONAL GUIDANCE AND DIVERSITY UNIT

From the Educational Guidance and Diversity Unit (ODI) we offer support to our students throughout their university life to help them achieve their academic achievements. Other pillars of our action are the inclusion of students with specific educational support needs, universal accessibility in the different campuses of the university and equal opportunities.

This unit offers students:

1. Accompaniment and monitoring by means of counselling and personalized plans for students who need to improve their academic performance.
2. In terms of attention to diversity, non-significant curricular adjustments are made, i.e. in terms of methodology and assessment, for those students with specific educational support needs, thereby pursuing equal opportunities for all students.
3. We offer students different extracurricular training resources to develop different competences that will enrich their personal and professional development.
4. Vocational guidance through the provision of tools and advice to students with vocational doubts or who believe they have made a mistake in their choice of degree.

Students in need of educational support can write to us at: unidad.diversidad@universidadeuropea.es

11. ONLINE SURVEYS

Your opinion matters!

The Universidad Europea encourages you to participate in several surveys which help identify the strengths and areas we need to improve regarding professors, degree programs and the teaching-learning process.

The surveys will be made available in the “surveys” section in virtual campus or via e-mail.

Your assessment is necessary for us to improve.

Thank you very much for your participation.