

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
S. KUZNETS KHARKIV NATIONAL UNIVERSITY OF ECONOMICS



ORGANIZATION OF TOURIST TRAVELS

Syllabus of the course

Branch of knowledge **24 Service sector**
Speciality **242 Tourism**
Educational level **first (Bachelor)**
Educational programme **"Tourism"**

Course status **compulsory**
The language of teaching, learning and rating **English**

Head of the Department of Tourism

Olena SUSHCHENKO

**Kharkiv
2022**

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
ХАРКІВСЬКИЙ НАЦІОНАЛЬНИЙ ЕКОНОМІЧНИЙ УНІВЕРСИТЕТ
ІМЕНІ СЕМЕНА КУЗНЕЦЯ

"ЗАТВЕРДЖУЮ"
Проректор з навчально-методичної роботи

Каріна НЕМАШКАЛО

ОРГАНІЗАЦІЯ ТУРИСТИЧНИХ ПОДРОЖЕЙ
робоча програма навчальної дисципліни

Галузь знань 24 Сфера обслуговування
Спеціальність 242 Туризм
Освітній рівень перший (бакалаврський)
Освітня програма "Туризм"

Статус дисципліни
Мова викладання, навчання та оцінювання

обов'язкова
англійська

Завідувач кафедри туризму



Олена СУЩЕНКО

Харків
2022

APPROVED
at a meeting of the Department of Tourism
Protocol № 1 of 27.08.2022.

Compiled by: O. Stryzhak, Associate Professor of the Department of Tourism

Letter of renewal and re-approval of the syllabus of the course

Academic year	Date of the meeting of the department	Protocol number	Signature of the Head of the Department

Description of the course

At the beginning of the third millennium, tourism has become a common socio-economic and political phenomenon affecting the world order and the policy not only abroad but also in Ukraine. Tourism has become one of the most flourishing businesses, equalling the performance of the investments into oil-refining and automotive industries.

The main prerequisites for this are: geographical location, availability of natural, historical and archaeological tourism potential, competitiveness of tourist services. Today's Ukraine has already realized the importance of developing tourism as an effective means of the national economy treatment through the sector's ability to provide significant foreign exchange earnings, create a significant number of new jobs, stimulate the development of transport infrastructure and other benefits.

The course "Organization of Tourist Travels" aims to form the system of theoretical, professional knowledge and practical skills concerning the terms and principles of the tourist travel program development; technology and organization of the tourist travels; organization of transportation; rules and obligations as to travel formalities.

The main objectives of the course "Organization of Tourist Travels" are:

study and mastery of the practical skills on the principles of creating and implementing of the tourist travel programs; conditions and terms of the travel formalities: passport, visa, customs, currency and health;

obtaining practical skills on the formation of the range of tourism products (tours), the stages of the tourist trips planning, software support;

understanding the principles of the tourist travel programs formation, including the specified program activities in accordance with: the purpose of travel, consumer demand, seasonality, attractiveness of the route etc.;

mastering the skills of the organization of the customer service by the travel agency, methods of service, professional standards of service quality; organization of tourist services (control, accounting, payments); organization of different types of travel, concepts of service, different types of tourists and so on;

mastery of knowledge on the current state of the transport market by all types of transport, classes of transportation, the system of charging for services and rating system, tourist service technology and charter flights organization;

acquisition of professional knowledge and skills as to technology and organization of tourist travels; insurance in tourism; design of different types of travel documents; determining the rights and obligations of tourists, the conditions of the claim work in tourism; parameters of creation of the tourism products by the tour agency; reservation of the tourist services; organization of accounting and control of the service provision; preparation of the registration statements; determination and provision of the tourist travel security.

Characteristics of the course

Academic year	3
Semester	1
Number of ECTS Credits	5
Final assessment	exam

Structural-logical scheme of the course

Prerequisites	Postrequisites
Fundamentals of tourism activity	Hotel business
World market of tourist services	Tourism management and marketing
Personnel management of a tourist enterprise	Legal regulation of tourist activity
Economics of recreation and tourism	
Geography of tourism	

Competencies and learning outcomes of the course

Competencies	Learning Outcomes
GC3. The ability to act socially responsibly and consciously. GC5. Willingness to preserve the environment. GC7. The ability to work in an international context. GC14. The ability to work in a team and autonomously.	LO1. To understand the fundamental principles of tourism legislation, national and international standards of tourist services
SC1. The knowledge and understanding of the subject area and the specifics of the professional activity. SC2. The ability to apply the knowledge in practical situations. SC6. Understanding the processes of organisation of tourist travel and integrated tourism services (hotel, restaurant, transport, excursion, recreational). SC7. The ability to develop, promote, implement and organise the consumption of a tourism product. SC9. The ability to ensure the safety of tourists in normal and complex force majeure circumstances. SC10. The ability to monitor, interpret, analyse and systematise tourism information, the ability to present tourism information material. SC12. The ability to identify individual tourism needs, to use modern technologies of tourist service and to conduct pretentious work. SC15. The ability to act in the legal field, to be guided by legal norms.	
GC1. Ability to exercise rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the need for its sustainable development, the rule of law, human and civil rights and freedoms in Ukraine. GC2. The ability to preserve and increase society's moral, cultural, scientific values and achievements through understanding the history and development patterns of the subject area, its place in the general system of knowledge about nature and society development, machinery and technology, different types and forms of physical activity for active recreation and healthy lifestyle. GC3. The ability to act socially responsibly and consciously. GC7. The ability to work in an international context. GC14. The ability to work in a team and autonomously.	
SC1. The knowledge and understanding of the subject area and the specifics of the professional activity. SC6. Understanding the processes of organisation of tourist travel and integrated tourism services (hotel, restaurant, transport, excursion, recreational). SC8. Understanding the principles, processes and technologies of the organisation of the tourism industry entity and subsystems. SC15. The ability to act in the legal field, to be guided by legal norms.	
GC5. Willingness to preserve the environment. GC6. The ability to search, process and analyse information from various sources. GC7. The ability to work in an international context.	LO3. To term and classify the main forms and types of tourism

Competencies	Learning Outcomes
<p>SC1. The knowledge and understanding of the subject area and the specifics of the professional activity.</p> <p>SC2. The ability to apply the knowledge in practical situations.</p> <p>SC5. Understanding of current trends and regional priorities in tourism development in general and its particular forms and types.</p> <p>SC7. The ability to develop, promote, implement and organise the consumption of a tourism product.</p> <p>SC10. The ability to monitor, interpret, analyse and systematise tourism information, the ability to present tourism information material.</p>	
<p>GC3. The ability to act socially responsibly and consciously.</p> <p>GC4. The ability for critical thinking, analysis and synthesis.</p> <p>GC5. Willingness to preserve the environment.</p> <p>GC7. The ability to work in an international context.</p> <p>GC14. The ability to work in a team and autonomously.</p>	
<p>SC1. The knowledge and understanding of the subject area and the specifics of the professional activity.</p> <p>SC2. The ability to apply the knowledge in practical situations.</p> <p>SC4. Ability to analyse the activities of the tourism industry actors at all levels of management.</p> <p>SC6. Understanding the processes of organisation of tourist travel and integrated tourism services (hotel, restaurant, transport, excursion, recreational).</p> <p>SC8. Understanding the principles, processes and technologies of the organisation of the tourism industry entity and subsystems.</p> <p>SC12. The ability to identify individual tourism needs, to use modern technologies of tourist service and to conduct pretentious work.</p>	<p>LO6. To identify and explain the principles and methods of tourist services organization and technology in compliance with the quality and safety standards</p>
<p>GC3. The ability to act socially responsibly and consciously.</p> <p>GC5. Willingness to preserve the environment.</p> <p>GC6. The ability to search, process and analyse information from various sources.</p> <p>GC7. The ability to work in an international context.</p> <p>GC8. Skills in the use of information and communication technologies.</p> <p>GC10. The ability to communicate in the state language both orally and in writing.</p> <p>GC11. The ability to communicate in a foreign language.</p> <p>GC12. Interpersonal skills.</p> <p>GC13. The ability to plan and manage time.</p> <p>GC14. The ability to work in a team and autonomously.</p>	
<p>SC1. The knowledge and understanding of the subject area and the specifics of the professional activity.</p> <p>SC2. The ability to apply the knowledge in practical situations.</p> <p>SC5. Understanding of current trends and regional priorities in tourism development in general and its particular forms and types.</p> <p>SC6. Understanding the processes of organisation of tourist travel and integrated tourism services (hotel, restaurant, transport, excursion, recreational).</p> <p>SC7. The ability to develop, promote, implement and organise the consumption of a tourism product.</p> <p>SC12. The ability to identify individual tourism needs, to use modern technologies of tourist service and to conduct pretentious work.</p>	<p>LO7. To develop, promote and sell a tourist product</p>
<p>GC1. Ability to exercise rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the need for its sustainable development, the rule of law, human and civil rights and freedoms in Ukraine.</p> <p>GC4. The ability for critical thinking, analysis and synthesis.</p> <p>GC5. Willingness to preserve the environment.</p> <p>GC8. Skills in the use of information and communication technologies.</p> <p>GC9. The ability to identify, to set and to solve problems.</p> <p>GC13. The ability to plan and manage time.</p>	<p>LO8. To understand the features of document management in the sphere of tourism</p>

Competencies	Learning Outcomes
<p>SC3. The ability to analyse the recreational and tourist potential of territories.</p> <p>SC7. The ability to develop, promote, implement and organise the consumption of a tourism product.</p> <p>SC8. Understanding the principles, processes and technologies of the organisation of the tourism industry entity and subsystems.</p> <p>SC11. The ability to use information technology and office equipment in the work of tourism enterprises.</p> <p>SC12. The ability to identify individual tourism needs, to use modern technologies of tourist service and to conduct pretentious work.</p> <p>SC16. The ability to work with documentation and conduct settlement operations by a tourism business entity.</p>	
<p>GC1. Ability to exercise rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the need for its sustainable development, the rule of law, human and civil rights and freedoms in Ukraine.</p> <p>GC4. The ability for critical thinking, analysis and synthesis.</p> <p>GC6. The ability to search, process and analyse information from various sources.</p> <p>GC7. The ability to work in an international context.</p> <p>GC8. Skills in the use of information and communication technologies.</p> <p>GC9. The ability to identify, to set and to solve problems.</p> <p>GC11. The ability to communicate in a foreign language.</p> <p>GC12. Interpersonal skills.</p> <p>GC13. The ability to plan and manage time.</p> <p>GC14. The ability to work in a team and autonomously.</p>	
<p>SC1. The knowledge and understanding of the subject area and the specifics of the professional activity.</p> <p>SC3. The ability to analyse the recreational and tourist potential of territories.</p> <p>SC5. Understanding of current trends and regional priorities in tourism development in general and its particular forms and types.</p> <p>SC7. The ability to develop, promote, implement and organise the consumption of a tourism product.</p> <p>SC8. Understanding the principles, processes and technologies of the organisation of the tourism industry entity and subsystems.</p> <p>SC9. The ability to ensure the safety of tourists in normal and complex force majeure circumstances.</p> <p>SC10. The ability to monitor, interpret, analyse and systematise tourism information, the ability to present tourism information material.</p> <p>SC11. The ability to use information technology and office equipment in the work of tourism enterprises.</p> <p>SC12. The ability to identify individual tourism needs, to use modern technologies of tourist service and to conduct pretentious work.</p> <p>SC13. The ability to cooperate with business partners and clients, to ensure effective communication with them.</p> <p>SC14. The ability to work in an international environment based on a positive attitude towards other cultures, respect for diversity and multiculturalism, understanding of local and professional traditions of other countries, recognising intercultural issues in professional practice.</p> <p>SC15. The ability to act in the legal field, to be guided by legal norms.</p> <p>SC16. The ability to work with documentation and conduct settlement operations by a tourism business entity.</p>	<p>LO9. To organize the process of customer service based on the use of modern information and communication technologies and implementation of innovations of various industries</p>
<p>GC1. Ability to exercise rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the need for its sustainable development, the rule of law, human and civil rights and freedoms in Ukraine.</p> <p>GC8. Skills in the use of information and communication technologies.</p> <p>GC10. The ability to communicate in the state language both orally and in writing.</p>	<p>LO10. To understand the principles and processes of work of the tourism business entity and its individual subsystems</p>

Competencies	Learning Outcomes
<p>SC2. The ability to apply the knowledge in practical situations.</p> <p>SC5. Understanding of current trends and regional priorities in tourism development in general and its particular forms and types.</p> <p>SC6. Understanding the processes of organisation of tourist travel and integrated tourism services (hotel, restaurant, transport, excursion, recreational).</p> <p>SC7. The ability to develop, promote, implement and organise the consumption of a tourism product.</p> <p>SC9. The ability to ensure the safety of tourists in normal and complex force majeure circumstances.</p> <p>SC16. The ability to work with documentation and conduct settlement operations by a tourism business entity.</p>	<p>(administrative, managerial, socio-psychological, economic, technical and technological)</p>
<p>GC1. Ability to exercise rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the need for its sustainable development, the rule of law, human and civil rights and freedoms in Ukraine.</p> <p>GC5. Willingness to preserve the environment.</p> <p>GC8. Skills in the use of information and communication technologies.</p> <p>GC9. The ability to identify, to set and to solve problems.</p> <p>GC10. The ability to communicate in the state language both orally and in writing.</p> <p>GC11. The ability to communicate in a foreign language.</p> <p>GC12. Interpersonal skills.</p> <p>GC13. The ability to plan and manage time.</p> <p>GC14. The ability to work in a team and autonomously.</p>	
<p>SC1. The knowledge and understanding of the subject area and the specifics of the professional activity.</p> <p>SC3. The ability to analyse the recreational and tourist potential of territories.</p> <p>SC8. Understanding the principles, processes and technologies of the organisation of the tourism industry entity and subsystems.</p> <p>SC9. The ability to ensure the safety of tourists in normal and complex force majeure circumstances.</p> <p>SC11. The ability to use information technology and office equipment in the work of tourism enterprises.</p> <p>SC13. The ability to cooperate with business partners and clients, to ensure effective communication with them.</p> <p>SC14. The ability to work in an international environment based on a positive attitude towards other cultures, respect for diversity and multiculturalism, understanding of local and professional traditions of other countries, recognising intercultural issues in professional practice.</p> <p>SC15. The ability to act in the legal field, to be guided by legal norms.</p>	<p>LO12. To apply the skills of productive communication with consumers of tourist services</p>
<p>GC1. Ability to exercise rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the need for its sustainable development, the rule of law, human and civil rights and freedoms in Ukraine.</p> <p>GC5. Willingness to preserve the environment.</p> <p>GC13. The ability to plan and manage time.</p> <p>SC2. The ability to apply the knowledge in practical situations.</p>	
<p>SC3. The ability to analyse the recreational and tourist potential of territories.</p> <p>SC4. Ability to analyse the activities of the tourism industry actors at all levels of management.</p> <p>SC10. The ability to monitor, interpret, analyse and systematise tourism information, the ability to present tourism information material.</p> <p>SC11. The ability to use information technology and office equipment in the work of tourism enterprises.</p> <p>SC13. The ability to cooperate with business partners and clients, to ensure effective communication with them.</p> <p>SC15. The ability to act in the legal field, to be guided by legal norms.</p>	<p>LO18. To make grounded decisions and be responsible for the results of the professional activities</p>

Competencies	Learning Outcomes
GC1. Ability to exercise rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the need for its sustainable development, the rule of law, human and civil rights and freedoms in Ukraine. GC4. The ability for critical thinking, analysis and synthesis. GC6. The ability to search, process and analyse information from various sources. GC8. Skills in the use of information and communication technologies. GC9. The ability to identify, to set and to solve problems. GC13. The ability to plan and manage time.	
SC1. The knowledge and understanding of the subject area and the specifics of the professional activity. SC3. The ability to analyse the recreational and tourist potential of territories. SC8. Understanding the principles, processes and technologies of the organisation of the tourism industry entity and subsystems. SC10. The ability to monitor, interpret, analyse and systematise tourism information, the ability to present tourism information material. SC11. The ability to use information technology and office equipment in the work of tourism enterprises. SC12. The ability to identify individual tourism needs, to use modern technologies of tourist service and to conduct pretentious work. SC13. The ability to cooperate with business partners and clients, to ensure effective communication with them. SC14. The ability to work in an international environment based on a positive attitude towards other cultures, respect for diversity and multiculturalism, understanding of local and professional traditions of other countries, recognising intercultural issues in professional practice. SC15. The ability to act in the legal field, to be guided by legal norms. SC16. The ability to work with documentation and conduct settlement operations by a tourism business entity.	LO22. To perform tasks professionally in uncertain and extreme situations

The Syllabus of the Course

Module 1. Technology of organization and conditions of a tourist travel implementation

Theme 1. Terms of setting up and functioning of a travel company

1.1. The concept and features of tourism.

Tourism as a sector of the economy. Features of tourism as a sphere of economic activity. Functions and importance of tourism. Differences between tourism and travel. Prerequisites for the creation of tourism enterprises.

1.2. Features of the functioning of a travel company.

Legal and normative terms of the travel company functioning. Terms of the travel company functioning. Functions of a travel company.

1.3. Tour operator and travel agency activities of the travel company.

Features of tour operator activities. Types of the tour operators. Licensing of tour operator activity. The order of licensing. The license termination. Forms of travel agents. Formation of an agency network. Differences between a tour operator and a travel agent. Promotion of tourist services. Certification of tourist services, its rules. Obligatory and voluntary certification.

Theme 2. The technology of the tourism product creation and its assortment formation

2.1. The organisation of tourism product production.

The concept of tourism product, its components. Tourism services and types. Characteristics of the range of services of a travel company. Travel planning. Organization of tourist service for different types of consumers. Technological process of tour preparation, implementation and execution.

2.2. Formation of assortment of tourism company services.

Customer motivation in choosing a tour. Tourist motives and whole trips. Factors of tourism product differentiation. Classification of tours. The tourism market and promotion of the tourism product. Service culture and basic rules of customer reception.

Theme 3. The principles of tourist travel programs formation and provision of the tourist services

3.1. Organization, preparation and implementation of the tourist travel programs.

Software services in tourism. Rules and order of the tourist travel programs formation. Factors influencing the formation and completion of the tourist travel programs. Peculiarities of the tourist travel programs formation depending on the types of tourism, infrastructure of the resort and the location of the main residence. Types and characteristics of the program activities in tourism. The conditions of the tourist travel programs implementation.

3.2. Features of tourist services.

The processes of organization, accounting and control of the tourist services. Classes of service. Technology and procedure of sales by a travel company. Communication in the direct marketing and selling techniques. Forms and styles of customer service. Building the communication skills of a travel sales manager. Travel information for clients. The types and forms of payment for the tourist service. The processing of refunds for unused services. Working with the client after the trip.

Theme 4. Security and insurance in tourism

4.1. Ensuring the safety of tourist travel.

Regulatory and legal acts on the safety and security of the tourist travels. "Risk factors" in tourism and major measures for minimize their consequences. The rules and regulations governing security of the tourist trips. The rules of conduct on transport. Rules of tourists conduct in case of emergency and dangerous situations, as well as specific risk factors. Obligations of tourists to comply with the rules of conduct in the country (place) of stay.

4.2. Peculiarities of insurance in tourism.

Types of insurance in tourism. Compulsory types of insurance. Insurance risks of the tourists. The rules and process of tourists and their property insurance and the procedure of insurance settlement payment. An insurance contract. Insurance programs. The insurance event. The reimbursement of the insurance premiums for medical treatment. The actions of the insured in case of the occurrence of insurance event.

Theme 5. Travel documents and rules of their registration

5. 1. The contracts for the provision of tourism services.

Principal travel documents. Types of contracts in tourism and the order of their registration. The contract for travel services. Essential terms of the contract. The conditions for changing or terminating the agreement. Information, registration, accounting and reporting travel documents. Registration and settlement of the travel documents for a group travel. The list of issues that are obligatory for tourists to know while making a travel abroad.

5.2. The tourist voucher.

A voucher as the primary travel document. The rules of registration of the tourist vouchers. The procedure of filing, registration and utilization of the tourist voucher.

5.3. Claims settlement in tourism.

Basic rights and duties of the tourists. The procedure of the losses compensation in case of non-fulfillment or substandard performance of the tourist services. The procedure for handling claims. The order of the losses compensation. The use the Frankfurt table to calculate the amount of compensation for moral and material damage caused to the tourists due to the fault of the tour operator. The experience of other countries concerning compensation of physical, material and (or) moral damage.

Theme 6. Reservation and booking of the tourist services

6.1. Peculiarities of booking in tourism.

The process of booking the hotel, transport and excursion services from corresponding enterprises. The rules of interaction between travel companies and hotel enterprises. The process of ordering services from enterprises of the restaurant industry and coordination of a menu. The complex tourist service ordering process. The settlement of the travel services booking and compliance with the booking technology.

6.2. Contemporary booking and reservation technologies.

The basic types of automated booking systems and reservations in tourism. The search and selection of the tour; booking of the package tours online. The deadline rules. Compensation and penalties in case of the late cancellation. Contemporary systems of the tourist services reservation. Booking of e-tickets. Online insurance. Electronic means of payment.

Module 2. Organization of transport services and transportation

Theme 7. General principles of transport services organization in tourism

7.1. Classification of types of transportation and vehicles.

The concept of transportation, its definition and classification. The concept of vehicle, its definition and classification. The list of documents, legislative and normative acts that regulate international freight and passenger carriage. Transport services in tourism.

7.2. Transportation in tourism.

The use of vehicles in tourist trips. Factors in the choice of transport mode. The features of developing transport routes. Basic requirements for the tourists' behaviour of during transportation by different transport modes.

Theme 8. The tourist air transport services of tourists

8.1. Organization of travelling by air.

The advantages and disadvantages of air transport. The reasons for the popularity of air travels. Classes of service provided by airlines. The main types of tariffs. The main forms of cooperation between airlines and travel companies. The classes of service offered by airlines. Charter flights. The rules of passengers and luggage transportation.

8.2. Regulation of air transportation.

International regulation of air transportation. International aviation organizations. State regulation of air transportation. Certification of the air tickets sale. The main characteristics of the air transportation market in the world and Ukraine.

Theme 9. Travelling by land transport

9.1. The passenger transportation system by railway.

Advantages and disadvantages of rail transportation. Types and characteristics of the trains. Classification of the railway tours. Railway tariffs and charges. Progressive technologies of passenger and tourist services on railway transport. Legal regulation of rail transport and luggage.

9.2. Organization of the bus travels.

Advantages and disadvantages of land transport. Features of the travels and trips on buses. Types of buses and their functions. The road trip preparation process.

9.3. Travelling by the private car and car rental.

Types of vehicles for tourism and travelling. Stages of the car travel preparation. Development of the car route. The history of the rental system. The procedure of renting a car. The cost of rent.

Theme 10. The sea and river transport services of tourists and cruising

10.1. Cruise tourism.

Advantages and disadvantages of water transportation. Sea and river cruises, its types. Features of the organisation of cruises. Price classification of cruises. The main cruise regions. Transport characteristics of the ports. Coastal services of the tourists. The resource potential of the cruises in Ukraine.

10.2. The main types of the water transport.

The sailing boats. Yachting. The motor yachts (cruisers). The underwater vessels. The boatels. The ferries and crossings. Short-term waterborne transport. Freight-contract.

Theme 11. Types of the tourist formalities. The passports and visas formalities

11.1. The concept and main types of the tourist formalities.

The concept and main types of the tourist formalities. International forums and congresses on the travel formalities issues. Global and national regulatory and legislative framework of the tourism formalities implementation. The impact of tourism policy on the tourist formalities simplification.

11.2. Passports and their types.

Rules of the passport registration for travelling abroad by the citizens of Ukraine. Types and characteristics of the passports. A biometric passport. Classification of visas and establishing a visa (visa-free) regime of entry in the country. Rules of entry-exit and transit through the territory of Ukraine and foreign countries.

11.3. Visa formalities.

The process of an entry visa issuance. The Schengen agreement and the Schengen visa: the rules of tourists' documents registration. Visa-free regime for Ukrainian citizens with biometric passports to the territory of the European Union. Types and features of visas. Tourist visas and the rules of their issuance in the embassies of different countries. The rules and procedure of issuance the Ukrainian visa to foreign citizens.

Theme 12. Customs, currency and health tourism formalities

12.1. The customs formalities.

The concepts of "customs", "customs inspection", "customs declaration". The concept of customs formalities, the governmental bodies responsible for the customs formalities implementation. The rules of import to Ukraine and export from Ukraine of the things and goods. The customs procedures and rules of the customs Declaration registration. The main requisites of the customs declaration and the procedure of its completion.

12.2. Currency formalities.

The concepts of "currency formalities" and "currency control". Currency valuables. The rules of currency and other valuables transportation across the state border of Ukraine. The recommendations of the WTO in relation to the foreign currency exchange formalities.

12.3. Health formalities.

Health formalities for tourists. Epidemiologically dangerous territories and rules of the tourist's behaviour during the travel. The order of the medical aid rendering to foreign tourists on the territory of Ukraine. The procedure of the medical aid rendering to Ukrainian tourists on the territory of foreign countries. The rules for transporting and crossing borders for animals.

Teaching and learning methods

Application of such teaching methods: lectures (Theme 1-12), group work (Theme 1, 5, 9), case-studies (Theme 2, 6, 10), seminar-discussions (Theme 3, 7, 11), situational tasks (Theme 4, 8, 12) are supposed to be implemented at lectures and practical classes to implement specific competencies of the educational program and to intensify the educational process during "Organization of Tourist Travels" course teaching.

Explanatory-illustrative, reproductive, problem-based, partly exploratory and research methods of teaching are used during lectures and practical classes.

Procedure for evaluation learning outcomes

The system of evaluation of the developed competencies of students takes into account the types of tasks, which according to the curriculum include lectures, practical studies, as well as self-study. Assessment of competencies gained by students is based on a 100-point accumulation system. The assessment of the students' level of competences is based on a 100-point scale cumulative rating system. According to the Temporary regulations "On procedure of assessment of the students' learning results based on the cumulative rating system" of S. Kuznets KhNUE the assessment methods include:

the current control during the semester at lectures and practical studies is estimated by the sum of points (maximum score 60 points; minimum score to allow a student to take the examination is 35 points);

the module control, taking into account the current control over the relevant content module and aims to integrate the evaluation of the student's learning outcomes after studying the material from the logically completed part of the course – a content module;

the final / semester control, conducted in the form of a final exam, according to the educational schedule.

The current assessment procedure. Assessment of student's knowledge during practical studies and performance of individual tasks is carried out according to the following criteria:

the degree of understanding and comprehension of the theory and problems under consideration;

the degree of comprehension of the actual course material;

the acquaintance with the recommended literature, as well as contemporary literature on the issues under consideration;

the ability to combine theory with practice when considering production situations, solving tasks, performing calculations in the process of performing individual tasks and tasks submitted in an audience;

logic, structure, style of presentation in written works and presentations in the audience, ability to substantiate own point of view, to generalise information and to draw conclusions;

arithmetical correctness of calculation tasks;

the independence of the work;

the literacy of the presentation of the material;

the of methods of comparison, generalization of concepts and phenomena.

The general criteria for evaluating non-auditing independent work of students are: the depth and strength of knowledge, the level of thinking, the ability to systematise knowledge on specific themes, the ability to make sound conclusions, the possession of categorical apparatus, skills and techniques of performing practical tasks, the ability to find the necessary information, carry out its systematisation and processing, self-realisation on practical lessons and seminars.

Current control in this course is carried out in the following forms:

active participation in practical tasks (5 points for each task), provided that the student actively participates in the discussion on the topic of the lesson; total score 40 points;

competence-oriented tasks. During the semester, students perform competence-oriented tasks on Themes 3; 9; maximum score - 5 points (total 10 points);

written tests. During the semester, students complete two written tests; the maximum score is 5 points (total 10 points).

Thus, the maximum final grade received by a student during a semester may be 60 points. The minimum number of points for a semester assessment is 35 points. If the final module score during the semester is less than 35 points, the student is not allowed to take the exam.

Module control in this course is conducted in the form of a colloquium. Colloquium is a form of testing and assessment of students' knowledge in the education system at higher educational institutions. It is conducted as an intermediate mini-exam at the initiative of the teacher.

Independent work of the applicant includes: working on the theoretical foundations of the listened lecture material; study of individual topics or issues provided for self-study; homework; preparation for practical exercises; preparation for colloquium; search (selection) of sources for presentations on a given topic and performance of individual tasks. The procedure for assessing the tasks of independent work provides for obtaining points in accordance with the forms and methods of learning throughout the study of the course.

Final control of students' knowledge and competencies in the course is carried out on the basis of an exam, the task of which is to check the student's understanding of the program material as a whole, the logic and the relationship between individual sections, the ability to creatively use the accumulated knowledge, the ability to formulate their attitude to a specific problem of the academic discipline, etc.

The exam paper covers the course programme and provides a measure of students' knowledge and mastery of the competencies.

The exam paper includes:

Situation task: maximum number of points - 10. On the basis of the knowledge, skills and abilities acquired during the classroom and independent work, the student should propose a solution to the situation presented in the assignment. The answer shall be clearly described and justified. The assignment is graded maximum if the student not only answers the questions, but also argues his/her answer in detail.

Diagnostic task: maximum number of points - 10. A student receives the highest score if the theory of the question is explained (demonstrating the ability to study, understand and translate the material) and the answer is illustrated with case studies and real data.

Heuristic task: maximum number of points - 20. The task is designed to assess the student's creativity. The assignment involves the analysis of real data required to assess the tourism industry. The highest score provides for a detailed analysis of the situation, the presence of additional references in the conclusions (using comparisons, awareness of the general state of affairs in the studied area, shows the general level of student erudition, the ability to synthesize knowledge in related disciplines). Conclusions should be clear and contain specific recommendations.

The result of the semester exam is evaluated in points (the maximum number is 40 points, the minimum number of enrolled is 25 points) and is entered in the appropriate column of the examination "Progress record sheet".

A student should be considered as attested if the sum of the points obtained from the final/semester examination equals 100. The minimum possible number of points for current and module control during a semester is 60. The final grade in a course is calculated taking into account the points received in the current cumulative control. The final score for the course is calculated by the points obtained during the current control using the accumulation system. The total score for a semester is: "60 points and higher – passed", "59 points and less – failed", and is entered into the course registry. Forms of assessment and distribution of points are given in the table "Rating-plan of the course".

Rating-plan of the course

Theme	Forms and types of study	Forms of evaluation	Max mark
1	2	3	4
Module 1. Technology of organization and conditions of a tourist travel implementation			
Theme 1	<i>Classroom work</i>		

	Lecture «Terms of setting up and functioning of a travel company»	Lecture work	
	Practical study «Terms of setting up and functioning of a travel company»	Solving practical problems	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Theme 2	<i>Classroom work</i>		
	Lecture «The technology of the tourism product creation and its assortment formation»	Lecture work	
	Practical study «The technology of the tourism product creation and its assortment formation»	Solving practical problems	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Theme 3	<i>Classroom work</i>		
	Lecture «The principles of tourist travel programs formation and provision of the tourist services»	Lecture work	
	Practical study «The principles of tourist travel programs formation and provision of the tourist services». Work on a competence-oriented task	Competence-oriented task defence	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	

Theme 4	<i>Classroom work</i>		
	Lecture «Security and insurance in tourism»	Lecture work	
	Practical study «Security and insurance in tourism»	Solving practical problems	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Theme 5	<i>Classroom work</i>		
	Lecture «Travel documents and rules of their registration»	Lecture work	
	Practical study «Travel documents and rules of their registration»	Solving practical problems	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Theme 6	<i>Classroom work</i>		
	Lecture «Reservation and booking of the tourist services»	Lecture work	
	Practical study «Reservation and booking of the tourist services». Conducting a written test	Written test	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Module 2. Organization of transport services and transportation			
Theme 7	<i>Classroom work</i>		

	Lecture «General principles of transport services organization in tourism»	Lecture work	
	Practical study «General principles of transport services organization in tourism»	Solving practical problems	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Theme 8	<i>Classroom work</i>		
	Lecture « The tourist air transport services of tourists »	Lecture work	
	Practical study « The tourist air transport services of tourists»	Solving practical problems	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Theme 9	<i>Classroom work</i>		
	Lecture «Travelling by land transport»	Lecture work	
	Practical study «Travelling by land transport». Work on a competence-oriented task	Competence-oriented task defence	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Theme 10	<i>Classroom work</i>		
	Lecture «The sea and river transport services of tourists and cruising»	Lecture work	
	Practical study «The sea and river transport services of tourists and cruising»	Solving practical problems	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Theme 11	<i>Classroom work</i>		
	Lecture «Types of the tourist formalities. The passports and visas formalities»	Lecture work	
	Practical study «Types of the tourist formalities. The passports and visas formalities»	Solving practical problems	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Theme 12	<i>Classroom work</i>		
	Lecture «Customs, currency and health tourism formalities»	Lecture work	
	Practical study «Customs, currency and health tourism formalities». Conducting a written test	Written test	5
	<i>Self-study</i>		
	Studying the lecture material, preparing for the practical lesson	Home task checking	
Exam			40
Total maximum score for the course			100

Recommended Literature

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