

COURSE TITLE	Integrated Management Systems in Tourism	
Study programme	Professional Graduate Study Management, module Destination Management	
Lead instructor	Persons who meet the requirements laid down by the Act on Higher Education and Scientific Activity	
Course status	Compulsory	
Year of study	Year 2 (semester 4)	
Credits and mode of delivery	ECTS workload	5
	Number of hours (L+P+S)	45 (30L + 0P + 15S)
COURSE DESCRIPTION		
<i>Course objectives</i>		
• To introduce the basic concepts of quality management and other management systems in tourism. • To gain in-depth knowledge of standards ISO 9001, ISO 14001, ISO 22000, ISO 22301, ISO 27001, and ISO 50001. • To understand systems for environmental management, occupational health and safety, information security, energy efficiency, and business continuity management. • To understand integrated management systems and the basic principles of certification and accreditation.		
<i>Course enrolment requirements</i>		
None		
<i>Expected learning outcomes</i>		
LO1: Define the basic concepts and definitions of management systems commonly integrated in practice. LO2: Describe the role of integrated management systems in tourism and demonstrate the application of ISO standards (ISO 9001, ISO 14001, OHSAS 18001, ISO 22000, ISO 22301, ISO 26001, ISO 27001, ISO 50001) using examples from the tourism sector. LO3: Based on a case study, select appropriate management system options, design an integrated management system, defend the chosen option, and critically assess its weaknesses. LO4: Design an internal audit plan and programme, and prepare an audit report based on a case study from the tourism sector. LO5: Critically assess the success or failure of management systems developed by peers. LO6: Identify non-conformities, corrective and preventive actions, and improvement recommendations based on examples, and prepare an evaluation of an integrated management system.		
<i>Course content</i>		
Basic concepts and theories of quality management. Development of standards, norms, integrated systems, and quality management systems. Quality management systems: emergence and implementation of ISO 9001. Environmental management systems: ISO 14001. Occupational health and safety management systems: OHSAS 18001 / ISO 45001. Food safety management systems: ISO 22000 / HACCP. Business continuity management systems: ISO 22301. Social responsibility management systems: ISO 26001 / SA 8000. Information security management systems: ISO 27001. Energy management systems: ISO 50001. Implementation of integrated management systems. Certification, accreditation, and supervision.		
<i>Assessment and evaluation of student work during classes and the final exam</i>		
Assessment is based on evaluation of the achievement of course learning outcomes. Assessment is conducted continuously during the lessons and/or in the final exam, in accordance with the provisions of the institution's Ordinance on Assessment and Evaluation of Student Work and the Annual Curriculum Plan.		