

## **Learning Outcomes in Tourism Studies**

Learning Outcomes are needed to be communicated to host organizations, both by teachers or school supervisors and interns. Core terminology would facilitate clear explanations in order to match interns' and host supervisors' expectations. Unfortunately tourism LOs are not available on [www.ecvet-toolkit.eu](http://www.ecvet-toolkit.eu) website.

The list of LOs is based on talks with tourism teachers before internship and with interns before, during and after their internships.

The aim of the List of LOs is to provide options to be adapted for an individual student.

Learning the core terms and using them correctly in context is a part of developing the interns' language competence during his/her internship period.

The following LOs correspond to Estonian common tourism curricula and can be organized for Units of LOs.

The student (intern) is able to ...

- plan his/her internship following the school requirements documented in the curriculum as Terms of Internship.
- prepare relevant documentation for his/her (international) internship.
- communicate the aims and terms of his/her internship to the host company.
- know work procedures of the host company documented in the Company Policy, Safety Management and Environmental Management.
- follow the work procedures and best practices of the host company.
- know the profile of clientele of the host company.
- know general tourism information of the area to communicate it to customers
- introduce tourism products and services provided by the host company, to customers.
- give proper instructions for customers at events or activities.
- perform work tasks following the standards of the host company.
- provide international customer service together with the host team.
- initiate and manage the personal Learning e-Portfolio, including the Glossary, Observation diary (report), Self-assessment video/presentation, and other relevant materials.

- develop his/her professional language competence by everyday communication and writing his/her reports.
- develop his/her IT competence by learning and performing IT-based tasks.
- develop his/her cultural and social competence by learning local life and traditions.
- assess the LOs achieved, analyze personal achievements and shortcomings.