

Academic Year/course: 2022/23

## 29129 - Exploiting Human Resources

### Syllabus Information

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**Academic Year:** 2022/23

**Subject:** 29129 - Exploiting Human Resources

**Faculty / School:** 177 - Escuela Universitaria de Turismo

**Degree:** 445 - Degree in Tourism

616 - Degree in Tourism

**ECTS:** 6.0

**Year:** 3

**Semester:** 445 - Second semester

616 - First semester

**Subject Type:** Compulsory

**Module:**

## 1. General information

### 1.1. Aims of the course

The subject and its expected results respond to the following approaches and objectives:

The aim of the subject is that the student can have a basis for being part of management teams in tourism companies, and in any case, have a starting approach to as many scientific disciplines that deal with the implications involved in the work.

These approaches and objectives are aligned with the following Sustainable Development Goals (SDGs) of the United Nations Agenda 2030: goal 10: reduction of inequalities, and goal 16: peace, justice and strong institutions, so that the acquisition of the learning outcomes of the subject provides training and competence to contribute to some extent to their achievement.

### 1.2. Context and importance of this course in the degree

The subject is compulsory and four-monthly, corresponding to the second term, taught in the third year of the Bachelor's Degree in Tourism.

The subject delves into Labour Law, already studied in the second year, and incorporates knowledge about the History of Labour Relations and Social Psychology related to labour activity, as well as an approach to other scientific disciplines related to work.

### 1.3. Recommendations to take this course

It is recommended that the student has passed the second year of the Bachelor's Degree in Tourism "Commercial and Labour Law in Tourism", especially the part corresponding to Labour Law. This subject will complement what has been taught in Labour Law, although it is an interdisciplinary subject by definition.

Part of the evaluation consists of the elaboration and presentation of a paper in class, so it is necessary to have knowledge of the Internet to find information and know how to select it.

## 2. Learning goals

### 2.1. Competences

On passing the course, the student will be more competent to....

#### BASIC AND GENERAL

CB2 - Students will be able to apply their knowledge to their work or vocation in a professional manner and possess the competences that are usually demonstrated through the elaboration and defence of arguments and the resolution of problems within their area of study.

CB5 - That students have developed those learning skills necessary to undertake further studies with a high degree of autonomy.

CG3 - Creativity and ability to adapt to the changing environment.

GC4 - Initiative and entrepreneurial spirit.

GC5 - Motivation for quality, innovation and corporate social responsibility.

GC6 - Ability to work in a team, developing social and communicative skills that allow them to lead and motivate, in accordance with the principles of equal opportunities between women and men, universal accessibility for people with disabilities and with the democratic values of a culture of peace.

#### SPECIFIC

SC5 - Have a strong customer service orientation.

SC9 - Undertake tourism business projects.

SC13 - Directing and managing (management) the different types of tourism entities.

SC15 - Handling communication techniques.

SC28 - Plan and manage the human resources of tourism organisations.

SC31 - Work in different socio-cultural environments.

## 2.2. Learning goals

In order to pass this subject, the student will have to demonstrate the following results.

- 1.- The student must know how to reflect on the role of Human Resources and the executive line in the generation of organisational capacities that add value based on the development of human capital.
- 2.- The student will be able to incorporate human resource management techniques applicable in the field of tourism companies, organisations and services.
- 3.- It should use the conceptual models and management tools presented during the course to analyse the concrete experiences of participants in relation to their work in the tourism sector.

## 2.3. Importance of learning goals

The Bachelor's Degree in Tourism is an interdisciplinary course aimed at providing graduates with knowledge of all areas related to tourism activity.

With regard to the management of a tourism company, there are several subjects in the Bachelor's Degree corresponding to the Social Sciences module that will provide students with knowledge of the regulatory framework that regulates this activity. This subject extends this knowledge to the human and labour relations that underlie these rules and norms, delving into the knowledge of Psychology, and more specifically Social Psychology.

## 3. Assessment (1st and 2nd call)

## 4. Methodology, learning tasks, syllabus and resources

### 4.1. Methodological overview

The learning process that is designed for this subject is based on the following:

The presentation of the different parts that make up the course for student knowledge, with bibliographic support and work in class on given bibliographic references an audiovisual related to the course, including videos, movies, blog posts and news.

### 4.2. Learning tasks

The program that the student is offered to help you achieve the expected results includes the following activities ...

Activities and organization:

1. Individual and group activities.
2. Case studies.
3. Exercises- problems.
4. Document Analysis.
5. Individual quizzes.
6. Individual work.

Working time (in hours)

Attendance to theoretical classes: 55

Attendance to practical classes: 35

Attendance to tutorials: 5

Various activities 5

Study: 73

Examinations 7

Total student work: 150 (6 ECTS)

### **4.3. Syllabus**

1. Aligning Human Resource Initiatives With Business Success
2. Effective Performance Management
3. Employee Recruitment, Selection and Placement
4. Employee Relations
5. Human Resource Systems and Technology
6. Talent Management and Workforce Development
7. Total Compensation

### **4.4. Course planning and calendar**

Weeks 1 to 6. Lessons from the teacher.

- Weeks 7 to 14. Lessons from the teacher, with greater student participation
- Weeks 15 and 16. General review of the subject.