INSTITUTO POLITÉCNICO DE BRAGANÇA

Course Unit	Travel Agencies and Tour Operators			Field of study	Tourism		
Bachelor in	Tourism			School	School of Public Management, Communication and Tourism		
Academic Year	2021/2022	Year of study	1	Level	1-1	ECTS credits	6.0
Type	Semestral	Semester	2	Code	9254-532-1201-00-21		

Workload (hours)	162	Contact hours	T -	TP 60	PL -	TC -	S -	E -	OT -	O -

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s): Catarina Antónia Martins

Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:
1. Identify the main features of the tourism intermediation;
2. Understand the main role and functioning of travel agencies and tour operators as the main players of the tourism intermediation;
3. Understand the process of creation and programing package tours;
4. Understand the role of Information and Communication Technologies in Tourism Distribution;
5. Understand the main role and functioning of the transport system as a part of this industry;
6. Dominate the introductory concepts of the Global Distribution System Galileo.

Prerequisites

Not applicable

Course contents

The tourism distribution. Tour operators. Traditional and virtual travel agencies and central reservation systems. Programming package tours. Information and Communication Technologies in tourism distribution. Integrated systems for travel agencies management. Transport in tourism. The Global Distribution System Galileo.

Course contents (extended version)

1. The tourism distribution
   - Introductory Concepts
2. Tour operators
3. Traditional and virtual travel agencies and central reservation systems
4. Programming package tours
5. Information and Communication Technologies in tourism intermediation
6. Integrated systems for travel agencies management
7. Transport in tourism
8. Global Distribution System Galileo
   - Introduction
   - Flight Availability
   - Selling Air Segments
   - Booking Files

Recommended reading

1. Page, Stephan J. (2009). Transport and tourism. (3ª ed.). England: Prentice Hall ISBN 978--0--273--71970--0
2. Software Galileo, First Class Galileo. Galileo Training (Versão 2017)
3. Abranja, N. , & Magalhães, C. (2018). Gestão de agências de viagens e turismo. Lisboa: LIDEL. ISBN 978--989-752-334-2
4. Travelport Galileo - Manual do Aluno (Versão 2018/2019), Documento não publicado, Travelport Portugal
5. Confederation of Tourism and Hospitality. (2011). Travel agency and tour guide operations study guide. London: BPP Learning Media Ltd. ISBN 9780 7517 8875 4

Teaching and learning methods

The course unit will be taught through the theoretical contents exhibition (expositive method), followed by oriented readings in classes (demonstrative method). Furthermore, in what concerns the Galileo program, practical exercises will be solved to promote greater students involvement in the acquisition of knowledge and skills using the teaching software Galileo.

Assessment methods

1. Continuous Evaluation - (Regular) (Final, Supplementary)
   - Practical Work - 30% (Practical exercises in classes.)
   - Intermediate Written Test - 35% (Test on the theoretical content of the course)
   - Intermediate Written Test - 35% (Test on the practical content of the course (Chapter 8) in Smartpoint Galileo.)
2. Incoming Students - (Regular) (Final, Supplementary)
   - Practical Work - 50% (Working on themes of the syllabus of the course.)
   - Final Written Exam - 50% (Practical exam in Smartpoint Galileo)
3. Final exam evaluation - (Regular, Student Worker) (Final, Supplementary, Special)
   - Final Written Exam - 100% (Theoretical Test and practical Exam in Smartpoint Galileo.)

Language of instruction

Portuguese, with additional English support for foreign students.

Electronic validation

Catarina Antónia Martins	Catarina Antónia Martins	Catarina Alexandra Alves Fernandes	Luisa Margarida Barata Lopes
14-03-2022	14-03-2022	14-03-2022	28-03-2022

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