





107-2 Full Curriculum of Da-Yeh University

Information			
Title	Tourism Disputes and Emergency Handling	Serial No./ID	3451 / TTG2041
Required/Credit	Optinal /3	Time/Place	(Fri)567 / M202A
Language	Chinese	Grade Type	Number
Lecturer /Full- or Part-time	吳元筆 / Full-time	Graduate Class	Non-graduating Class
School System /Dept /Class, Grade	Bachelor / Department of Tourism Travel Management / Class 1, Grade 2		
Office Hour / Place	(Tue) 13:20~14:10, (Tue) 14:20~15:10, (Wed) 12:00~13:20, (Thu) 12:00~13:20 / H210		
Lecturer	n.a.		

Introduction
Tourism disputes are one of the three major consumer disputes, and travel often has unpredictable emergencies, both of which need to be properly handled. Learner can learn the course in advance and learn how to handle it in advance. Therefore, tourism disputes and emergency handling are very important courses in the tourism related departments.

Outline
Taiwan of Stereotypes Travel Contract, Traveling Dispute Happened, The Types of Traveling Dispute, How to Handle Traveling Dispute, The Content of Travel Insurance, Case Study-Cancellation before Departure、 Travel Expense sand Passport and Visa、 Ticketing and Tour Leader and Tour Guide、 Itinerary and Hotel、 Luggage 、 Accident and Insurance、 Travel Agency Fraudulent Bankrupt, Traveling Safety, Principle of Traveling Emergency Processing.

Prerequisite
Civil Law of Claims by Taiwan.

The Relationship Between Courses and Departmental Core Competencies and Basic Skills
 Humanities ability  International perspectives and bilingual skills  Professional and managerial ability  Ability to integrate cross-cutting technology

Teaching Plan

Core Capability	Weight(%) 【A】	Ability index(Performance Indicators)	Teaching Methods	Assessment and Weight	Core Competency Learning Outcomes 【B】	Final Exam Grades 【C=B*A 】
Humanities ability	30		Case Study Lecturing Film Appreciation	Course Participation: 30% Homework Assignment: 30% Final Exam: 30% Peer Assessment: 10%	Total: 100	30
International perspectives and bilingual skills	20		Case Study Lecturing Film Appreciation	Peer Assessment: 10% Course Participation: 30% Final Exam: 30% Written Report: 30%	Total: 100	20
Professional and managerial ability	40		Lecturing Case Study Film Appreciation	Final Exam: 30% Course Participation: 30% Peer Assessment: 10% Written Report: 30%	Total: 100	40
Ability to integrate cross-cutting technology	10		Lecturing Case Study Film Appreciation	Final Exam: 30% Course Participation: 30% Peer Assessment: 10% Written Report: 30%	Total: 100	10

Grade Auditing

Final Exam: 30%

Course Participation: 30%

Written Report: 21%

Peer Assessment: 10%

Homework Assignment: 9%

Book Type (Respect intellectual property rights. Please use official textbooks and do not illegally photocopy others' works.)

Book Type	Book name	Author
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Textbook	旅遊糾紛與緊急事件處理	陳怡全
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Lesson Plan

Weeks	Content	Teaching Methods
1	Description of scoring standards; Taiwan of Stereotypes Travel Contract & Intellectual Property Protection (use legitimate textbooks only) & Traffic safety Propaganda	Lecturing
2	Why Do Traveling Dispute Happened	Lecturing、 Case Study
3	The Types of Traveling Dispute	Lecturing、 Case Study
4	How to Handle Traveling Dispute	Lecturing、 Case Study
5	Development of Travel Insurance ; The Content of Travel Insurance	Lecturing、 Case Study
6	Case Study-Cancellation before Departure	Lecturing、 Case Study
7	Case Study-Travel Expenses ; Passport and Visa	Lecturing、 Case Study、 Film Appreciation
8	Case Study-Ticketing ; Tour Leader and Tour Guide	Lecturing、 Case Study
9	Midterm Exam	Lecturing
10	Case Study-Itinerary ; Hotel	Lecturing、 Case Study、 Film Appreciation
11	Case Study-Luggage	Lecturing、 Case Study、 Film Appreciation
12	Case Study-Accident and Insurance	Lecturing
13	Case Study-Fraudulent Bankrupt	Lecturing
14	Traveling Safety	Lecturing
15	Principle of Traveling Emergency Processing	Lecturing、 Case Study
16	First aid practice	Lecturing
17	Team Report (1)	Lecturing
18	Team Report (2)	Lecturing