

THE OPEN UNIVERSITY OF TANZANIA



DEPARTMENT OF TOURISM AND HOSPITALITY SERVICES

THE ORIENTATION DAY

HEAD OF THE DEPARTMENT'S SPEECH

Dear our esteemed BTM students,

I warmly welcome all of you to the Open University of Tanzania (OUT). I would like to take this opportunity to congratulate you all for choosing to further your career at the Department of Tourism and Hospitality Services (THS). On behalf of all academic and administrative staff of the Department of Tourism and Hospitality Services, I extend my warmest welcome to all of our new and continuing students to the department for the 2020/2021 Academic Year.

Our Department is under the Faculty of Arts and Social Sciences (FASS). The department is located at the OUT Headquarters, Kinondoni, Dar es Salaam. It is situated in BLOCK C, Room No. CF 04/02. Nevertheless, assistance on issues related to admission process, registration, MOODLE, SARIS and/or academic advice, can be obtained from OUT regional Centres and coordination units, which are almost in all regions of Tanzania mainland and Zanzibar, and of course in Kenya, Rwanda, Malawi and Namibia.

It is my hope that this Orientation event serves as an opportunity for you to gain essential information about the programmes in the department and how they are run.

Before I detail my speech, kindly be informed that the mode of teaching is blended, that is mainly through distance learning and partly virtually, that is, face-to-face through online video conferencing facilities and thus, **we do not have conventional/physical classes like other conventional universities in the country. This is the uniqueness of the University of your choice and be happy that you do not have to quit your fruitful job.** With this choice, students study online (in our virtual classrooms- MOODLE) wherever they are and at their convenient time and exams are done either online or written in our regional centers close to the area of your stay. Then, students will access their examination results online through our reputable examination software –SARIS. This is why the OUT's vision and mission is to become the open and online quality university and to provide quality and flexible education for all.

1.1. Background:

The Department of Tourism and Hospitality Services (THS) deals exclusively with tourism and hospitality-oriented courses, researches and consultancies. It was established in 2005.

1.2. Programs offered

In the meantime, the department offers Bachelor of Tourism Management (BATM), Masters of

Tourism Planning & Management (MTPM) and PhD in Tourism. The department is also about to offer certificates in hospitality services and tour guide. Moreover, the department offers tailor made courses upon special request, thus you are warmly welcome.

The BATM program, which is our focus today, is divided into THREE levels: 100 series, 200 series and 300 series. In each level, students are provided with CORE COURSES (a must take) and ELECTIVE COURSES (skill widening). The student must combine the CORE and ELECTIVE COURSES to accomplish 36 units. The OTM 305A, B & C are non-taught courses.

- **OTM 305A** is a field study/practical/trip to some of tourism and hospitality establishments for students to experience the nature of the tourism and hospitality industries. The duration of the trip ranges from 7 days to 12 days; it is preferably conducted in April/May. The field study is cost sharing. In this case, students are required to cover the costs related to their meal, accommodation, transport to and from the destinations and other associated costs upon arrangements.
- **The OTM 305B** is an eight week internship. It is preferably conducted between May and August. Here students are supposed to find a hospitality or tourism establishment and attach him/herself. The major aim in to put in practice and innovation of what you have learnt and come into contact with your future employer.
- **OTM 305C** is a special project, preferably conducted between January through September. Here, a student is supposed to write a research project, know how to identify a problem, determine ways to solve the problem and communicate the solution to the society in question.

1.3. How the department operates

The department has two major coordination, **the Undergraduate Program**, which is coordinated by Dr Veronica Nyerere and Master's program, coordinated by Mr. Michael Moshia and Mr Samwel Savunyo. The contact numbers for all academic staff are provided in the table below.

In case of issues related to BTM contact Dr Veronica Nyerere (+255754601887).

List of courses and the respective instructors

LEVEL ONE					
Code	Description	STATUS	UNITS	Instructor	Contact(s)
OTM 101	Fundamentals of Tourism Concepts	CORE	2	Mr Reginald Kimario	+255768036020
				Mr Samwel Savunyo	+255766649022
OTM102	Fundamentals of Wildlife Ecology	CORE	2	Dr Halima Kilungu	+255755931975
OTM103	Integrated Hospitality Operations	CORE	2	Mr Michael Patrick	+255755745688
OTM104	Special interest Tourism	ELECTIVE	1	Dr Ladislaus	+255757700188

				Batinoluho	
OTM105	Leisure and Recreation	CORE	2	Dr Theresa Mugobi	+255757160110
OMK300	Customer care	CORE	1		
OFC017	Communication skills	CORE	1		+255689853625
ORM101	Background to Natural Resources	ELECTIVE	2	Dr Reguli Mushi	+255715685505
TOTAL UNITS			13		
LEVEL TWO					
OTM201	Cultural and Heritage Tourism	CORE	2	Dr Halima Kilungu	+255755931975
				Ms Celia Muyinga	+255689090673
				Mr Reginald Kimario	+255768036020
OTM202	Tourism statistics and economics	CORE	2	Dr Ladislaus Batinoluho	+255757700188
				Ms Celia Muyinga	+255689090673
OTM203	Tourism policy and planning	CORE	2	Dr Veronica Nyerere	+255754601887
OTM204	Tourism Marketing and destination management	CORE	2	Dr Veronica Nyerere	+255754601887
OTM205	Sustainable tourism	CORE	2	Dr Ladislaus Batinoluho	+255757700188
OCP100	Introduction to computer			Dr Emmanuel Mhache	+255754383416
OEC124	Social Science Research Methods	CORE	2	Mr Abdul Kilima	+255788513483
OPR121	Critical Thinking and Argumentation	ELECTIVE	1	Dr Lilian Isowe	+255765435089
OME311	Organization behavior	ELECTIVE	1	Dr lilian Macha	+255754339305
TOTAL UNITS			15		
LEVEL THREE- FINAL YEAR					
OTM301	Event planning and management	CORE	2	Mr Samwel Savunyo	+255766649022
				Ms Celia Muyinga	+255689090673
OTM302	Travel and Tour Operations Management	CORE	2	Mr Michael Patrick	+255755745688
OTM303	Tourism entrepreneurship	CORE	2	Dr Theresa Mugobi	+255757160110
OTM305A	Field trip	CORE	1	Dr Theresa Mugobi	+255757160110
OTM305B	Internship	CORE	1	Mr Samwel Savunyo	+255766649022
OTM305C	Research paper	CORE	2	Mr Samwel Savunyo	+255766649022
TOTAL			10		

More details of the programs can be obtained from website

<https://www.out.ac.tz/international-programmes/>

1.4. Assessment Criteria

Students' assessment in the bachelor program is through coursework and examinations. Except for the OTM 305A, B & C, students in each course are evaluated as follows:

Coursework:

- Main Time Test.....30% (equivalent to online quiz 15% +assign 15%)
- **Annual Examination.....70%**
- **TOTAL.....100%**

The pass mark for each examinable course shall be 40%. A candidate who may not have completed 200 series courses shall not be allowed to proceed for OTM 305A, B & C. **STUDENTS WILL NOT BE ALLOWED TO SIT FOR ANNUAL EXAMINATIONS IF SHE/HE DID NOT SIT FOR CONTINUE ASSESSMENT FOR THE SPECIFIC COURSE(S).**

1.5. Teaching

There will be course multimedia content on the online platform called MOODLE. Upon registration, you will find course outlines, notes, discussion forums, videos, PowerPoint presentations, review questions and references, just to mention a few. Your registration into MOODLE will be automatic upon registering with the university and paying respective fees. You need a user name and a password to enter MOODLE that is offered at your regional center. You can get this password from ICT personal in regional centres all over the country, or you can request it by mail from ict.helpdesk@out.ac.tz

In the meantime, I gladly invite you all to our technological-mediated teaching through Zoom teleconferencing software starting from 4th December 2020. There will be more orientation by other departments of the university on how this technology works. Nevertheless, for those who are conversant with the zoom software, do not hesitate to assist your fellow students. The Department maintains a **WhatsApp group for BATM 2020**, in case you are not included, contacts us for your inclusion.

1.6. Admission intakes and their liable examination sessions

Before I conclude my speech, let me remind you about the OUT admission cycles and when the admitted students are liable for exams.

Admission intakes	Liable exams session (Pen and paper normal)
November (Main) Here you are	January/February
January	June/July
April	September
July	January
There will be OREX/ODEX main session, once a year. This depends on demand and the University arrangements. You must wait for communication from the University's Examination Directorate- DES	

Lastly, I wish you best of luck and success in your studies at the Open University of Tanzania.

Karibu sana!

Dr. Halima Kilungu

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