

АННОТАЦИЯ РАБОЧЕЙ ПРОГРАММЫ ДИСЦИПЛИНЫ

Лицензирование, сертификация и стандартизация (Licensing, certification and standardization in tourism)

Авторы:

Д.э.н., профессор Дехтярь Галина Максовна

Код и наименование направления подготовки, профиля:

38.04.02 Менеджмент, «Стратегическое развитие туризма»

Квалификация (степень) выпускника:

Магистр

Форма обучения: очная**Цель освоения дисциплины:**

Сформировать способность анализировать, проектировать, внедрять и контролировать процессы и административный регламент

План курса:

№ п/п	Наименование тем (разделов)	Содержание тем (разделов)
Тема 1	The value of the State system of standardization in the tourism industry.	1. The need to create a system of state regulation of the safety of goods and services and consumer safety. 2. Licensing, standardization, certification - elements of a system of state regulation of safety and quality of goods and services.
Тема 2	Federal Law "On Technical Regulation".	1. Federal Law "On Technical Regulation" No. 184-ФЗ dated December 27, 2002. 2. The basic concepts used for the purposes of this law. 3. Technical regulations. 4. New principles of standardization. 5. The procedure for developing organization standards.
Тема 3	Standardization system	1. The role, goals, principles, objects of standardization. 2. National standardization body. 3. National standardization system. 4. The composition of regulatory documents. 5. The law of the Russian Federation "On standardization": general provisions, types of standards, requirements for their content, responsibility. GOST RF "Standardization in the field of tourist and excursion services"

№ п/п	Наименование тем (разделов)	Содержание тем (разделов)
Тема 4	Service certification .	<ol style="list-style-type: none"> 1. The main objectives and objects of certification. 2. Terms and definitions in the field of certification. 3. The concept and purpose of certification. 4. Mandatory and voluntary certification in tourism. 5. Legal basis of certification. 6. The law of the Russian Federation "On certification of products and services": general provisions, certificate, mark of conformity, mandatory certification, voluntary certification. 7. Rules for certification of tourist services and hotel services: definitions, general provisions, requirements for regulatory documents, the procedure for conducting certification schemes, inspection control, suspension or revocation of the certificate of conformity.
Тема 5	Voluntary certification of tourism services, accommodation, catering	<ol style="list-style-type: none"> 1. General information on voluntary certification of services in the Russian Federation. 2. The rules of functioning of the system of voluntary certification of services of GOST R. 3. The structure of the system of voluntary certification of services of GOST R. 4. Documents underlying the certification and execution of its results.
Тема 6	Classification system for hotels and other accommodation facilities .	<ol style="list-style-type: none"> 1. The procedure for the classification. 2. Methodology for assessing the conformity of hotels and other means of accommodation to categories. 3. Methodology for evaluating hotel rooms and other accommodation facilities for compliance with the categories. 4. Classification groups of accommodation facilities, characteristics and indicators for their categorization.
Тема 7	National standards, development and approval rules	<ol style="list-style-type: none"> 1. National standards: their purpose, application, types, development and approval rules. GOST R 1.2-2004 "Standardization in the Russian Federation. 2. Standards national of the Russian Federation. 3. The rules of construction, presentation, design and designation. 4. The procedure for determining compliance with the national standard GOST R 1.9-2004 "Mark of compliance with the national standard of the Russian Federation "

№ п/п	Наименование тем (разделов)	Содержание тем (разделов)
Тема 8	Systems of voluntary confirmation of compliance of services with category requirements .	1. Classification of accommodation facilities in the Russian Federation. Classification of hotels and other accommodation facilities. Classification system. 2. Features of the classification of Russian hotels. 3. The international standard GOST 28681.4 -95. 4. General requirements for hotels of any category. 5. The building and the surrounding area. 6. Technical equipment. 7. Number of rooms. 8. Standards for terminology. 9. Standards for products (services). 10. Standards for processes (work). 11. Standards for the enterprise (fundamental). 12. Standards for all types of services. 12. Professional standards of employees by units. 4. Quality of service standards. 15. Standards of appearance and behavior. 16. Standards for telephone etiquette. 17. Corporate culture and its role in improving the quality of service.

Формы и методы текущего контроля успеваемости и промежуточной аттестации.

В ходе реализации дисциплины «Лицензирование, сертификация и стандартизация» используются следующие методы текущего контроля успеваемости обучающихся:

Тема (раздел)	Методы текущего контроля успеваемости
The value of the State system of standardization in the tourism industry.	Диспут
Federal Law "On Technical Regulation".	Коллоквиум
Standardization system	Эссе
Service certification .	Эссе
Voluntary certification of tourism services, accommodation, catering	Диспут
Classification system for hotels and other accommodation facilities .	Коллоквиум
National standards, development and approval rules	Эссе
Systems of voluntary confirmation of compliance of services with category requirements .	Диспут

Зачет с оценкой по билетам (устно) с использованием ситуационных задач.

Основная литература

1. Колочева, В. В. Стандартизация и сертификация в туризме и гостиничном хозяйстве: учебное пособие / В. В. Колочева. — Новосибирск: Новосибирский государственный технический университет, 2017
<https://www.iprbookshop.ru/91432.html>

2. Латышенко К.П. Метрология и измерительная техника. Саратов: Вузовское образование, 2019. <http://www.iprbookshop.ru/79677>
3. Стандартизация и сертификация промышленной продукции: учебное пособие / составители М. А. Карабегов [и др.]. — 2-е изд. — Саратов: Вузовское образование, 2019. <https://www.iprbookshop.ru/79681.html>