

**SUBJECT SYLLABUS
ACADEMIC OVERVIEW
INTERNATIONAL SCHOOL OF ECONOMIC & ADMINISTRATIVE SCIENCES**

COURSE NAME AND CODE: Principles and Reactions of Sustances (962202)

PROGRAM:

Bachelor of Administration & Service (BA&S)

LEVEL OF STUDY:

Undergraduate Programme

GENERAL ACADEMIC INFORMATION					
LATEST UPDATE	2020-2				
ACADEMIC DEPARTMENT	Service, Quality, and Hospitality				
SUBJECT TYPE	Mandatory				
LANGUAGE	Spanish				
SEMESTER	Programme	Semester			
	BA&S	2			
NUMBER OF ACADEMIC CREDITS	2				
HOURS OF ACADEMIC WORK	96	CONTACT HOURS	48	HOURS OF INDEPENDENT/AUTONOMOUS WORK	48
LEARNING PREREQUISITES	<ul style="list-style-type: none">Know and master the theories and principles of administration.Know the theories of service and quality.Know the organizational theories.				
INTERNATIONAL COMPONENT	<ul style="list-style-type: none">National and international standards, policies, regulations and mores related to the professional field.Vocabulary and technical language to communicate in different cultural contexts.Research and/or projects with international and intercultural components.				

SUSTAINABLE DEVELOPMENT GOALS (SDG)	SDG: 4. Quality					
COURSE DETAILS						
COURSE DESCRIPTION	This subject empowers the student to acquire knowledge and analytical thinking typical of service administrators that allows them to build a complete and structured scientific research project. For this, the course emphasizes how to properly write the formal parts that make up an investigation, among which are: the problem, the hypotheses and the objectives, among others.					
KEY WORDS:	Methodology, research, research project, field work.					
COMPETENCES DEVELOPED	EICEA ILOS or Programme ILOS	Course ILOS	Type	Content	Teaching and Learning strategy	Assessment Method
	ILO02 ILO04 BA&S ILO07 BA&S ILO08	Know the main reactions and interactions suffered by chemical substances in the work and industrial environment and how they can affect their functionality, leading to problems of use at a personal and work level.	Knowledge	Module II: selection, formulation and main reactions of substances. Unit 1 <ul style="list-style-type: none">• Types of chemicals.• Chemical solubility.• Factors that affect the solubility of a chemical substance.• Concentration of chemical substances. Unit 2 <ul style="list-style-type: none">• Emulsions.• Disinfectants.• Enzymes• Water treatment chemicals.• Formulation of chemical substances. Unit 3 <ul style="list-style-type: none">• Reactions of substances.• Soaps and detergents.• Bleaches and auxiliary washing products.• Spotters.	Theoretical Class	Summative Assessment

				<ul style="list-style-type: none"> • Colorants. • Quality control standards. 		
		Identify criteria for auditing and selecting suppliers or manufacturers of quality chemicals	Skills	<p>Module III: quality control and audit of suppliers and manufacturers.</p> <p>Unit 1</p> <ul style="list-style-type: none"> • Quality control of chemical solutions. • Chemical substances analysis techniques. • Separation and purification of chemical substances. • Chemical reactions required for the production of solutions. <p>Unit 2</p> <ul style="list-style-type: none"> • Equipment for the quality control of chemical substances. • Separation and purification unit operations. • Regulations applicable to the manufacture and commercialization of chemical substances. <p>Unit 3</p> <ul style="list-style-type: none"> • Audit of suppliers or manufacturers. • Audit mechanisms. • Audit forms. • Audit report. 	Theoretical Class	Summative Assessment
		To know the main substances used, their process of obtaining, formulation, transport and their application at an industrial level in the hotel and tourism, medical-surgical, environmental and professional food industry sectors.	Knowledge	<p>Module I. Manufacture and transport of substances</p> <p>Unit 1</p> <ul style="list-style-type: none"> • Importance of substances worldwide. • generalities and chemical nomenclature • Properties of substances. • Regulations for the national use of chemical substances. • Regulations for the international use of chemical substances. <p>Unit 2</p>	Theoretical Class	Summative Assessment

	<p>BA&S ILO07: Understand the needs of people and organizations as well as the tendencies of service and hospitality, which prevail in the marketplace in order to design solutions that satisfy the needs of both internal and external customers.</p> <p>BA&S ILO08: Understand transformational leadership to improve organizations and human resource development.</p>
BIBLIOGRAPHY	<ul style="list-style-type: none"> • Day, R. A. (1996). Cómo escribir y publicar trabajos científicos. Washington, D.C.: Organización Panamericana de la Salud, Oficina Sanitaria Panamericana, Oficina Regional de la Organización Mundial de la Salud. • Sampieri, R. H., Collado, C. F., & Lucio, P. B. (2014). Metodología de la investigación. México, D.F.: McGraw-Hill Education. • Zabala S. (2009), "Guía a la redacción de estilo APA, 6ta edición. Recuperado de: http://www.suagm.edu/umet/biblioteca/pdf/GuiaRevMarzo2012APA6taEd.pdf • Da Silva, L. (2005). Metodologia da pesquisa e elaboração de dissertação. Recuperado de: https://projetos.inf.ufsc.br/arquivos/Metodologia_de_pesquisa_e_elaboracao_de_teses_e_dissertacoes_4ed.pdf