



Information about the subject

Degree: Official Master's Degree in Municipal Sports Management

Faculty: Faculty of Physical Activity and Sport Sciences

Code: 1770024 **Name:** -

Credits: 6,00 **ECTS Year:** 1 **Semester:** 2

Module: Management and quality control in municipal sports services.

Subject Matter: Management and quality control in municipal sports services. **Type:** Compulsory

Department: Physical Activity and Sport Sciences

Type of learning: Blended

Languages in which it is taught:

Lecturer/-s:

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Module organization

Management and quality control in municipal sports services.

Subject Matter	ECTS	Subject	ECTS	Year/semester
Management and quality control in municipal sports services.	6,00	-	6,00	1/2

Learning outcomes

At the end of the course, the student must be able to prove that he/she has acquired the following learning outcomes:

- R1 Know how to interpret quality models and select the most appropriate for the sports reality.
- R2 Being able to design the methodological structure for the implementation of a system of quality in the sports service of a local entity.
- R3 Being able to transform the way of working of the municipal sports entity adapted to work through quality systems.
- R4 Knowing how to prepare letters of sports services in a local entity.
- R5 Know how to delegate the functions and actions of a quality system in the Quality manager of the entity.
- R6 Be able to carry out a self-assessment about the management of the entity in which it works.
- R7 Being able to face the audit process in the sports service.



Competencies

Depending on the learning outcomes, the competencies to which the subject contributes are (please score from 1 to 4, being 4 the highest score):

BASIC		Weighting			
		1	2	3	4
CB6	Possess and understand knowledge that provides a basis or opportunity to be original in the development and / or application of ideas, often in a research context.		X		
CB7	That students know how to apply the knowledge acquired and their ability to solve problems in environments new or little known within broader (or multidisciplinary) contexts related to their area of study.		X		
CB8	That students are able to integrate knowledge and face the complexity of formulating judgments based on information that, being incomplete or limited, includes reflections on the social and ethical responsibilities linked to the application of your knowledge and judgment.			X	
CB9	That students know how to communicate their conclusions and the knowledge and ultimate reasons that support them to audiences specialized and non-specialized in a clear and unambiguous way.			X	
CB10	That students possess the learning skills that allow them to continue studying in a way that will be largely self-directed or autonomous.			X	
GENERAL		Weighting			
		1	2	3	4
CG6	Understand the scientific literature in English and in other languages ??of significant presence in the scientific field through proper information management.	X			
CG7	Knowing how to apply information and communication technologies (ICT).			X	
CG8	Develop skills for solving problems through decision making.		X		
CG9	Transmit any related information properly both in writing and orally.		X		



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SPECIFIC		Weighting			
		1	2	3	4
CE1	Have basic and specialized knowledge of the basic subjects related to Municipal Sports Management, so that the manager successfully manages the municipal sports services.				X
CE2	Know how to apply the specific knowledge acquired in the theoretical sessions, in order to be able to solve problems that may arise in the Municipal Sports Services and detect opportunities in new environments within broader contexts, national and international.			X	
CE3	Reflect on the social and ethical responsibilities that the future municipal sports manager will have and know how to apply the knowledge acquired through the master's degree to solve problems.			X	
CE4	Know the objectives in the strategic planning of municipal sports management, the different tasks that the municipal sports manager must perform and the tools necessary to carry out their work effectively and efficiently.			X	
CE6	Identify the real problems that a municipal sports manager may face, as well as define and apply the different solutions, among others.				X



CE8 Know how to communicate conclusions to a working group of a municipal sports service, in a clear, fluid and unambiguous way.

X

CE9 Apply solutions and new lines of work in municipal sports services, as a result of the collection of data and information that may be provided by workers hired by the same service, citizens who enjoy the activities offered and the general public.

X

Assessment system for the acquisition of competencies and grading system

Assessed learning outcomes	Granted percentage	Assessment method
R2, R3, R4, R5, R6, R7	20,00%	Written and oral tests.
R1, R2, R3, R4, R5, R6, R7	80,00%	Resolving problems and practical cases in person or remotely.

Observations

Attendance at in-person and virtual sessions is mandatory. Failure to attend more than 20% of the sessions will result in failure to pass the subject.

Learning activities

The following methodologies will be used so that the students can achieve the learning outcomes of the subject:

M1 Presentation of content by the teacher.

M2 Group dynamics and activities. (Resolution of problems and cases. Meaningful construction of knowledge through student interaction and activity).



M3	Individual student work (Information search, text analysis and practical application to real cases, study individual).
M5	Tutoring (Personalized and small group attention. Guidance carried out by a tutor in order to facilitate the work and monitor student practices).
M6	Evaluation (Collection and presentation of works, sharing and reflection on their experiences. Carrying out tests, tests and exercises.)

IN-CLASS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
Theoretical class. M1	R4, R6, R7	12,50	0,50
Practical class / seminar. M2	R1, R2, R3, R4, R5, R6, R7	10,00	0,40
Tutorships. M5	R1, R2, R3, R4, R5, R6, R7	5,00	0,20
Evaluation. M6	R1, R2, R3, R4, R5, R6, R7	2,50	0,10
TOTAL		30,00	1,20

LEARNING ACTIVITIES OF AUTONOMOUS WORK

	LEARNING OUTCOMES	HOURS	ECTS
Team work. M2	R3, R4, R5	45,00	1,80
Autonomous work. M3	R1, R2, R3, R4, R5, R6, R7	75,00	3,00
TOTAL		120,00	4,80



Description of the contents

Description of the necessary contents to acquire the learning outcomes.

Theoretical contents:

Content block	Contents
THE QUALITY OF SERVICES MUNICIPAL SPORTS	1.1: Quality management in sport through the different quality models 1.2: Process and tools for the implementation of a quality model in municipal sports services 1.3: Customer satisfaction management. control of the sale of products and services. costumer relationship management 1.4: Balanced Scorecard. 1.5: Municipal management control of clubs and associations sports. Preparation of technical audits. Elaboration and control of municipal subsidies and scholarships to clubs, companies and athletes.

Temporary organization of learning:

Block of content	Number of sessions	Hours
THE QUALITY OF SERVICES MUNICIPAL SPORTS	15,00	30,00



References

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Addendum to the Course Guide of the Subject

Due to the exceptional situation caused by the health crisis of the COVID-19 and taking into account the security measures related to the development of the educational activity in the Higher Education Institution teaching area, the following changes have been made in the guide of the subject to ensure that Students achieve their learning outcomes of the Subject.

Situation 1: Teaching without limited capacity (when the number of enrolled students is lower than the allowed capacity in classroom, according to the security measures taken).

In this case, no changes are made in the guide of the subject.

Situation 2: Teaching with limited capacity (when the number of enrolled students is higher than the allowed capacity in classroom, according to the security measures taken).

In this case, the following changes are made:

1. Educational Activities of Onsite Work:

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject will be made through a simultaneous teaching method combining onsite teaching in the classroom and synchronous online teaching. Students will be able to attend classes onsite or to attend them online through the telematic tools provided by the university (videoconferences). In any case, students who attend classes onsite and who attend them by videoconference will rotate periodically.

In the particular case of this subject, these videoconferences will be made through:

☐

Microsoft Teams

☐

Kaltura



Situation 3: Confinement due to a new State of Alarm.

In this case, the following changes are made:

1. Educational Activities of Onsite Work:

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject, as well as the group and personalized tutoring, will be done with the telematic tools provided by the University, through:

☐

Microsoft Teams

☐

Kaltura

Explanation about the practical sessions:



2. System for Assessing the Acquisition of the competences and Assessment System

ONSITE WORK

Regarding the Assessment Tools:

☒ The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.

☐ The following changes will be made to adapt the subject's assessment to the online teaching.

Course guide		Adaptation	
Assessment tool	Allocated percentage	Description of the suggested changes	Platform to be used

The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.

Comments to the Assessment System: