POLTAVA UNIVERSITY OF ECONOMICS AND TRADE
Educational and scientific institute of day education

SYLLABUS

of the academic course
«**Innovation & Problem-Solving in Times of Uncertainty**»
2026-2027 academic year

Course and semester of study	1st study year, 2nd semester
Educational program/specialisation	
Specialty	
Field of knowledge	
Degree of higher education	Master

Full Name of Teacher, scientific degree and academic title, position at the department	**Valentyna Stolyarchuk** PhD (candidate of technical science), Associate Professor
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Educational Class Schedule	http://schedule.puet.edu.ua/
Consultations	full-time form of education http://www.grks.puet.edu.ua/stud.php online: information on the department website, Student tab
Distance course webpage	

Description of the course

The purpose of studying the course	The purpose of studying the "Innovation & Problem-Solving in Times of Uncertainty" course is to develop the ability to analyse and address problems in uncertain and dynamic environments by applying innovative, creative, and systematic approaches to decision-making, collaboration, and solution development in professional practice.
Duration	2th semester: 5 ECTS credits / 150 hours (lectures 8 hours, practical classes 32 hours, individual work 110 hours)
Forms and methods of teaching	lectures and practical classes, and independent work outside the schedule Methods: verbal, visual, practical, interactive, case study, discussions
Current and final control system	Current control: attending classes; discussion on the theoretical issues; performance of educational tasks and presenting the results; test fulfilment, Final control: modular control work, credit (PMK)
Language teaching	English

List of competencies, which provides the given educational course, and the programming results of teaching

Programming results of the teaching	Competencies that the students should have
Analyse complex problem situations under conditions of uncertainty, identifying key factors, risks, and constraints. Apply innovative and creative approaches to develop alternative solutions to non-standard problems.	Think abstractly, analyse and synthesise information to address complex problems. Generate new creative ideas by applying innovative approaches in professional activities. Make justified decisions under conditions of uncertainty and limited resources. Work effectively in teams and communicate efficiently with diverse stakeholder groups.

Use contemporary problem-oriented and design thinking tools to substantiate managerial and professional decisions. Make justified decisions based on incomplete information and assess the potential implications of their implementation. Collaborate effectively in interdisciplinary teams to address crisis-related challenges. Communicate design concepts and strategic solutions clearly to professional stakeholders.	Adapt to change and engage in lifelong learning. Identify, formulate, and structure problems in complex and dynamic environments. Apply design thinking, problem-oriented, and systems approaches to solution development. Evaluate alternative solutions considering risks, consequences, and uncertainty. Justify and present innovative solutions using appropriate analytical and communication tools. Integrate interdisciplinary knowledge to solve complex professional tasks.

Thematic plan of the educational course

The Theme (Topic title)	Types of work	Tasks of independent work in the context of topics
Module I. MICE industry: Theoretical foundations		
Topic 1. Innovation in VUCA world	Class attendance, discussion of theoretical material, performing educational tasks and presenting the results, independent work, and test	1. Study of lecture material, preparation for practical work, and fulfilment of tasks, as well as execution of homework. 2. Performing a test to control knowledge on the material discussed in topic 1 of the distance course. 3. Analysis of real-world cases of innovation in crisis conditions, identifying, formulating, and structuring problems in complex and dynamic environments
Topic 2. Design Thinking as a problem-solving approach	Class attendance, discussion of theoretical material, performing educational tasks and presenting the results, independent work, and test	1. Study of lecture material, preparation for practical work, and fulfilment of tasks, as well as execution of homework. 2. Performing a test to control knowledge on the material discussed in topic 2 of the distance course. 3. The case study, generating new ideas by applying innovative approaches in professional activities; teamwork, including collaborative work and presentation of ideas.
Topic 3. Innovative opportunities in times of uncertainty	Class attendance, discussion of theoretical material, performing educational tasks and presenting the results, independent work, and test	1. Study of lecture material, preparation for practical work, and fulfilment of tasks, as well as execution of homework. 2. Performing a test to control knowledge on the material discussed in topic 3 of the distance course. 3. The case study, generating new ideas by applying innovative approaches in professional activities; teamwork, including collaborative work and presentation of ideas.
Topic 4. Decision-making under conditions of uncertainty	Class attendance, discussion of theoretical material, performing educational tasks and presenting the results, independent work, and test	1. Study of lecture material, preparation for practical work, and fulfilment of tasks, as well as execution of homework. 2. Performing a test to control knowledge on the material discussed in topic 4 of the distance course. 3. The case study, making justified decisions under conditions of uncertainty and limited resources; teamwork, including collaborative work and presentation of ideas.

References

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2. Cheggag, M., & Mokhlis, C.-E. (2023). Innovation as a lever for business resilience in times of crisis: The case of Morocco's energy sector. E3S Web of Conferences, 412, 01032. https://doi.org/10.1051/e3sconf/202341201032
3. Kokkranikal, J., Prayag, G., Meera, S., Vinoadan, A., & Shyju, P. J. (2024). Organisational resilience and recovery of tour operators: towards a challenge-metamorphosis model. Tourism Recreation Research, 1–17. https://doi.org/10.1080/02508281.2024.2413833
4. Prayag, G., Jiang, Y., Chowdhury, M., Hossain, M. I., & Akter, N. (2023a). Building Dynamic Capabilities and Organizational Resilience in Tourism Firms During COVID-19: A Staged Approach. Journal of Travel Research, 004728752311649. https://doi.org/10.1177/00472875231164976
5. Rohoza, M. and Stolyarchuk, V. (2022), Theoretical and methodological approach to the study of the process of change in the European Accommodation Industry. Wspotczesne trendy bezpieczehstwa biznesu Problemy i wyzwania gospodarek wschodnich. Collective monograph. Beata Glinkowska-Krauze - Uniwersytet Lodzki, Wydzial Zarzdzania, 2022. - p. 45-60. https://wydawnictwo.uni.lodz.pl/wp-content/uploads/2022/05/Glinkowska_Wspolczesne-trendy_.pdf
6. Rohoza, M., Stolyarchuk, V. and Ishchenko, V. (2023), Change in consumption pattern and accommodation activity types: the evidence of seizing recovery opportunities and mitigating risk from European countries in crisis time, *Int. J. Services, Economics and Management*, 2023, pp. 1-30. https://doi.org/10.1504/IJSEM.2023.10057605
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8. Stolyarchuk V. (2024), Fishbowl Discussion as a Methodological Tool for Hospitality and Tourism Education. *Rethinking Hospitality and Tourism Education: Disruptors and Transformations.* Part 3: Curricula Implications. Chapter 22. ISBN:9781845419424. (Scopus) https://www.channelviewpublications.com/page/detail/?K=9781845419424
9. Stolyarchuk, V. (2023), Applying the principles of separation in development of the restaurant business. *Tourism and hospitality management*, 2023, 29(3). pp. 1-28. https://doi.Org/10.20867/thm.29.3.4
10. Stolyarchuk, V. (2023), Opportunity of the accommodation establishment development: a need for nature-based services and eco-friendly activity, *Journal of Tourism Futures*. https://doi.org/10.1108/JTF-09-2022-0218
11. Stolyarchuk, V. (2024), Creative approach to the accommodation industry recovery under changing conditions: a multimethodological intervention, *Current Issues in Tourism*, https://doi.org/10.1080/13683500.2023.2242558

Course software

The electronic devices (such as a personal computer or laptop) with a stable Internet connection.
PUET's distance learning system and its video conferencing tools.
Microsoft products, programs, and services.

Policy for studying the academic course and evaluation

The policy for evaluating applicants for higher education: tasks submitted in violation of the terms without valid reasons are assessed at a lower grade (75% of the possible maximum number of points for the type of activity). Reassembly of modules occurs with the permission of the leading teacher, provided there are valid reasons (for example, sick leave).

Regulations on the organisation of the educational process https://puet.edu.ua/wp-content/uploads/2023/06/polozhennya-pro- organizacziyu-osvitnogo-proczesu-1 .pdf

Regulations on the procedure and criteria for assessing the knowledge, skills and abilities of applicants for higher education https://puet.edu.ua/wp-content/uploads/2023/07/polozh_por_kryt_ocinyuvannya.pdf

The procedure for the elimination of academic debt by applicants for higher education https://puet.edu.ua/wp- content/uploads/2023/07/por-likvid-akad-zaborgovanosti.pdf

Attendance policy: Attendance is a mandatory component. For objective reasons (for example, illness, employment, internship), training can take place in an online form (Moodle) in agreement with the leading teacher.

Academic integrity policy: students must consciously adhere to academic integrity; prevent cheating (from each other, from personally written text, printed or electronic media, etc.) while performing individual training tasks and didactic tests; qualitatively draw up links to sources of information when writing reports, preparing presentations, abstracts, etc.

The PUET operates:

Student's Code of Honour https://puet.edu.ua/wp-content/uploads/2023/07/kodeks_chesti_studenta.pdf.

Academic Integrity Regulation https://puet.edu.ua/wp-content/uploads/2023/07/polozh_akadem_dobrochesnist.pdf Academic Plagiarism Prevention Regulation https://puet.edu.ua/wp-content/uploads/2023/07/polozhennya-pro-zapobigannyavypadkam- akademichnogo-plagiatu.pdf

The following documents define the policy of recognition of training results:

Regulations on the procedure for recalculating the results of training obtained in foreign and domestic educational institutions of https://puet.edu.ua/wp-content/uploads/2023/07/polozhjpor_perezarah_rez_zvo.pdf.

Regulations on academic mobility of higher education applicants https://puet.edu.ua/wp-content/uploads/2023/07/polozhajpro_akademichnu_mobilnist.pdf

Regulations on the procedure for recognition of learning outcomes obtained through informal and/or non-formal education https://puet.edu.ua/wp-content/uploads/2023/07/polozhennya-pro-poryadok-syznannya-rezultativ-navchannya-zdobutyh-shlyahom- neformalnoyi-ta-abo-informalnoyi-osvity.pdf; infographics (section Education/Organisation of the educational process/Non-formal education) https://puet.edu.ua/neformalna-osvita/.

Conflict Resolution Policy:

Regulation on conflict resolution rules https://puet.edu.ua/wp-content/uploads/2023/07/polozhennya-pro- pravyla-vyrishennya- konfliktnyh-sytuaczij -u-puet.pdf

Provision on the appeal of the results of the final control in the form of an exam https://puet.edu.ua/wp- content/uploads/2023/07/polozjpro-apeljpidscontr.pd f

Authorised person for the prevention and detection of corruption https://puet.edu.ua/zapobigannya-ta-protidiya-korupciyi/.

Policy to support participants in the educational process:

Psychological service: http://puet.edu.ua/psyhologichna-pidtrymka-v-puet/.

Student Ombudsman (Commissioner for Student Rights) PUET http://puet.edu.ua/other-dhisions/studentskyj- ombudsman- upovnovazhenyj-z-prav-studentiv-puet/

Commissioner for Corruption Rights https://puet.edu.ua/zapobigannya-ta-protidiya-korupciyi/

Safety of the educational environment: Information on the protection of the PUET educational environment is given in the "Life safety" tab http://puet.edu.ua/pro-puet/bezpeka-zhyttyediyalnosti/

Assessment

The final grade for the study of the course is calculated through the current assessment

Types of work	Maximum number of points
Module 1. (topics 1-4) educational work in practical classes (20 points); independent work on preparation for classes and homework (20 points); tests (40 points)	80
Final control	20
Total	100

The awarding of extra points for academic coursework is based on the types of work performed

Form of work	Type of work	Points
Scientific and research	Completion of additional educational courses, writing, and public defence of a scientific abstract on topics outlined in the independent work assignments within the scope of the themes.	10

For additional types of educational work, a student can receive a maximum of 10 points. Extra points are added to the total final score for studying the course, but the total final score cannot exceed 100 points.

Scale of assessment of applicants for higher education based on the results of studying the course

The sum of points for all types of educational activities	Score for the ECTS scale	Assessment on a national scale
90-100	A	Perfectly (excellent)
82-89	B	Very good
74-81	C	Good
64-73	D	Satisfactorily
60-63	E	Satisfactory enough
35-59	FX	Unsatisfactory with the possibility of reassembly
0-34	F	Unsatisfactory with the compulsory repeated study of the course