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The Second European Edition of *Services Marketing: Integrating Customer Focus Across the Firm* by Wilson, Zeithaml, Bitner and Gremler uniquely focuses on the development of customer relationships through quality service. Reflecting the increasing importance of the service economy, *Services Marketing* is the only text that put the customer's experience of services at the centre of its approach. The core theories, concepts and frameworks are retained, and specifically the gaps model, a popular feature of the book. The text moves from the foundations of services marketing before introducing the gaps model and demonstrating its application to services marketing. In the second edition, the book takes on more European and International contexts to reflect the needs of courses, lecturers and students. The second edition builds on the wealth of European and International examples, cases, and research in the first edition, offering more integration of European content. It has also been fully updated with the latest research to ensure that it continues to be seen as the text covering the very latest services marketing thinking. In addition, the cases section has been thoroughly examined and revised to offer a range of new case studies with a European and global focus. The online resources have also been fully revised and updated providing an excellent package of support for lecturers and

students.

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Auditing & Assurance Services, First South African Edition, combines a genuine international perspective with South African examples and coverage of the landmark changes within the South African auditing environment. Key features include: South African content - The authors weave regionally specific content and examples throughout the text and cover the changes to the regulatory and corporate governance environment in South Africa. International perspective - Professional practice and regulation all over the world is driven by international events and initiatives. The clarified ISAs are fully integrated into the chapters with international real-world cases used to illustrate concepts

and application. Systematic approach - The text gives students a deep understanding and working knowledge of fundamental auditing concepts and how they are applied. The core foundation of the text and its focus on critical judgements and decision-making processes prepare students for today's complex and dynamic audit environment. Student engagement - A student-friendly writing style and a variety of real-life examples make the text easily accessible. Each chapter ends with a comprehensive variety of materials to apply and test students' understanding of acquired knowledge.

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"This is a forensic dissection of New Labour's approach to transforming children's services. Garrett brings together politics, policy and plans in a resolutely critical engagement with the futures currently being made both for social workers and for the families and children who may need those services." John Clarke, Professor of Social Policy, The Open University "Paul Michael Garrett writes with verve,

commitment and clarity. His new book on transforming Children's Services will make a significant and lasting impression on the social work literature." Stephen Webb, Director of Institute of the Advanced Study for Humanity (IASH) University of Newcastle, Australia "This is an excellent book and one of the best I have read for some time. It is a must have for all social work and social policy students and practitioners. Policy makers and managers should also read and digest this, even though they will probably find large parts an uncomfortable read." Steve Rogowski, Professional Social Work (Dec, 2009) "Paul Michael Garrett's designedly critical analysis is timely, offering a fast-paced, hard-hitting, thought-provoking critique ... this book is sure to satisfy those looking for less of 'surface' and more 'depth' explorations ... I am sure that 'Transforming' Children's Services? will become essential reading for social work and social policy students throughout the UK and, indeed, internationally given that Canada, America, Australia and New Zealand share in cognate systems of child welfare and protection." Karen Broadhurst, Critical Social Policy (forthcoming, 2010) This book provides an accessible overview of the 'transformation' of Children's Services in England. In doing this, it draws on social theory, critical social policy and takes account of developments in other countries. Paul Michael Garrett argues that the many changes which have taken place within, and beyond, Children's Services are related to the politics of Neoliberalism which, it is maintained, lie at the core of the Change for Children programme. Readers will find

detailed discussion on: The Laming Report which examined the death of Victoria Climbié The case of 'Baby P' Social work's 'electronic turn' and the use of ICTs in Children's Services Controversial plans to introduce Contactpoint (a database on all children) More pervasive patterns of surveillance How 'ASBO politics' has influenced the 'transformation' agenda So-called 'Problem Families' and the measures put in place to respond to such families Controversial plans to set up 'Social Work Practices' for children in public care Transforming Children's Services will be a vital text for social work and social policy students. Furthermore, the book directly addresses a range of issues of direct concern to practitioners. The book will also find an audience amongst academics, policy makers and all those who are interested in critical reflection and in applying theoretical insights to practice issues. After each chapter a 'Reflection and Talk' box is included to prompt further discussion on the key themes examined.

Introduction Retail Services is a dynamic new learning resource that will equip students with the knowledge and skills they need for a challenging and rewarding career in retail and related fields. This text provides complete coverage of Certificate III in Retail in the SIR11 Retail Services Training Package. Australian case studies, activities and examples engage students with practical, real-world applications of the presented theory. Authors Lee Perlitz and Dan Hill both have extensive experience in the retail industry and as educators. Their writing style is user-friendly for students,

as seen in their other bestselling text Vocational Training and Assessment. Key Features Author team has extensive education and industry experience A competency grid is included in the text Simple, accessible and engaging writing style A wide variety of formative tasks throughout the text ensure learners have plenty of opportunity to practice their skills and knowledge Scope Retail Services provides complete coverage of Certificate III in Retail in the SIR11 Retail Services Training Package.

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“This book is an excellent resource which brings together the essential elements of contemporary mental health practice, providing students with practical and values-based guidance for a range of clinical specialties. The language used throughout is accessible and practice-focused case studies provide stimulus for critical reflection. The principles of recovery and person-centred communication are threaded throughout and guides to care-planning allow the student to navigate through the complexity of balancing personalised care with legal and policy requirements.” Dr

Jeanette Hewitt, Lecturer, Swansea University, UK "This book provides readers with practical examples on how personalised mental healthcare can be achieved in practice. The authors bring to the text their own personal experiences which will benefit learners and enable them to see how theory can be applied in a practical way to resolve complex problems." Michael Nash, Lecturer, Trinity College Dublin, Ireland "This book is a useful tool for anyone studying mental health. It gives information about the governmental policies which have shaped mental health practice. The framework of the care plan process is described and useful case studies and examples of care plans from various mental health areas are given in each chapter ... The reflection exercises and activities set by the authors will help students to understand how to apply the theory to practice." Deborah Wilson, Mental Health Student Nurse, Sheffield Hallam University, UK This accessible book offers those working in mental health settings a practical guide to writing great care plans. With chapters on care planning in primary care, community care and acute care, each chapter highlights the challenges of care planning, the evidence available in each area, the knowledge needed by the practitioner and the skills needed to work with clients. With the necessary evidence, knowledge and skills provided throughout, this book includes: Dedicated chapters on each of the main settings Practical advice, case study examples and tips for students and practitioners Sample care plans for the most common conditions/scenarios Practical Care Planning for Personalised Mental Health Care is essential reading for mental health nurses in initial training, and qualified staff looking for a practical guide to support CPD study or practice development. It will also be valuable for those

students doing mental health pathways or placements. Contributors: Alison Owen Traynor, Brynley Williams, Carl Benton, Marie O'Boyle-Duggan, Marie Yuen, Mark Jukes, Matt Phillips, Neil Robdale, Rowenna Spencer and Thomas Currid

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Geriatric Physical Therapy offers a comprehensive presentation of geriatric physical therapy science and practice. Thoroughly revised and updated, editors Andrew Guccione, Rita V and Dale Avers and their contributors provide current information on aging-related changes

in function, the impact of these changes on patient examination and evaluation, and intervention approaches that maximize optimal aging. Chapters emphasize evidence-based content that clinicians can use throughout the patient management process. Six new include: Exercise Prescription, Older Adults and Their Families, Impaired Joint Mobility, Impaired Motor Control, Home-based Service Delivery, and Hospice and End of Life. Clinically accurate and relevant while at the same time exploring theory and rationale to evidence-based practice, it's perfect for students and practicing clinicians. It's also an excellent study aid for the Geriatric Physical Therapy Specialization exam. Comprehensive coverage provides all the foundational knowledge needed for effective management of geriatric disorders. Content is written and reviewed by leading experts in the field to ensure information is authoritative, comprehensive, current, and clinically accurate. A highly readable writing style and consistent organization make it easy to understand difficult concepts. Tables and boxes organize and summarize important information and highlight key points for quick reference. A well-referenced and scientific approach provides the depth to understand processes and procedures. Theory mixed with real case examples show how concepts apply to practice and help you enhance clinical decision-making skills. Standard APTA terminology familiarizes you with terms used in practice. A new chapter, Exercise Prescription, highlights evidence-based exercise prescription and the role of physical activity and exercise on the aging process. A new chapter, Older Adults and Their Families, helps physical therapists understand the role spouses/partners and adult children can play in

rehabilitation, from providing emotional support to assisting with exercise programs and other daily living activities. New chapters on Impaired Joint Mobility, Impaired Motor Control, Home-based Service Delivery, and Hospice and End of Life expand coverage of established and emerging topics in physical therapy. Incorporates two conceptual models: the Guide to Physical Therapist Practice, 2nd Edition, and the International Classification of Function, Disability, and Health (ICF) of the World Health Organization (WHO) with an emphasis on enabling function and enhancing participation rather than concentrating on dysfunction and disability. A companion Evolve website includes all references linked to MEDLINE as well as helpful links to other relevant websites.

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Clinical Anesthesia, Seventh Edition covers the full spectrum of clinical options, providing insightful coverage of pharmacology, physiology, co-existing diseases, and surgical procedures. This classic book is unmatched for its clarity and depth of coverage. *This version does not support the video and update content that is included with the print

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Potter and Perry's Fundamentals of Nursing: Third South Asia Edition EBook

This bestselling book provides an accessible introduction to the concepts and practicalities of research methods in health and health services. This new edition has been extensively re-worked and expanded and now includes expanded coverage of: Qualitative methods Social research Evaluation methodology Mixed methods Secondary data analysis Literature reviewing and critical appraisal Evidence based practice Covering all core methodologies in detail the book looks at the following kinds of health research: health needs morbidity and mortality trends and rates costing health services sampling for survey research cross-sectional and longitudinal survey design experimental methods and techniques of group assignment questionnaire design interviewing techniques coding and analysis of quantitative data methods and analysis of qualitative observational studies

unstructured interviewing The book is grounded in the author's career as a researcher on health and health service issues, and the valuable experience this has provided in meeting the challenges of research on people and organisations in real life settings. Research Methods in Health, Fourth Edition is an essential companion for students and researchers of health and health services, health clinicians and policy-makers with responsibility for applying research findings and judging the soundness of research. "Health service researchers - new and old - will be delighted by this new edition of a popular and useful text. There is new content but also updated material making this practically useful as a resource at any stage of the research trajectory. While health is the focus the book is hugely valuable to researchers in cognate areas. such as social care, education and housing. The book meets its own high standards in being easy to follow, well indexed and containing interesting examples of approaches. The limitations of different methods are also honestly reported. A 'must have' for the book shelf." Jill Manthorpe, Professor of Social Work, King's College London, UK "When first published in 1997, this volume was the first

systematic overview of research methods used in the health field. In its updated 4th Edition it remains vital and, if anything, more important given the growing number of researchers and students investigating health issues and health services. It provides an impressively comprehensive overview of health research methods in which the wealth and variety of experience of the author shines through at every point. Qualitative, quantitative and mixed methods are appraised and explained with unpartisan authority and rigour, and the volume covers everything from multidisciplinary collaboration in health service evaluation through the Delphi technique of consensus development to the health economics needed to evaluate costing." Paul Stenner, Professor of Social Psychology, The Open University, UK "This excellent text really is a must for anyone involved in health research. It is truly multidisciplinary in its scope, drawing on a breadth of relevant research from health economics, to epidemiology to psychology which is beyond the scope of most books on research methods. Yet in spite of the wealth of material included it is written and presented in an accessible way so that it will be an invaluable source for those

with a background in either qualitative or quantitative research and from students to experienced researchers." Robert J. Edelmann, Professor of Forensic and Clinical psychology, Roehampton University, UK Reviews of previous editions: "Provides an excellent broad based introduction to the subject. The content is clearly presented and at a suitable level for health professionals and postgraduate students in health and health-related social sciences." Virginia Berridge, London School of Hygiene and Tropical Medicine, UK "A valuable source book for health services researchers, health care providers, and others interested in quantifying quality of life for clinical or research purposes." The International Journal for Quality in Health Care "Includes accounts of a number of recently developed scales, while retaining the breadth, concision and clarity that marked the first edition." Medicine, Healthcare and Philosophy Now in its 6th edition, this trusted reference for nursing students supports the development of safe, effective and person-centred practice. The text has been comprehensively revised by nursing leaders and experts from across the spectrum of clinical practice, education, research and health policy settings; and a

highly experienced editorial team, which includes Jackie Crisp, Clint Douglas, Geraldine Rebeiro and Donna Waters. Chapters of Potter & Perry's Fundamentals of Nursing, 6e engage students with contemporary concepts and clinical examples, designed to build clinical reasoning skills. Early chapters introduce frameworks such as Fundamentals of Care and cultural safety, as ways of being and practising as a nurse. These frameworks are then applied in clinical and practice context chapters throughout. Reflection points in each chapter encourage curiosity and creativity in learning, including the importance of self-care and self-assessment. 79 clinical skills over 41 chapters updated to reflect latest evidence and practice standards, including 4 new skills Fully aligned to local learning and curriculum outcomes for first-year nursing programs Aligned to 2016 NMBA Registered Nurse Standards for Practice and National Safety and Quality Health Service Standards Easy-to-understand for beginning students Focus on person-centred practice and language throughout 44 clinical skills videos (including 5 NEW) available on Evolve, along with additional student and instructor resources Accompanied by Fundamentals of

nursing clinical skills workbook 4e An eBook included in all print purchases Additional resources on Evolve: • eBook on VitalSource Instructor resources: Testbank Critical Reflection Points and answers Image collection Tables and boxes collection PowerPoint slides Students and Instructor resources: 44 Clinical Skills videos Clinical Cases: Fundamentals of nursing case studies Restructured to reflect current curriculum structure New chapters on end-of-life care and primary care New online chapter on nursing informatics aligned to the new National Nursing and Midwifery Digital Health Capabilities Framework, including a new skill and competency assessment tool

"This is an easy-to-read introductory text exploring the social aspects of health, illness and healthcare. Key concepts are introduced carefully and there is a helpful glossary of key terms. Activities and discussion points enable students to pace their learning and illustrative case studies bring the text to life. In short, this is a gentle yet comprehensive introduction which will no doubt become popular with lecturers and students alike." Dr Sarah Earle, Associate Dean Research, The Open University, UK "Larkin's book provides an excellent and

accessible read for students studying health related disciplines... a useful resource for those new to the subject area of social aspects of health, health care and illness and a good refresher for those that may not have studied the subject for some time or those returning to study. The reader will be left feeling informed around the key issues and theories."

Sabina Sattar, Senior Lecturer, University of Central Lancashire, UK "I wish to congratulate Mary Larkin for creating such a useful resource. The structure of this book and the writing style employed makes light work of complex subjects. The overview at the beginning of each chapter is useful to signpost the student to the topics covered. Because the book is well explained throughout it would be a useful core text for level 4 5 & 6 modules in pre-and post registration nursing in the UK. Each chapter of this book directs the students reading and the interactive design fosters independent learning. This is a well written comprehensive text and is a 'must' for students in the pursuit of understanding the social aspects of health." Peggy Murphy, Senior Lecturer (Nursing), Glyndwr University, UK "Mary Larkin's textbook offers the nursing student a lively insight

into many applied aspects of the social aspects of health and illness. It uses a variety of theoretical perspectives, and all concepts are clearly extrapolated. A variety of devices are then utilised to facilitate knowledge and understanding. This is an excellent resource, which I would highly recommend." Siobhan McCullough, School of Nursing and Midwifery, Queen's University Belfast, UK "Mary Larkin has written a comprehensive survey of contemporary health issues well suited to the needs of students of social aspects of health. Written in an accessible and lively style, the book covers an impressive range of theoretical approaches and substantive material, complemented by summaries, discussion questions and learning activities, to prompt students to reflect on their reading and to engage with the text." Hannah Bradby, University of Warwick, UK "I find this to be one of the most intuitive texts I have read to date as a student. Mary Larkin has an obvious passion for and belief in what she has written, making this all the more enjoyable and interesting to read." Roisin Kiernan, Student nurse, Queen's University Belfast, UK "A valuable book owing to its excellent contents, its effective layout and clear method of delivering information.

It is well worth the price." British Journal of Healthcare Assistants, May 2011 "I found this book to be very well thought out and well written... It gave me more insight into the academics of nursing. It's a book that would have been very beneficial to me when I first embarked on my nursing course in understanding key concepts..." Antoinette Honegan, Student Nurse, Kingston University, UK This core textbook is the ideal companion text for students studying the social aspects of health and illness, whether it is as part of a health studies degree, nursing or other professional qualification related to health, social care, youth and community work and social work. Written at an introductory level this book is suitable for students new to this subject and looking for a broad and accessible text for use throughout their studies. The book provides a comprehensive and contemporary exploration of a wide range of topics within the subject area of the social aspects of health, illness and healthcare. In so doing, it explores and explains the different relationships between social categories and health, different experiences of illness and the role of the healthcare provider in society. It includes self-contained

chapters on: Gender Social class Ethnicity Ageing Physical ill health Mental health and illness Disability Death and dying Families, communities and healthcare Healthcare organisations and professions In addition to drawing together many different sources within this subject area, this engaging book is full of case studies, primary sources and activities for study, all of which will help you get to grips with the core concepts and themes in the study of health, illness and healthcare.

Potter & Perry's Fundamentals of Nursing is a widely appreciated textbook on nursing foundations. Its comprehensive coverage provides fundamental nursing concepts, skills, and techniques of nursing practice, with a firm foundation for more advanced areas of study. This South Asian edition of Potter and Perry's Fundamentals of Nursing not only provides the well-established, authentic content of international standards but also caters to the specific curriculum requirements of nursing students of the region. Provides about 50 Nursing Skills including clear step-by-step instructions with close-up photos, illustrations, and rationales. Clinical framework guidelines are presented using the 5-Step Nursing Process. Nursing Care Plans and Concept Maps

helps to connect with patient's medical problem and your plan of care. Local photographs and content added to provide regional look and feel. Historical background and development of nursing, existing nursing education, and nursing cadre in India. Revised and updated details of Indian health care policies and procedures, e.g. Indian National Health Policy 2017, Code of Ethics for Nurses in India, medicolegal issues in health care in India, and biomedical waste management guidelines. Health care delivery system in India and role of nurse in primary health care in the existing content. Nursing procedures and protocols customized to Indian nursing needs and resources. Fully compliant to the new curriculum prescribed by the Indian Nursing Council Comprehensive presentation of historical background of nursing and health care policies in Indian. Primary prevention of communicable diseases like H1N1 and COVID-19 Two new appendixes: A. Diagnostic testing, and B. First Aid and Emergencies New Topics added: Personal Protective Equipment (PPE), Universal Immunization Program, and Biomedical Waste Management regulations in India. AYUSH, and Accreditation agencies like NABH Organ donation, confidentiality of patient

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EBOOK: Primary Care in the Driver's Seat?

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Auditors are trained to investigate beyond appearances to determine the underlying facts—in other words, to look beneath the surface. The recent financial crisis has made this skill even more crucial to the business community. As a result of this recent crisis and of the financial statement accounting scandals that occurred at the turn of the century, understanding the auditor's responsibility related to fraud, maintaining a clear perspective, probing for details, and understanding the big picture are indispensable to effective auditing. The author team of Louwers, Ramsay, Sinason, Strawser, and Thibodeau has dedicated years of experience in the auditing field to this new edition of Auditing

& Assurance Services, supplying the necessary investigative tools for future auditors.

Endorsed by the College of Emergency Nursing Australasia CENA is the peak professional association representing emergency nurses and has endorsed this text in recognition of the relevance it has to emergency nursing across Australasia. Led by an expanded editorial team of internationally recognised clinicians, researchers and leaders in emergency care, the 3rd edition of *Emergency and Trauma Care for Nurses and Paramedics* continues to be the foremost resource for students preparing to enter the emergency environment and for clinicians seeking a greater understanding of multidisciplinary emergency care. The text provides nursing and paramedicine students and clinicians with the opportunity to understand the best available evidence behind the treatment that is provided throughout the emergency care trajectory. This unique approach ultimately seeks to strengthen multidisciplinary care and equip readers with the knowledge and skills to provide safe, quality, emergency care. The 3rd edition builds on the strengths of previous editions and follows a patient journey and body systems approach, spanning the pre-hospital and hospital environments. Additional resources on evolve eBook on VitalSource Instructor resources: PowerPoint slides Test bank Paramedic test bank Case study questions and answers Image collection Additional case studies with answers

and rationales Additional paramedic case studies with answers and rationales Student and Instructor resources: Additional case studies Additional paramedic case studies Videos Expanded editorial team, all internationally recognised researchers and leaders in Emergency Care Chapter 6 Patient safety and quality care in emergency All chapters revised to reflect the most up-to-date evidence-based research and practice Case studies and practice tips highlight cultural considerations and communication issues Aligns to NSQHSS 2e, NMBA and PBA Standards An eBook included in all print purchases

"A valuable resource which will capture the interest of all those involved in planning high quality care." C.Dickie. Lecturer Adult Nursing,University of the West of Scotland. This accessible guide takes the mystery and fear out of care planning and will help you to develop a person centred approach to delivering good quality nursing care in all clinical settings. The book explores each part of the care planning process in detail and provides opportunities for you to reflect upon practice and to develop effective skills through: Interprofessional working Risk management Communication and listening skills Reflection Supervision Practical examples demonstrate how best to complete care planning documents and samples are provided in the appendix for you to practice with. Useful websites and checklists are included to help you become more confident with the care planning process. A Practical Guide to Care Planning in Health and Social

Care is essential reading for all health and social care students involved in planning good quality care. A structured plan is the essential foundation for the delivery of safe and effective care. This publication successfully guides the reader through the stages of care planning using a simple yet systematic approach. Its strength lies in the carefully designed format which gives consideration to the evidence base as well as providing guidance for the practical application of care plans

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How do I find relevant information for my thesis, dissertation or report? How do I evaluate the relevance and quality of the information I find? How do I find the most up to date information in my subject area? Anyone setting out to research a topic, whether at undergraduate or postgraduate level, needs to find information to inform their work and support their arguments. This book enables researchers to become expert in finding, accessing and evaluating information for dissertations, projects or reports. The book works systematically through the information-seeking process, from planning the search to evaluating and managing the end results. It suggests how to do this efficiently and effectively

whilst using a range of sources including online bibliographic databases and the internet. This edition has been thoroughly updated to reflect the use of new technologies in research by offering the most contemporary information on: Online research Critical evaluation of resources Intellectual property rights Research communities The changing landscape of research information Subject-specific resources Written by an academic librarian, this book provides key reading, not only for academic researchers, but for anyone working for commercial, public or government bodies who has to contribute to research projects. Auditing and Assurance Services in Australia 7e, reimagines Gay & Simnett's highly regarded text for a new generation of learners. While continuing to provide students with the theoretical concepts they need to succeed, this edition features more practical examples and real-world applications to allow readers to immediately apply what they have learnt. The seventh edition continues to help students master auditing concepts through its strong visuals and engaging content. Underpinned by a comprehensive update to the content, auditing standards, end-of-chapter exercises and integrated with a wealth of interactive and highly personalized digital learning resources, Auditing and Assurance Services in Australia 7e is the complete learning resource for today's Auditing students.

*The White Book Service 2012, Volume 1 eBook.Sweet & MaxwellAR 635-8 02/10/2014
SEPARATION PROCESSING AND DOCUMENTS , Survival EbooksDelene Kvasnicka
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Travel and Tourism has become an integral part of many countries' economies. As a rapidly

changing, multidisciplinary subject, there are many approaches to teaching it. This book brings together the theory and practice of learning for Travel and Tourism as a vocational pathway offering the educational practitioner a pedagogical framework for the delivery of their subject. Huggett and Pownall outline the vast range of programmes and qualifications you may encounter in your teaching. They also consider the skills, knowledge and understanding learners need to develop, taking into account the life experiences and aspirations of different groups of learners, and consider how these are transferable from one sub-sector to another. The range of job roles within the Travel and Tourism industry is immense and will continue to evolve. As well as private industry, the authors consider the public and voluntary sectors and look at organizations that have been set up to support and benefit tourism, taking into account policies and initiatives that stakeholders introduce. This book supports trainee and experienced teachers in developing exciting and engaging Travel and Tourism programmes for learners 14+ whether in schools, colleges, higher education or in-service training. About the Teaching 14+ series Written to support the unique challenges of teaching vocational subjects, the Teaching 14+ series provides the pedagogical skills required to become a successful teacher. Alongside coverage of issues and debates, the series includes interactive exercises, case studies and activities that can be used to develop a variety of teaching and learning strategies to improve the delivery of these subjects.

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Decentralization has become a popular management strategy in many European health care systems. The term describes a wide variety of power transfer arrangements and accountability systems. The logic of decentralization is grounded in an intrinsically powerful idea; that smaller organizations, properly structured and steered, are inherently more agile and accountable than larger organizations. In a world where large organizations control wide swathes of both public and private sector activity, the possibility of establishing more locally operated, locally responsible institutions holds out great attraction. This text explores the capacity and impact of decentralization within European health care systems. It examines both the theoretical underpinnings as well as recent practical experiences, drawing upon both published literature and evidence collected directly from the field. The book also assesses the appropriateness of

management processes within health systems for implementing a successful decentralization strategy. Decentralization in Health Care will appeal to health policy makers, postgraduates taking courses in health services management, HR, health policy and health economics, and human resource professionals.

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