PROGRAM OBJECTIVES

1. This program is designed to provide opportunities for education and training in ski resort management and operations subjects for students who have ski industry experience and who wish to pursue careers in the Ski Resort Industry.

2. The program provides students with specific ski industry course content not commonly available at post-secondary educational institutions.

3. The program provides students with a knowledge and skill base that will allow them to develop into aware, competent ski industry professionals. Ultimately the program aims to accelerate the students’ movement into supervisory and management level positions.

4. The program provides close contact with ski industry operations throughout western Canada through field activities that introduce students to ski industry supervisory and management employees. This promotes cooperation and exchange of ideas and information among the students and among area operators.

Students in the program are subject to the overall policies affecting all students at Selkirk College with the following additions listed below: College policies may be viewed on-line at the College website (www.selkirk.ca)

PART I: PROGRAM ADMISSIONS POLICIES

A. ADMISSION REQUIREMENTS

1. Academic

   a) Completion of BC grade 12 or equivalent (e.g.: G.E.D., A.B.E. Provincial)

   b) English 12 or equivalent with a grade of “C” (60%) or better. An official secondary school transcript must be submitted.
2. **General**
   a) All applicants are required to complete pre-admission placement tests in reading, writing and math.
   b) **Ski Industry Experience.** Applicants must provide a standard resume. On the resume, part-time or full-time industry experience is to be included. Preference will be given to students with two (2) seasons of part-time or one (1) or more years of full-time ski industry experience. Related tourism industry will be considered in lieu of actual ski industry experience.
   c) **Interview.** A personal interview will be completed with a ski program instructor. Where circumstances make a personal interview impractical, a telephone interview will be conducted. Qualities assessed during the interview include:
      (i) Knowledge of the sport and the ski industry;
      (ii) Commitment to a career in the ski industry and to the program.
      
      Note: Interview results are not used as criteria for admissions.
   d) Application Questionnaire. Applicants must submit a completed application questionnaire.
   e) A completed application form for admission in addition to the other required documents should be submitted on or before May 31, to ensure the best opportunity for entry into the ski program.

3. **Mature Students**
   (i) A "mature student" is at least 19 years of age and has been out of the school system for at least one year on or before the first day of classes of the program.
   
   (ii) A mature student, with reasonable potential for success on the basis of work experience or other criteria may be admitted notwithstanding some deficiency in prior formal education.
   
   (iii) A mature student shall normally meet the specific program or course pre-requisites

B. **SELECTION**

Applicants will be separated into two levels as identified in Selkirk College Policy 8610 (Admissions and Standards), namely "fully-qualified" and "partially qualified".

1. **Fully Qualified**
   The applicant meets all of the requirements stated in Part I.A.1 above.

2. **Partially Qualified**
   The applicant is deficient in meeting some or all of the admission requirements stated in Part I.A.1 above.

3. **Order of Selection**
   Selection and acceptance of program applicants will proceed in the following order:
   
   a) Within the fully-qualified level, preference shall be given to those with earlier-completed applications.
b) Within the partially-qualified level, preference shall be given to those considered best qualified.

C. APPLICATION PROCEDURE

1. Before an applicant’s file is completed, the following must be received: *See Part I.A.2. General

2. Initial applications to Registration/Admissions should be submitted by May 31st. Partially qualified applicants may be offered seats if space is available. Late applicants will be accepted subject to space availability.

D. ADVANCE CREDIT

ADVANCE OR TRANSFER CREDIT

1. Transfer Credit
   a) Course equivalency will be determined by the Registrar in accordance with Selkirk College 8610

2. Advanced Placement
   Procedures for assessing Advanced Placement (Selkirk Policy 8610)
   a) The applicant for advanced placement must be received by the Registrar.
   b) Selkirk College may accept for advanced placement any appropriate course given by a recognized post-secondary institution.
   c) The Registrar will seek the approval of the appropriate School Chair if advanced placement has not been previously articulated.
   d) Where the appropriate school does not establish equivalence the application for advanced placement will be denied.
   e) The student and School Chair will be advised by the Registrar that the application has been approved or denied.
   f) Advanced placement will be entered on the student's record when and if it has been approved.

3. Prior Learning Assessment (See Selkirk Policy 3002.3)
   a) Not more than 75% of credits required in a program will be awarded through PLA.
   b) The college PLA policy (B3002.3) will be followed.

E. RE-ENTRY

1. Students in good standing who must interrupt their program may apply to re-enter within one year of departure.

2. Students who fail to complete a semester successfully may apply to re-enter within one year of departure.

3. Priority for re-entry will be given as follows:
   a) Students who interrupted their program for illness or compassionate reasons.
b) Students who failed to meet program requirements for promotion.

4. If a student should qualify for re-entry, that student should apply immediately. If he/she is unable to gain re-admission due to limited space, the time limit specified above will not apply.

PART II: PROMOTION POLICIES

A. EVALUATION

1. Grading
   a) Grading will be based on the categories defined in Selkirk College Policy 8610.
   b) Grading Guide

The following letter grades are given with numerical and grade point equivalents. These equivalents apply to all Selkirk College HOSPITALITY and TOURISM courses:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Numerical Equivalent</th>
<th>Grade Point Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>95 - 100</td>
<td>4.00</td>
</tr>
<tr>
<td>A</td>
<td>90 - 94</td>
<td>4.00</td>
</tr>
<tr>
<td>A-</td>
<td>88 - 89</td>
<td>3.67</td>
</tr>
<tr>
<td>B+</td>
<td>85 - 87</td>
<td>3.33</td>
</tr>
<tr>
<td>B</td>
<td>80 - 84</td>
<td>3.00</td>
</tr>
<tr>
<td>B-</td>
<td>78 - 79</td>
<td>2.67</td>
</tr>
<tr>
<td>C+</td>
<td>75 - 77</td>
<td>2.33</td>
</tr>
<tr>
<td>C</td>
<td>70 - 74</td>
<td>2.00</td>
</tr>
<tr>
<td>C-</td>
<td>68 - 69</td>
<td>1.67</td>
</tr>
<tr>
<td>P(Pass)</td>
<td>65 - 67</td>
<td>1.00</td>
</tr>
<tr>
<td>F</td>
<td>64 and below</td>
<td>0</td>
</tr>
</tbody>
</table>

c) DNW = Did not officially withdraw from the course. Students who did not complete a course and who, at the time he/she ceased to participate, had not accumulated sufficient marks to achieve any of the above grades. In addition:

   (i) DNW may be assigned by an instructor or the Registrar.

   (ii) Students with two (2) or more DNW's in a given term must receive the School Chair's permission to continue in the program or enrol in any other program.

   (iii) DNW will be assigned a grade point value of 0.0 and will be used in the calculation of a student's grade point average.

d) A minimum grade of "P" will be required for satisfactory completion of each course; however, a 2.0 cumulative GPA is necessary to graduate from the program.

e) Work Term Grade:
(i) 50% of final grade will be determined by employer evaluation combined with an on-site evaluation by the program instructor.

(ii) 50% of final grade will be determined by work term assignments.

2. Frequency of Evaluations
   a) Students will complete a combination of written assignments, tests and exams for each course in the program. An outline of evaluative events will be provided in each course outline.

b) All students will be informed of their overall standing in relation to successfully completing any given semester at the mid-point of that semester.

3. Types of Evaluations
   a) Students are evaluated and graded in each subject or course topic as indicated in the respective course outline.

b) Exams, labs, projects, assignments and other evaluative activities are weighted and averaged as indicated in the respective course outline.

c) In addition to normal evaluation for competence in subject matter, students will be continuously evaluated on their professional conduct in classroom and field situations. A professionalism/participation evaluation may make up to 20% of the final grade for each course in this program as specified in each course outline. The professionalism/participation grade will be based on the following:

4. Professionalism
   a) Professional Conduct: In both classroom and field situations the student shows: attentiveness; participation in discussion and question and answer situations; co-operative interaction with fellow students, instructors, guest speakers; consistent efforts to learn and to make the most of learning opportunities; behaviour appropriate to all situations; good common sense and judgement.

b) Professional Appearance: The student strives to make a positive impression through basic grooming, neatness, and appropriateness of dress. Students should seek to meet industry standards for supervisory and management level personnel. Students are expected to exercise good judgement in this area especially when meeting industry personnel as guest speakers in class or on field trips.

5. Participation
   a) Attendance and Punctuality. Students are expected to demonstrate in class and field situations that they can budget their time effectively and consistently meet classroom and field session schedules including starting times and break times. In addition to affecting the professionalism/participation grade, poor performance in this area may cause the student to be placed on probation. (See Part II, F. Attendance).

NOTE: Professionalism/participation is important for several reasons. Students are assumed to be sincere in their attempts to make a transition from a line employee level to a supervisory/management level. Professionalism is recognized by management and is often a key factor in advancement.

In addition, the program is closely allied with the ski industry in western Canada. Students in the program have a high profile in the industry through field-work activities. As representatives of the ski
industry at the college and in the community, students carry a responsibility to conduct themselves in a professional, mature, and responsible way.

6. **Examination Policy**

   a) In each semester the student MUST obtain an overall cumulative GPA of 2.0.

   b) If the student does not meet the required GPA or has outstanding "I" grades, the student will have 30 working days in which to complete rewrites and to convert outstanding "I" grades. (Selkirk Policy 8610)

   c) Each course may provide ONE rewrite, if justified. The student will only be awarded a maximum grade of C (GPA = 2.0) on rewrites.

   d) The student will be notified in writing by the instructor of the 30 working day conditional period and the ONUS will be on the student to make arrangements with the instructor to complete submissions and rewrites to convert the "I" grade.

7. **Plagiarism and Cheating: Definitions**

   *Taken from Selkirk College Admissions and Standards Policy 8610

   15.1 Honesty is expected and required of all students. The purpose of this section of the policy is to deal with honesty in the conduct of all examinations, essays, reports, and other assignments prepared or completed by students pursuant to the requirements of a Selkirk College program or course.

   15.2 Cheating **is defined as** dishonest or deceptive conduct or attempted conduct by which individuals or groups of individuals use or attempt to use unauthorized aids, assistance, materials and methods to represent academic work, training and standards as their own.

   15.3 Plagiarism **is defined as** the presentation or submission of work or data (published or unpublished in any form), done in whole or in part by other persons, without citation or credit, as the student’s own work i.e., a group project, book, journal, electronic media, etc.

   15.4 The submission of one’s own work for credit in more than one course without the express knowledge of the instructors involved is forbidden.

   15.5 Selkirk College will not condone nor will it accept work submitted to obtain credit which was produced through cheating or plagiarism.

   a) For a first offence the assignment, test, exam, paper, project or other work involved will be awarded a grade of zero to be incorporated into the calculation of the final grade.

   b) For a second offence, the student will be required to withdraw from the course.

   c) For any further offence, the student will be required to withdraw from the college.

   d) A record of the foregoing will be kept in the student’s official record.

   e) Depending on the nature of the offence, steps a) and/or b) above may be bypassed, following consultation of instructor, School Chair, and/or Registrar.
B. PROMOTION

1. Admission to a given semester requires completion of all required courses with a minimum cumulative G.P.A. of 2.0 and no more than one (1) failure grade in the previous semester courses. Promotion from the first year to the second year also requires a minimum G.P.A. of 2.0 and no more than one failing grade in first year courses. Any student with more than one (1) failure must have the School Chair’s approval to progress to the next semester. Students receiving a final grade of “F” in a prerequisite course will not be allowed to register in a subsequent course requiring that prerequisite.

2. Satisfactory completion of the work term requires both a 2.0 G.P.A. for assignments and a satisfactory evaluation from the work term employer.

3. A student who has not achieved a GPA of 2.0 must obtain it under the terms outlined in Examination Policy.

4. To graduate, the student must achieve a cumulative GPA of 2.0 with a minimum grade of "P" in all courses.

C. PROBATION

1. Purpose

The purpose of probation is to communicate to the student that his/her performance is deficient and that it may jeopardize his/her status in the program.

2. Criteria for placement on academic probation:

a) A student may be placed on academic probation only during the first two-thirds of a program term or semester, under the following circumstances:

   (i) Failure to meet course requirements at a satisfactory level.

   (ii) Failure of any evaluative event.

b) The probationary policy and procedures will follow Selkirk College policy 8610

3. Criteria for placement on Behavioural Probation

a) A student may be placed on Behavioural Probation at any time during a term or semester, as referred to in the Student Code of Conduct Policy 3400.

4. Criteria for removal

a) Conditions for removal from probation will be specified in the official notification of probation.

b) Students will be limited to one probationary period per semester while enrolled in the program.

c) Exceptional circumstances may be considered on an individual basis.
D. EXCLUSION OR DISMISSAL

1. See Selkirk College Policy 8610

2. An instructor may exclude a student from participating in a class, lab, field trip, etc., if the student would not receive sufficient educational benefit from the experience due to lateness, prior absence, inadequate preparation, failure to complete prerequisite assignments, or lack of participation in corequisite courses, or if he/she disrupts the learning opportunities of others.

3. An instructor may recommend to his/her School Chair that a student be completely excluded from a course if that student has missed instructional times, or failed to complete assigned work to such a degree that he/she could not compensate sufficiently to pass the course in the time available, or if the student has compromised the safety of others, has been destructive to property, or has disrupted the learning opportunities of others.

4. Exceptional circumstances may be considered on an individual basis

E. APPEAL

1. Appeal Process

A student dissatisfied with a final grade or program decision (e.g., probation, exclusion or dismissal) may appeal the College’s action by following this sequence:

   a) Contact the course Instructor in writing.

   b) Contact the School Chair in writing.

   c) Contact the appropriate Dean in writing.

NOTE: A student ombudsman may be available to assist the student in this process.

If the student has not resolved the issue after following the above three steps, the student may then choose to:

   d) Appeal to the Student Appeals Committee by contacting the College Registrar (College Policy B3007).

   e) Students have five (5) working days from the time they are notified of their final grades to appeal a grade.

   f) From the time of official notification students have five (5) working days to appeal probationary status, exclusion, or dismissal.

F. ATTENDANCE

1. Students absent from any course are responsible for the work they have missed. They must make up assignments as required. It is the student’s responsibility to contact the instructor about missed assignments.

2. A student who must be absent from a classroom or field learning experience is responsible for notifying the instructor at least one hour prior to the scheduled time for the session to begin.

3. The instructor will not normally provide substitute learning experiences in field situations when students have been absent.
4. All classes and field sessions are to be attended on time. Failure to attend on time will be recorded as late and may be dealt with following the probationary process.

G. STUDENT CODE OF CONDUCT (See Policy 3400, distributed with program content guide)

H. ASSIGNMENTS AND EXAMINATIONS

1. Term essays and assignments may be refused a passing mark if they are deficient in English or if they do not comply with assignment guidelines.

2. If an assignment is not submitted by the date on which it is due, the mark for the assignment could be penalized to a maximum of one hundred percent at the discretion of the individual instructor.

3. If for some reason it is impossible to hand in the assignment, the matter must normally be discussed with the instructor involved before the assignment is due.

4. Students who must be absent from an examination due to special circumstances such as illness, accident or family affliction may apply for permission to write a deferred examination. Failure to do so may result in a grade of zero on the examination in question.

5. Plagiarism on any assignment will result in disciplinary action. Refer to Part II, A, 5.

6. Students are expected to check assignment and examination papers carefully and to report any missing pages or other discrepancies to the instructor immediately.

7. Students should read carefully and follow all written instructions on the examination paper or answer booklet. Questions should be directed immediately to the instructor.

I. CLASSROOM ENVIRONMENT

The classroom is a learning environment. It should be comfortable and safe. Teachers and students together should seek to create an atmosphere that stimulates and promotes learning. To this end the following policies apply:

1. Smoking is not permitted within college buildings.

2. No food consumption is allowed during classroom sessions. Students will clear snacks and food items from tables prior to the start or resumption of classroom sessions.

3. All classrooms are to be kept in a condition comparable to administrative offices by maintaining the rooms in a clean, well ordered state.

4. Students are expected to be prepared and present in the classroom at the beginning of all classroom sessions. Students are expected to remain in class until break time or the end of a class session.
J. GRADUATION

1. The requirements for graduation for the Ski Resort Operations and Management Diploma Program includes the successful completion of the following courses with a cumulative GPA of 2.0 and a minimum grade of "P" in all courses.

<table>
<thead>
<tr>
<th>YEAR ONE</th>
<th>CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>COURSE#</td>
<td>COURSE TITLE</td>
</tr>
<tr>
<td>SROM 150</td>
<td>Tourism: An Industry Perspective</td>
</tr>
<tr>
<td>SROM 151</td>
<td>Tourism Marketing &amp; Customer Service</td>
</tr>
<tr>
<td>SROM 155</td>
<td>Computer Applications</td>
</tr>
<tr>
<td>SROM 159</td>
<td>Business Communications I</td>
</tr>
<tr>
<td>SROM 166</td>
<td>Ski Resort Facilities Maintenance</td>
</tr>
<tr>
<td>SROM 171</td>
<td>Ski Area Planning</td>
</tr>
<tr>
<td>SROM 172</td>
<td>Lift Functions, Maintenance and Regulations</td>
</tr>
<tr>
<td>SROM 180</td>
<td>Ski Areas Field Studies</td>
</tr>
<tr>
<td>SROM 153</td>
<td>Organizational Leadership</td>
</tr>
<tr>
<td>SROM 156</td>
<td>Data Base Management</td>
</tr>
<tr>
<td>SROM 157</td>
<td>Ski rental/Retail Shop Management</td>
</tr>
<tr>
<td>SROM 158</td>
<td>Ski Area Risk Prevention and Management</td>
</tr>
<tr>
<td>SROM 160</td>
<td>Guest Services and Snow School Operations</td>
</tr>
<tr>
<td>SROM 169</td>
<td>Financial Accounting</td>
</tr>
<tr>
<td>SROM 173</td>
<td>Slope Grooming Operations</td>
</tr>
<tr>
<td>SROM 184</td>
<td>Snow Safety/Ski Patrol Operations</td>
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<tr>
<td>SROM 190</td>
<td>Ski Areas Field Study</td>
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<table>
<thead>
<tr>
<th>YEAR TWO</th>
<th>CREDITS</th>
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<tbody>
<tr>
<td>COURSE#</td>
<td>COURSE TITLE</td>
</tr>
<tr>
<td>SROM 251</td>
<td>Ski Area Marketing and Special Events</td>
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<td>SROM 254</td>
<td>Ski Area Cafeteria Operations</td>
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<tr>
<td>SROM 256</td>
<td>Ski Area Budgeting &amp; Business Management</td>
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<tr>
<td>SROM 258</td>
<td>Human Resource Management</td>
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<tr>
<td>SROM 272</td>
<td>Supervisory Lift Operations</td>
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<tr>
<td>SROM 275</td>
<td>Snowmaking Operations</td>
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<tr>
<td>SROM 280</td>
<td>Ski Area Construction and Project Management</td>
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<tr>
<td>SROM 290</td>
<td>Ski Area Field Studies</td>
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<table>
<thead>
<tr>
<th>YEAR TWO WORK TERM</th>
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</thead>
<tbody>
<tr>
<td>SROM 288</td>
</tr>
<tr>
<td>500 hours over 20 weeks</td>
</tr>
</tbody>
</table>
PART III: FIELD TRIP POLICIES

Students are subject to Selkirk College policy 8350 (Educational Field Trips). In addition the following policies apply:

1. Students on any field trip are visible representatives of Selkirk College and their respective program. Students are expected to conduct themselves as professionals and exercise common sense, responsibility and maturity in all field trip situations. They are expected to leave a positive impression in the minds of communities and facilities with which they come in contact. Drunkenness, inappropriate behaviour, disorderly conduct, or unprofessional attitudes of any kind on a field trip will be taken seriously and may result in dismissal from the trip, the course or the program.

2. During any field trip involving skiing, all students are required to observe the Alpine Responsibility Code recognized by the industry. In addition, students must follow instructions and cautions outlined by their instructor and by any individual who acts as a guide or tour leader. Skiing or snowboarding “out-of-bounds” is not permitted during field trips.

3. In any situation involving machinery, grooming vehicles, maintenance shops or engine rooms, students must abide by caution signage, instructor and tour guide instructions, and use common sense.

PART IV: WORK TERM POLICIES

1. During the work term, students are subject to the Selkirk College Program Policies as well as the policies of the employer.

2. During the work term, students are expected to meet or exceed management requirements for job performance. Students are expected to maintain good working relationships with their co-workers and supervisors.

3. To avoid late penalties students must notify the instructor one week in advance if work term assignments cannot be handed in on time.

4. In order to achieve maximum benefit from the work term, students are expected to become involved in several different departments as much as possible.

5. Termination from a work term place of employment is grounds for withdrawal from the program. Students must notify the instructor within 48 hours of any termination, temporary suspension or disciplinary action. Students must also notify the instructor within 48 hours of any unannounced lay off or work term cancellation. Failure to do so will aggravate an already serious situation and further jeopardize the student's status in the program.