

**School of Hospitality and Tourism**

**Post Graduate Diploma in Hospitality Management  
Program Policies**

<b>DATE(S):</b>		
1.	Next Policy Review:	<i>2021-05-01</i>
2.	Admissions & Standards Committee Approval:	<i>2016-05-26</i>
3.	Education Council Approval:	<i>2016-06-16</i>
4.	Effective:	<i>2018-08-01</i>
5.	Previous Revision(s):	
<b>CREDENTIAL(S):</b>		<b>Post Graduate Diploma in Hospitality Management</b>

**PROGRAM OUTCOMES**

- Illustrate knowledge of sectors within the tourism/hospitality industry and their value to the economy.
- Describe basic fundamentals of hospitality accounting practices and combine data from various departments in order to identify the daily financial position of the property/hotel
- Demonstrate knowledge of employment standards and apply current Human Resources practices and theory to optimize staff performance and minimize turnover in the hospitality and tourism industry
- Demonstrate and apply principles of leadership and management to inspire staff in the Hospitality and Tourism industries.
- Demonstrate understanding of corporate policy, procedures, values, vision and mission including tolerance and diversity
- Create a hospitality sales and marketing plan and apply strategies in order to interpret tourism markets to strategically target customers
- Maximize guest experience through use of interpersonal skills in order to communicate appropriately with clients, coworkers and the public using verbal, non-verbal and written skills
- Apply industry specific government health, safety and environmental standards and regulations
- Facilitate the processes involved in front office operations and service
- Construct quality innovative food and beverage experiences in a free-standing restaurant or hotel environment.
- Participate in menu development focusing on new idea generation utilizing local fresh ingredients.
- Incorporate all fundamental culinary functions in the daily operation of the kitchen.

Students in this Post-Graduate Diploma Program are subject to the overall policies affecting all students at Selkirk College, with the following additions. College policies may be viewed on-line at the College website ([policies.selkirk.ca](http://policies.selkirk.ca)).

## **PART I: ADMISSIONS**

### **A. ADMISSION REQUIREMENTS**

#### **1. Academic**

- a) Completion of a two-year diploma or Bachelor's degree from a recognized post-secondary institution in Canada or English speaking institution from another country, or equivalent training and experience.
- b) English 12 with "C+" or higher, IELTS 6.5 overall band score for international applicants, or equivalent on other internationally recognized English Language Proficiency Tests.
- c) If a student applies with an IELTS 6.0+ overall score (with no band less than 5.5) then he/she will be required to enroll in EASL 066 - College Preparation - Research Writing and must obtain a passing grade of 65% before enrolling in PGHM 259 Management Communications

#### **2. General**

- a) Entry to the program may be made at the commencement of the Fall, Winter or Spring semester. However, recommended entry is at the beginning of the fall semester. Entry may be limited by prerequisites, space limitations, and/or completion of preadmission assessment. International entry may be limited where international student enrolment targets or limits have been met.
- b) Accepted applicants will be placed in particular classes and/or sections by the School Chair or designate.
- c) No class or section switches will be permitted without the express approval of the School Chair or designate and the instructor.
- d) A student admitted to this program will be given preferred access to its courses.
- e) A student who has completed the Selkirk College Resort and Hotel Management Diploma Program will not be admitted, as this is a duplication of coursework.

#### **3. Part-time Study**

- a) Part-time students may be admitted to classes where space permits.
- b) Subject to space limitations and prerequisite requirements, a student who wishes to take fewer than the maximum number of courses in any semester may do so. International students are responsible to determine whether part-time studies will affect their study visa.

#### **4. Work Term**

- a) Participation in the paid work term is mandatory for graduation from the program. See Part III "Work Term Policy" for more details.

B. APPLICATION PROCEDURE

1. Before an applicant's file is considered to be complete, the following must have been received by the Admissions Department:
  - a) Completed application form;
  - b) The appropriate official transcripts and proof of English proficiency for international applicants; and
2. The deadline for application and receipt of required documentation for Fall intake is June 30 and October 30 for Winter intake. Late applications will be admitted where space permits and on the discretion of the School Chair/School Dean.
3. Before starting classes, or during the first week of classes, all students must take a Computer Readiness Tool (CRT), which is a skills assessment tool. While this CRT is not a criterion for admission, it is a requirement for all students. If a student does not meet the minimum expectations of the CRT, then the student will be asked to sign an acknowledgement that s/he is aware of the associated risks and available student support services that are available to assist the student.

C. ADVANCE OR TRANSFER CREDIT AND PRIOR LEARNING ASSESSMENT

1. A student may earn transfer credit by completing course credits at another English speaking post-secondary institution in Canada up to a maximum of 75% of diploma requirements.
  - a) Course equivalency will be determined in accordance with Selkirk College Policy 8614: *Advanced Standing*.
2. Transfer credit will not be granted for courses completed outside of Canada.
3. Prior Learning Assessment (PLA) (see Selkirk College Policy 8614: *Advanced Standing*)
  - a) Only domestic experiences will be considered for PLA for this program.
  - b) Not more than 75% of credits required in a program will be awarded through PLA.
  - c) Otherwise, College policy 8614: *Advanced Standing* will be followed.

D. RE-ENTRY INSTRUCTION:

1. Program Re-entry
  - a) Students who fail to successfully complete their program may re-enter the program or parts of the program to complete outstanding requirements.
  - b) Ideally, applications for re-entry should be made within one year of departure.
  - c) Re-entry must commence within 3 years of departure.
  - d) Student re-entry is dependent upon sufficient places available. Priority for re-entry will be given as follows:
    - (i) Students who interrupted their program for illness or compassionate reasons.
    - (ii) Students who failed to meet program requirements for promotion.

## **PART II: ASSESSMENT, PROMOTION AND GRADUATION**

### **A. ASSESSMENT**

#### **1. Grading**

Grading Table 3. To view the grading tables see *Policy 8612: Grading*.

#### **2. Types of Assessments**

- a) Students are evaluated and graded in each subject or course topic as indicated in the respective course outline.
- b) Exams, labs, group or individual projects, assignments, presentations, class participation and other evaluative
- 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.

#### **3. Assignments**

- a) Students will normally receive notice of dates and times when assignments and/or tests are to be submitted and/or written at the beginning of the semester
- b) b) If accepted, late assignments may will be subject to penalty Assignments are due prior to 8:30 am on the due date. Late assignments will have 10% per day deducted for each calendar day they are late. Assignments will not be accepted more than five days after the due date.
- c) Course challenge is not available for students whom do not successfully complete a course. In such a situation the student would be required to retake the course and complete all required course work.
- d) A student who does not submit assignments or write scheduled tests will receive a zero mark. However, in some courses it may be mandatory to submit all assignments to an acceptable level and/or to write all exams in order to receive credit for the course.
- e) In order to write the final exam the student must complete:
  - (i) all term tests, and
  - (ii) at least 50% of assignment marks.

Ineligibility to write the final exam will result in a grade of DNW.

#### **4. Examinations**

- a) A student may be allowed to make alternative exam arrangements, with the appropriate instructor, for valid and verifiable reasons such as medical emergency, family bereavement, or jury duty.
- b) Any alternate arrangements for final examinations must be approved by the School Chair or designate.
- c) Supplemental examinations will only be given for exceptional reasons.
- d) Tests and exams will ordinarily be retained by the instructor.

E. PROMOTION

1. A student must achieve a minimum GPA of 2.00 and can carry no more than one (1) failure grade in the previous semester courses to be promoted to subsequent semesters. 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 during the first year of the program must have the School Chair's approval to progress to the next semester and may be required to withdraw
2. A student will not be permitted to exceed a full semester course load except with the permission of the School Chair or designate.
3. Two (2) failures in a course are normally cause for withdrawal from the program. A third attempt at a course may be made at the discretion of the School Chair or designate.
4. Any student who has left the program because of unsatisfactory performance may be readmitted with the approval of the School Chair or designate after consultation with Faculty members and if there is space within the program.

F. GRADUATION

1. Credentials: Post Graduate Diploma in Hospitality Management

Requirements: (see *Policy 8617: Graduation*) The requirements for graduation for the Post Graduate Diploma in Hospitality Management include the successful completion of the following courses with a cumulative GPA of 2.0 and a minimum passing grade of 65% in all courses:

Year 1	NAME	CR	Year 2	NAME	CR
PGHM 150	Tourism: An Industry Perspective	3	PGHM 254	Hospitality Human Resources Management	3
PGHM 151	Hospitality Marketing	3	PGHM 265 or PGHM 282	Food Service Management Dining Room and Event Management	3
PGHM 153	Organizational Leadership for the Resort Industry	3	PGHM 268	Budgeting & Entrepreneurial Training	3
PGHM 155	Computer Applications	3	PGHM 270	Convention, Sales and Catering Services	3
PGHM 159/or TWC 164	Business Communications Intro to Report & Letter Writing	3	PGHM 259 OR TWC 165	Management Communications Oral Presentations & Skills Training	3
PGHM 161	Accommodation Management	3	PGHM 272	Hospitality Law	3
PGHM 162	Supervisory Food and Beverage Service	3	PGHM 273 or ECON 107	Tourism & the Canadian Economy Principles of Economics	3
PGHM 164	Food and Beverage Cost Controls	3	PGHM 263	Mixology and Oneology	3
PGHM 169	Accounting	3	PGHM 315 or ADMN 315	Leadership Leadership	3
PGHM 171	Work Term	(500 hours minimum)	PGHM 275	Hospitality Computer Applications	3
PGHM 172	Kitchen Management/Food Preparation	3			
PGHM 180	Field Trip	1			
PGHM 099	College Orientation	1			
Semester Credits		32	Semester Credits		30

### **PART III STUDENT CONDUCT** (See also College Policy 3400: Student Code of Conduct)

#### A. ATTENDANCE

1. Punctual and regular attendance for scheduled classes, laboratory sessions and all of the scheduled learning activities is expected of all students.
2. Where absenteeism adversely affects a student's progress and performance, probation and/or withdrawal from the program may result.

B. See individual course outlines for any additional attendance and /or professional conduct requirements.

#### C. PROBATION

Refer to Selkirk College Policy 8619: *Probation* for further information.

### **PART IV: WORK TERM POLICY**

1. In order to participate in the summer work internship, the student must have completed all required courses with a minimum cumulative GPA of 2.0, completion of all courses with no more than one (1) failing grade. Any student with more than one (1) failing grade must have Department Head approval to go on their work internship.
2. During the work term, students are subject to the Selkirk College Program Policies as well as the policies of the employer.
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. 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.
  - a. In order to achieve maximum benefit from the work term, students are expected to become involved in several different departments if possible.

Work terms are graded on a "Pass or Fail" basis and are not considered when calculating a student's grade point average. The student will be given a "credit granted" or "no credit granted" for their work term.

2. Due to the limited number of local placement possibilities, students may be required to consider placements away from the local environment.

### **PART V: FIELD TRIP POLICY**

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

## **Part IV COLLEGE POLICIES RELEVANT TO ACADEMIC AND STUDENT AFFAIRS:**

Policy 3400: Student Code of Conduct

Policy 6550: Protection of Privacy

Policy 8350: Educational Field Trips

Policy 8400: Student Appeals

Policy 8600: Pre-Admissions Basic Skills Assessment

Policy 8611: Admission

Policy 8612: Grading

Policy 8613: Evaluation of Student Learning

Policy 8614: Advanced Standing – Course Challenge, PLA, Transfer Credit

Policy 8615: Standards of Academic Progress

Policy 8616: Student Withdrawals and Refunds

Policy 8617: Credentials and Graduation

Policy 8618: Cheating and Plagiarism

Policy 8619: Student Probation

Policy 8620: Interdisciplinary Studies