



School of Hospitality and Tourism

Resort and Hotel Management Program Policies

DATE(S):		
1.	Next Policy Review:	2023/05/01
2.	Admissions & Standards Committee Approval:	2018/06/12
3.	Education Council Approval:	2018/06/12
4.	Effective:	2018/08/01
5.	Previous Revision(s):	

CREDENTIAL(S):	Diploma
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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. Note:

Final validation of program outcomes pending Advisory Committee approval fall 2018.

Students in the Resort and Hotel Management 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 (<http://selkirk.ca/about/governance/policies/>)

PART I: ADMISSIONS POLICIES

A. ADMISSION REQUIREMENTS

1. Academic

- a) English 12 or equivalent with a grade of "C" (60%) or better. An official secondary school transcript must be submitted.
- b) International students with an IELTS score of 6.0 or better or a TOEFL score of 79-80 internet based or 213 computer based or better, are eligible to enroll in the Resort and Hotel Management Program.
- c) All applicants are required to complete pre-admission placement test (CRT) prior to commencing the program.

2. General

- a) 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 this program.

B. APPLICATION PROCEDURE

- a) Before an applicant's file is completed, the following must be received:

*See Part I, A. 1

C. ADVANCE CREDIT (see *Policy 8614: Advanced Standing*)

D. RE-ENTRY INSTRUCTION:

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. Students must follow the Student Appeals Policy requirements in order to gain permission from the School Chair to re-enter the program.
4. 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.
 - c) 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 Standard Grading Table for the School of Hospitality and Tourism Grading. See *Policy 8612: Grading*.
- b) 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 enroll 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.
- c) 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.

2. Frequency of Evaluation

- 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.

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:
 - (i) Professionalism
 - (a) Professional Conduct: In both classroom and field situations the student shows: attentiveness; participation in discussion and question and answer situations; cooperative 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.

(ii) 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).

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.

C. PROBATION (see *Policy 8619: Student Probation*)

D. REQUIRED EXCLUSION/DISMISSAL (See *Selkirk College Policy 8610, Part II, Section 16.0*)

1. 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 requisite courses, or if he/she disrupts the learning opportunities of others.
2. 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.

E. APPEAL (see *Selkirk College Policy 8400: Student Appeals*)

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. The instructor will not normally undertake to provide substitute learning experiences in field situations when students have been absent.
3. 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 CONDUCT (See *Policy 3400*, portions of policy distributed with program content guide, see website www.selkirk.ca for complete policy).

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.

Resort and Hotel Management (RHOT) Program Policies

2. If an assignment is not submitted by the date on which it is due, the mark for the assignment will be penalized to a maximum ten percent per calendar day to a maximum of five calendar days after which the assignment will not be accepted.
3. Students who must be absent from an assessment due to special circumstances such as illness, accident or family affliction may apply for permission to write a deferred assessment. Failure to do so may result in a grade of zero on the assessment in question.
4. Plagiarism on any assignment will result in disciplinary action. Refer to *Policy 8618 Cheating and Plagiarism*.

I. GRADUATION

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

Resort and Hotel Management – Year 1 - Diploma								
Semester 1			Semester 2			Semester 3		
Code	Name	Credits	Code	Name	Credit	Code	Name	Credits
RHOT 150	Introduction to Tourism	3	RHOT 153	Organizational Leadership	3	RHOT 171	Work Term	(500 hours minimum)
RHOT 152	Supervisory Housekeeping and Maintenance	3	RHOT 161	Accommodation Management	3			
RHOT 155	Computer Applications	3	RHOT 164	Food and Beverage Cost Controls	3			
RHOT 159	Business Communications	3	RHOT 172	Kitchen Management/ Food Preparation	3			
RHOT 162	Supervisory Food and Beverage Service	3	RHOT 175	Hospitality Computer Applications	3			
RHOT 163	Mixology and Oenology	3	RHOT 180	Field Trip	1			
Semester Credits		18	Semester Credits		16	Semester		NA
						Total Year		34
						Total Program Credits		

Resort and Hotel Management – Year 2 - Diploma					
Semester 4			Semester 5		
Code	Name	Credits	Code	Name	Credits
RHOT 250	Marketing	3	RHOT 254	Human Resource Management	3
			RHOT 265	Food Service Management	3
RHOT 269	Accounting	3	RHOT 268	Budgeting & Entrepreneurial Training	3
RHOT 270	Convention, Sales and Catering Services	3	RHOT 272	Hospitality Law	3
RHOT 282	Dining Room and Event Management	3			
RHOT 273	The Canadian Economy	3	RHOT 259	Management Communications	3
Semester Credits		15	Semester Credits		15
			Total Year Credits		30
			Total Program Credits		64

PART III: 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: WORK TERM POLICY

1. In order to participate in the summer work internship, the student must have completed all courses of the first two semesters in the program 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. 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.
4. Due to the limited number of local placement possibilities, students may be required to consider placements away from the local environment.
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. Students must follow the Appeals Process in order to request reentry or continuation in the work term.

PART V: COLLEGE POLICIES RELEVANT TO ACADEMIC AND STUDENT AFFAIRS

Policy 3400: Student Code of Conduct

Policy 6550: Protection of Privacy

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