

School of Hospitality and Tourism

**Resort and Hotel Management Program Policies
Program Policies**

APPROVAL:

1. Next Policy Review:	2024-01-01
2. Admissions & Standards Committee:	2021-11-09
3. Education Council Committee:	2022-02-08
4. Effective:	2022-08-01
5. Minor Revisions:	
6. Credential	<i>Diploma</i>

PROGRAM OUTCOMES

Upon successful completion of this program, students will be able to:

- explain terms, concepts, and theories relevant to the Canadian ski industry.
- demonstrate developing critical and creative thinking skills.
- apply emerging problem-solving skills.
- communicate effectively and efficiently in various formats to a variety of stakeholders, consistent with industry expectations.
- outline professional and ethical standards within their field.
- conduct themselves in a professional and ethical manner in academic and work-related environments.
- apply basic accounting principles as required.
- apply the basic principles of organizational behaviour, management theories, and human resource management.
- competently use standard industry technology in operations, communication, and record keeping/data collection.
- demonstrate a working knowledge of ski industry operations and their value to the economy.
- apply industry specific government health, safety, and environmental standards and regulations.

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 (policies.selkirk.ca).

PART I: ADMISSIONS

A. ADMISSION REQUIREMENTS

In addition to meeting the general admission requirements to Selkirk College as outlined in *College Policy 8611: Admissions*, applicants must meet the following Resort and Hotel Management Program requirements to be considered fully qualified:

1. Academic

- a) Any English course at the grade 12 level with a minimum grade of "C+." For international applicants, IELTS 6.5 overall band score (with no band less than 6.0), or equivalent on other internationally recognized English Language Proficiency Tests. If an international student applies with an IELTS of 6.0 overall score (with no band less than 5.5), then they would need to meet the requirements of (b).
- b) Applicants who lack the specific English admission requirements may still gain admission to the program with the understanding that they will complete ENGL 66 Essential English with a minimum grade of C+ in the first year of their program. This course must be completed to be able to advance beyond 30 program credits.

2. General

- a) Students must acknowledge that they are in good health, able to stand for long periods of time and able to lift up to 25 kg.
- b) Entry to the program will be at the commencement 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.
- c) Accepted applicants will be placed in particular classes and/or sections by the School Chair or designate.
- d) No class or section switches will be permitted without the express approval of the School Chair or designate and the instructor.
- e) A student admitted to this program will be given preferred access to its courses.

3. Part-time Study

- a) 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 with approval from the School Chair.

4. Work Term

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

B. APPLICATION PROCESS

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

*See Part I, A. 1 and I, A. 2

C. ADVANCE OR TRANSFER CREDIT AND PRIOR LEARNING ASSESSMENT

1. A student may obtain credit for a maximum of 75% of program requirements by Transfer Credit, Advanced Placement, Prior Learning Assessment or combination thereof.
 - 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: (see *Policy 8615*)

1. Re-admission to the program is only permitted when space is available.
2. Students who must interrupt their program may apply for re-admission within one year of departure or with the permission of the School Chair.

PART II: ASSESSMENT, PROMOTION, AND GRADUATION

A. ASSESSMENT

1. Grading
 - a) Grading will be based on the categories defined in Standard Grading Table for the School of Hospitality and Tourism. (See *Policy 8612: Grading*).
2. Supplemental Assessment(s)
 - 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 events.
 - 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. Standards for the professionalism/participation evaluation will be communicated to all students.
3. Assignments
 - a) Students will normally receive notice of dates and times when assignments and/or tests are to be submitted and/or written.
 - b) If accepted, late assignments may 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 challenges are not available for students who 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 an assignment or write a scheduled test 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.

4. Exams

- 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.

B. PROMOTION

- 1. A student must achieve a minimum GPA of 2.00 and can carry no more than one (1) failing 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. A student whose progress in a course is not satisfactory may be required to withdraw from the course and take an upgrading course which may be associated with an additional cost.
- 4. 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.
- 5. 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.

C. GRADUATION

- 1. Requirements: (see *Policy 8617: Graduation*)
 - a) 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 Program: Year 1						
Semester 1			Semester 2			
Course Code	Course	Credit	Course Code	Course	Credit	
RHOT 150	Introduction to Tourism	3	RHOT 153	Organizational Leadership	3	
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	
Total Semester Credits		18	Total Semester Credits		16	
					Total Year Credits	34
					Total Program Credits	64

Resort and Hotel Program: Work Term		
Semester 3		
Course Code	Course	Credit
RHOT 171	Work Term	500 hours
Total Semester Credits		N/A

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

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

B. PROBATION

1. 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 School Chair 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.
5. Due to the limited number of local placement possibilities, students may be required to consider placements away from the local environment.
6. 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: 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 on communities and facilities with which they come in contact. Drunkenness, inappropriate behaviour, disorderly conduct, or other indications of 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 VI: 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