



School of Hospitality and Tourism

Ski Resort Operations and Management Program Policies

DATE(S):		
1.	Next Policy Review:	2023-04-01
2.	Admissions & Standards Committee Approval:	2018-05-22
3.	Education Council Approval:	2018-06-14
4.	Effective:	2019-08-01
5.	Previous Revision(s):	

CREDENTIAL(S):	Diploma
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PROGRAM OUTCOMES

- Analyze and ensure compliance with the relevant safety regulations for all aspects of resort operations.
- Present well-researched projects that add to a resort's sustainable success.
- Plan and carry out positive day-to-day guest experiences and interactions that are vital to the success of resort operations while recognizing diversity in staff and guests.
- Demonstrate the ability to communicate professionally and effectively through writing, presentations, and interpersonal communications.
- Apply basic accounting principles in order to create and manage budgets to ensure company success.
- Be a part of executing a resort's marketing strategy.
- Display professionalism and ethical behaviour.
- Demonstrate critical thinking and problem-solving skills.
- Identify, evaluate and mitigate risks and initiate appropriate responses.
- Demonstrate development of leadership skills.
- Apply human resource concepts and skills in order to attract, motivate and retain an effective and diverse workforce.
- Utilize knowledge of environmental sustainability to reduce the impact of resort operations
- Develop overall knowledge of the Ski industry.
- Develop a greater awareness of indigenous cultures in order to build partnerships that are responsive to sustainable development.

Students in the Ski Resort Operations and 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

Use a numbered list as in the example below. Other examples of program policy admission requirements can be located on the Policies website at policies.selkirk.ca

A. ADMISSION REQUIREMENTS

In addition to meeting the general admission requirements to Selkirk College, the applicant must meet the following Ski Resort and Operations Management Program requirements to be considered fully-qualified:

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.
 - c) 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 Ski Resort Operations and Management Program.

B. APPLICATION PROCESS

1. Once the above admission requirements have been met and the student has been accepted to the program a student must:
 - a) Complete the College Readiness Tool (CRT)
 - b) Submit a completed Application Questionnaire to the coordinator.
 - c) Submit a standard resume to the coordinator. On the resume, part-time or full-time ski and related tourism industry experience is to be included.
2. Once 1 a b and c above have been completed the student will work with the program coordinator to schedule an interview. Where circumstances make a personal interview impractical, a telephone interview will be conducted. During the interview, the students will be given advice on how to best succeed in the program.

C. ADVANCE OR TRANSFER CREDIT AND PRIOR LEARNING ASSESSMENT (see Policy 8614)

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.

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: 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. To view the grading tables see *Policy 8612: Grading*.
- b) 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. Types of Assessments

a) Assignments

- (i) 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.
- (ii) Students are evaluated and graded in each subject or course topic as indicated in the respective course outline.
- (iii) 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.
- (iv) 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.
- (v) 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 of ten percent per calendar day to a maximum of five calendar days after which the assignment will not be accepted. 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.

b) Examinations

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

3. Plagiarism and Cheating: See Policy 8618: Cheating and Plagiarism

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. GRADUATION

1. Credentials:

Diploma in Ski Resort Operations and Management

2. Requirements: (see *Policy 8617: Graduation*)

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

Name of Program and Credentials: Year if applicable					
Semester 1			Semester 2		
Course Code	Course	Credit	Course Code	Course	Credit
SROM 150	Introduction to Tourism	3	SROM 152	Ski Area Marketing and Special Events	3
SROM 151	Marketing	3	SROM 153	Organizational Leadership	3
SROM 155	Computer Applications	3	SROM 156	Data Base Management	3
SROM 158	Ski Area Risk Prevention and Management	3	SROM 160	Ski Resort Guest Services and Snow School Operations	2
SROM 159	Business Communication I	3	SROM 166	Ski Resort Facilities Maintenance	2
SROM 171	Ski Area Planning	3	SROM 169	Accounting	3
SROM 172	Ski Lift Functions, Maintenance and Regulations	3	SROM 173	Ski Resort Slope Grooming Operations	3
SROM 175	Ski Resort Snowmaking Systems	2	SROM 184	Snow Safety/Ski Patrol Operations	2
			SROM 190	Field Study	1
Total Semester Credits		23	Total Semester Credits		22
Total Year Credits					45

Name of Program and Credentials					
Semester 3			Semester 4		
Course	Name	Cr	Course	Name	Cr
SROM 254	Ski Area Cafeteria Operations	3	SROM 288	Ski Resort Winter Work Term	(500 hours minimum)
SROM 256	Ski Area Budgeting and Business Management	3			
SROM 257	Ski Retail/Rental Shop Management	3			
SROM 258	Human Resources Management	3			
SROM 272	Supervisory Ski Lift Operations	3			
SROM 280	Ski Area Construction and Project Management	2			
SROM 290	Field Study	1			
Total Semester Credits		18	Total Semester Credits		
Total Year Credits					18
Total Program Credits					63

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

A. ATTENDANCE

1. 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.
2. 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.
3. 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.
4. The instructor will not normally provide substitute learning experiences in field situations when students have been absent.
5. 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.

B. PROFESSIONAL REQUIREMENTS

1. 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.
2. 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.

C. PROBATION see Policy 8619

PART IV: 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 snow boarding "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 V: 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. In order to participate in the summer work internship, the student must have completed all courses of the first three 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.
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. 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 re-entry or continuation in the work term

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