



Employability Skills for Co-op Work Experience – HOSP 145 Hospitality Management Diploma

Course Outline

COURSE IMPLEMENTATION DATE: September 2018
OUTLINE EFFECTIVE DATE: January 2022
COURSE OUTLINE REVIEW DATE: September 2027

GENERAL COURSE DESCRIPTION:

This course is intended to prepare Hospitality Management students for the Canadian workplace as well as co-op work experience as part of a registered co-op course. The course focuses on assessing a student's strengths and areas for improvement, developing of a personal brand, identifying and improving of employability skills, strengthening communication skills, and managing work expectations. Students will familiarize themselves with co-op work experience activities including learning to set goals and objectives, writing work reports and receiving employer evaluations.

Program Information: This course is required for the completion of the Hospitality Management Diploma.

Delivery: This course is delivered face-to-face.

COTR Credits: 3

Hours for this course: 45 hours

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	45
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Other Contact Hours	
Total	45

Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-Job Experience	
Formal Work Experience	
Other	
Total	N/A

Course Outline Author or Contact:

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Signature

APPROVAL SIGNATURES:

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Department Head Signature

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Valid from: January 2022- September 2027

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: A minimum of C- (55%) in HOSP 110, RECR 102, TOUR 111; and,
A minimum of C- (55%) in either ENGL 100 or COMC 101 or COMC 110.
HOSP 115 is a required course, either taken prior or concurrently.

Flexible Assessment (FA):

Credit can be awarded for this course through FA Yes No

Transfer Credit: For transfer information within British Columbia, Alberta and other institutions, please visit <http://www.cotr.bc.ca/Transfer>.

Student should also contact an academic advisor at the institution where they want transfer credit.

Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Emerit. *Workplace Essentials*, Workbook 3.0. Emerit.ca

Please see the instructor's syllabus or check COTR's online text calculator <http://go.cotr.bc.ca/tuition/tCalc.asp> for a complete list of the currently required textbooks.

LEARNING OUTCOMES:

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

- differentiate employer, student and co-op team (COTR) roles and responsibilities while in the co-op work experience cycle;
 - research and summarize what is expected of employees in the Canadian workforce;
 - critically evaluate their own capabilities, identify areas for improvement, and create strategies for continuous improvement;
 - develop strategies on how to deal effectively with conflict and stress in the workplace effectively;
 - investigate and discuss cross-cultural perspectives that will allow them to effectively work in a global community;
 - communicate effectively by applying suitable verbal, non-verbal and written communication concepts appropriate to the work environment;
 - create a job-search-ready resume and portfolio to be used in securing a co-op work placement;
 - identify what would be defined as professional work expectations and codes of conduct, in their specific career choice, and adapt those to personal values; and
 - understand and explain the full cycle of co-op work experience from preparation for employment to final evaluation reporting.
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COURSE TOPICS:

- Introduction to co-op work experience
 - Co-op work experience as part of education
 - Role of the student
 - Role of the employer
 - Role of COTR
- The Canadian Workplace
 - Hours and employment conditions
 - Salary / wage and benefits
 - Required documents and permits
 - Social insurance numbers
 - Work permit
 - Maintaining student status
 - Certifications e.g. Serving it Right
 - Personal safety
 - Work conflict
 - Work terminations
- Communication in the workplace
 - Interpersonal skills
 - Professionalism
 - Ethics in the workplace
 - Appropriate work attitudes
 - Keys to success for employees
 - Working as part of a team
 - Workplace responsibilities

- Job success
 - Personal branding
 - Job search process
 - Preparing cover letter and resume
 - Hiring process
 - Completing application forms
 - Interview skills
 - Securing a work term, signing the employment contract
- Manage expectations
 - Work term goals and learning objectives
 - Self-evaluations
 - Co-op evaluations
 - Report writing
 - Final performance evaluation
 - Final assignment

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

EVALUATION AND ASSESSMENT (Face-to-Face Delivery):

Assignments	% of Total Grade
Class discussion and participation	10%
Career goal development assignment	15%
Demonstration of professionalism	30%
Resume & cover letter	5%
Mock interview	10%
Personal brand assignment	<u>30%</u>
Total:	100%

Please see the instructor's syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.

EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	C	C-	D	F
Mark (Percent)	≥ 90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	< 50

A course grade of "C-" or better is required for credit towards a diploma in Hospitality Management.

ACADEMIC POLICIES:

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

COURSE CHANGES:

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor endeavours to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.