

COURSE SYLLABUS



COURSE TITLE:	TMGT 100 - Hospitality and Tourism Career Development
CLASS SECTION:	001
TERM:	2022W
COURSE CREDITS:	3
DELIVERY METHOD(S):	Face to Face

Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.

For COVID-19 information please visit <https://camosun.ca/about/covid-19-updates>

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable explanation in advance, you will be removed from the course and the space offered to the next waitlisted student.

INSTRUCTOR DETAILS

NAME:	David Armstrong
EMAIL:	Armstron@camosun.bc.ca
OFFICE:	D260
HOURS:	11:30am -12:30pm (Thursdays before class) or by appointment

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

CALENDAR DESCRIPTION

TMGT 100 - Hospitality and Tourism Career Development

Credits: 3 Total Hours: 45

Students will be learning the practical skills and relevant knowledge that will enable them to apply prior work experience in the Canadian Tourism and Hospitality Industry environments. Students will be introduced to strategies that empower the development of long-term career planning, job search techniques, approaches to written and verbal communications, interviewing methods, workplace cultures, and personal brand development.

Prerequisites

One of:

- C in [English 12](#)
- C in [Camosun Alternative](#)

COURSE LEARNING OUTCOMES / OBJECTIVES

Upon successful completion of this course a student will be able to:

1. Research and create targeted career readiness tools unique to the tourism and hospitality industry while considering and evaluating existing skills, attributes, and interests.
1. Discuss, practice, and apply a variety of individual networking and personal branding strategies to support professional growth.
2. Apply professional communication skills through the consistent creation of written, verbal, technological, and face-to-face communications.
3. Integrate labour market research in preparing and interviewing for hospitality or tourism-related positions with strategic intent; seek feedback on the interview experience.
4. Demonstrate effective workplace professionalism.
5. Demonstrate knowledge of Canadian employment legislation and regulations.
6. Develop a strategic career pathway plan that includes, roadmaps, and current skill set inventories to adapt and take advantage of current and future career opportunities

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

There is no text-book for this course.

COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

In addition to attendance and actively contributing/ participating, students are expected to access online materials available on the D2L course site.

Class Days & Dates	Week #	Topic/Learning Outcome	Assignment/ Quiz
January 13th, 2022	Week 1 Introduction to the Course Course Expectations	<ul style="list-style-type: none">• Course introduction.• Team building & trust exercise.• Career education and mindset.• Learning outcomes and your hopes for this class.	Co-op expectations form & sign-up meeting with Jill Kissick (TMGT employment facilitator) Appointment booked and form filled out by January
January 14th,	Week 1	<ul style="list-style-type: none">• Co-op team introduction.• Resilience, lifelong-learning	Self-reflection Assignment distribution (10%)

2022		and change management.	
		<ul style="list-style-type: none"> • Reflection as part of career and personal development (What is it? How do I do it? Why and purpose. 	(Due January 21st, 2021)
January 20th, 2022	Week 2 <u>Self-Assessment module</u>	<ul style="list-style-type: none"> • Career cruising and self-assessment (Holland?) tools. Initial discussions. • Long-term and short-term career (mindset development) planning introduction. • Introduction to communication and leadership styles common in Canada. • Introduction of professional communication. (verbal-non verbal) 	<p>Read ahead & be prepared to answer questions</p> <p>Co-op Expectations form and sign-up due (5%).</p>
January 21st, 2022	Week 2	<ul style="list-style-type: none"> • How rich are you? What do you need? Investigation into skill and mindset development (experience, education, community involvement, personality, values) • Investigating levels and types of impact you want to make? • Introduction of ethics in education and in the workplace. 	<p>Review in advance of class Competency transformation exercise (in-class)</p> <p>Self-reflection Exercise Due (D2L Drop box) 10%</p>
January 27th, 2022	Week 3 <u>Labour market information (LMI)+ Connecting module (Part A)</u>	<ul style="list-style-type: none"> • Review of continuous participation model. • Hospitality & Tourism research skills (labour market research, sector & position research). • Distilling job descriptions. (T-charts/targeting resume) • Labour market websites and alternative sources. • Connecting versus, networking. 	
January 28th, 2022	Week 3	<p>Possible Alumni speaker presentation (Career pathways) TBA</p> <p>Introduction of resume and cover letter styles in connection to writing style and personal values.</p>	Draft your cover letters and resumes for future peer feedback (February 8 th)
February 3rd, 2022	Week 4 <u>Interviewing Module</u>	<ul style="list-style-type: none"> • Preparation (tough questions, Canadian expectations, etiquette, LMI, etc...) 	<p>Informational interview assignment (10%) Due February 11th. .</p>

		<ul style="list-style-type: none"> • Preparing yourself for the interview. • Developing mental mise en place • Informational interviewing 	
February 4th, 2022	Week 4	<ul style="list-style-type: none"> • During the interview: various types of interviews, meta cognition • After the interview: Journaling thank-you cards and what to write upon reflection. 	
February 10th, 2022	Week 5	Recorded peer interviews	Quiz #1 Interviews Reflections on peer evaluation. What did you learn as the interviewer/interviewee? What did you notice yourself & what did others pick up on? What value did this feedback provide?
February 11th, 2022	Week 5 <u>Strategic career /development tools module Introduction</u>	<ul style="list-style-type: none"> • Job search plan (how will I do this? Targeting employers) • Etiquette re: Job postings and personal communication to recruiters. 	Informational interview assignment due (10%)
February 17th, 2022	Week 6 <u>Strategic career /development tools module</u>	<ul style="list-style-type: none"> • Cover letters, Resumes, and professional communication (written, verbal, physical). • Various qualities of cover letter and resumes and connection to one's voice. 	
February 18th, 2022	Week 6	<ul style="list-style-type: none"> • Borden-Busse method of CL. Developing and strengthening opening statements. • Explanation/examples of differences found in Canadian resumes.(and why) 	
February 18th, 2022	Week 7	• Reading Break	• Reading Break
February 25th, 2022	Week 7	• Reading Break	• Reading Break
March 3rd, 2022	Week 8	<ul style="list-style-type: none"> • Connecting reader and writer: • T-chart & what isn't there? • Describing vs. Bragging – how to reconcile? The power of examples (writing objectively) • Research required prior to 	

		submission (connection with LMI)	
March 4th, 2022	Week 8	<ul style="list-style-type: none"> Peer review in class (cultural introduction/discussion- in providing /receiving feedback that helps others. Building relationships and not losing face). Follow-up 	Resume and Cover letters due (15%)
March 10th, 2022	Week 9	<ul style="list-style-type: none"> Networking and mentoring (What is it?) Maximizing groups (Linked-in/mentorship programs) What to look for in a mentor Etiquette on finding and working with a mentor The non-pitch pitch 	Specific Questions Networking assignment (10%) Due: March 29th
March 11th, 2022	Week 9 <u>Labour market information (LMI) & networking module (Part B)</u>	<ul style="list-style-type: none"> Intro to effectively presenting yourself (representing your brand) Storytelling and listening. Interpersonal communication and expectations-active listening and active responding. Professional communication in a Canadian Hospitality context. Writing e-mails 	
March 17th, 2022	Week 10	<ul style="list-style-type: none"> SMEs and MNEs in job search and applications. Appreciating employment standards (ES) and Occupational Health and safety (OHS) regulations. The attraction, retention, the on-boarding and retention process broken down. Understanding the recruiter's mindset, esp. in Hospitality and Tourism cultures. Knowledge, Skills, and attributes (KSAs) that employer's seek. Understanding and aligning organizational culture and personal fit. 	Self-directed on-line review of ES and OHS
March 18th, 2022	Week 10 <u>Networking</u>	Intercultural communication and connecting/networking etiquette	Quiz #2 - Employment Standards & OHS

	<u>and Branding Module</u>	<ul style="list-style-type: none"> • The impact of culture • Social conditions, age and gender issues • Reading environments and audiences • The importance of emotional and social intelligence 	
March 24th, 2022	Week 11	Mock interviews with employers.(TBA)	Mock interviews with employers (10%).
March 25th, 2022	Week 11	Connecting reality with reputation (who do you want to be and who do you think you are?)	Post interview reflections. Thoughts on what went well and what you could do better?
March 31st, 2022	Week 12	Volunteering	Guest Speaker TBA Networking assignment due(10%)
April 1st, 2022	Week 12	<ul style="list-style-type: none"> • Etiquette job offers/final stages before starting (responding to job offers/turn downs). • Writing e-mails. 	Quiz #3- Intercultural communication and connecting/networking etiquette
April 7th, 2022	Week 13 <u>Next steps- Looking to the future</u>	<ul style="list-style-type: none"> • Team dynamics & workplace collaboration. • Characteristic of star employees, proactivity vs. reactivity in the Canadian workplace. • Navigating conflict in the workplace. 	Discussion Board Compilation of submissions and peer feedback due: (20%) Please pre-review posted video links for: <ul style="list-style-type: none"> • Fitting in at your first day at work. • Navigating conflict at work.
April 8th, 2022	Week 13	<ul style="list-style-type: none"> • Professional behaviour & ethics in the Canadian Hospitality workplace. • SMART goals (ST & LT) review and reminder. • Career portfolios & career banks. 	
April 14th, 2022	Week 14	<ul style="list-style-type: none"> • Concluding: Resilience, lifelong learning & change management • Loop back to career theory (Hope-Action or Doom-Action) • Course recap and conclusions 	Quiz #4- Offers and Turn-downs, Team dynamics/Workplace collaboration, Navigating workplace conflict, Professional behaviours and conduct
April 15th, 2022			

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced notice is required. Deadlines can be reviewed on the [CAL exams page](http://camosun.ca/services/accessible-learning/exams.html). <http://camosun.ca/services/accessible-learning/exams.html>

EVALUATION OF LEARNING

Module	Assignments	Due Date	%
Introduction	Co-op Expectations Form & sign up for a meeting with Employment Facilitators, (Morgan)	January 18th	5%
Self Assessment Module	Self Assessment Exercise	January 21st	10%
Interviewing Module	Quiz #1 Interviews	February 8th	5%
LMI & Connecting Module	Informational Interview Assignment (& reflection video)	February 11th	10%
Strategic Career and Development Tools Module	Resume & Cover Letter	March 4th	15%
Labour Market Information and Networking	Quiz #2- Employment Standards and Occupational Safety	March 18th	5%
Interviewing Module	Mock Interviews	March 25th	10%
Networking and Branding Module	Quiz #3- Intercultural communication and connecting/networking etiquette	April 1st	5%
Labour market and Networking Module, Networking and Branding Module.	Networking/Connecting assignment	March 29th	10%
N/A	Discussion Board Topics and Peer responses Final compilation due:	TBA April 8th	20%
Next steps- Looking to the future	Quiz #4- Offers and Turn-downs, Team dynamics/Workplace collaboration, Navigating workplace conflict, Professional behaviours and conduct	April 12th	5%

DESCRIPTION	WEIGHTING
Assignments	60%
Quizzes	20%
Other (Discussion Boards and peer Feedback)	20%
TOTAL	100%

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information. <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

COURSE GUIDELINES & EXPECTATIONS

There is an expectation that all students will fully attend classes on time, and will participate as active members in their own learning. This includes asking questions when unsure in order to clarify materials or expectations, and engaging in conversations .

From time-to-time we will have class speakers or you will be conducting interviews with industry professionals. On such occasions it is an expectation that you will present yourselves professionally and accordingly in suitable business attire, while demonstrating professional etiquette.

If you are unsure as to what these requirements are, please view materials provided on your website or ask your instructor for clarification.

SCHOOL OR DEPARTMENTAL INFORMATION

Assignment formatting. The School of Business uses **APA style** for formatting assignments and citing references. Proper citations and formatting using APA style will be required. See Camosun College (2018) Library Citation Guides retrieved from: <http://camosun.ca.libguides.com/apa7>.

- ❑ Where required by your instructor, submit all assignments into the D2L assignments by your last name.
- ❑ In text citations for quotes, paraphrasing, and references must be consistent with APA standards.
- ❑ Grammar, spelling, style and APA formatting, citations and referencing will be assessed in your mark.
- ❑ All submitted work must be properly referenced to sources where required by your instructor.
- ❑ Unless otherwise specified, you are to submit your own work, any work collaborated (unless permitted by the course) will be considered in violation of the college's Academic Integrity policy. See Camosun College (2021) [Academic Integrity Policy](#)

Deadlines and exams. You must submit your assignments on the due date or as announced. A grade of zero will be assigned to late submissions. There are no additional assignments or make-up exams of any kind if you performed poorly on an assignment, midterm or final exam.

- a) **EXAM DATES WILL NOT BE RESCHEDULED.** Non-attendance on scheduled exam dates results in a zero grade. Exceptions will be made only for medical reasons or extenuating circumstances that must be submitted and then accepted by the instructor. Please advise your instructor promptly.
- b) Students registered through the [Centre for Accessible Learning \(CAL\)](#) should discuss timelines with their instructors at the beginning of each semester.
- c) Medical notes must be dated, signed, and be written on letterhead or prescription paper imprinted with the physician's name and address. Notes are accepted from Physician (GP or medical specialist), Nurse Practitioner, Psychiatrist, Psychologist, Counsellor and Aboriginal Elder. Electronic notes will not be accepted. Medical documentation must be received as soon as reasonably possible.

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit <http://camosun.ca/students/>.

Support Service	Website
Academic Advising	<u>http://camosun.ca/advising</u>
Accessible Learning	<u>http://camosun.ca/accessible-learning</u>
Counselling	<u>http://camosun.ca/counselling</u>
Career Services	<u>http://camosun.ca/coop</u>
Financial Aid and Awards	<u>http://camosun.ca/financialaid</u>
Help Centres (Math/English/Science)	<u>http://camosun.ca/help-centres</u>
Indigenous Student Support	<u>http://camosun.ca/indigenous</u>

Support Service	Website
International Student Support	http://camosun.ca/international/
Learning Skills	http://camosun.ca/learningskills
Library	http://camosun.ca/services/library/
Office of Student Support	http://camosun.ca/oss
Ombudsperson	http://camosun.ca/ombuds
Registration	http://camosun.ca/registration
Technology Support	http://camosun.ca/its
Writing Centre	http://camosun.ca/writing-centre

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started: <http://camosun.ca/services/accessible-learning/>

Academic Integrity

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.13.pdf> for policy regarding academic expectations and details for addressing and resolving matters of academic misconduct.

Academic Progress

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <http://camosun.ca/learn/fees/#deadlines>.

Grading Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Mandatory Attendance for First Class Meeting of Each Course

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the “Attendance” section under “Registration Policies and Procedures” (<http://camosun.ca/learn/calendar/current/procedures.html>) and the Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun’s Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student’s right to choose what is right for them. For more information see Camosun’s Sexualized Violence and Misconduct Policy: <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.9.pdf> and camosun.ca/sexual-violence. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-3703841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College’s Student Misconduct Policy at <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf> to understand the College’s expectations of academic integrity and student behavioural conduct.

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.

