

COURSE SYLLABUS



COURSE TITLE:	TMGT 100 Hospitality and Tourism Career Development
CLASS SECTION:	001
TERM:	W2023
COURSE CREDITS:	3
DELIVERY METHOD(S):	Face to Face

Camosun College campuses are located on the traditional territories of the Ləkʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here. Learn more about Camosun's [Territorial Acknowledgement](#).

For COVID-19 updates 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: Mondays 11:45am-12:45pm 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

Students will learn practical skills and relevant knowledge that will enable them to apply prior work experience to 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.

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 textbook for this course. Materials as posted on the D2L site.

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

Mondays: 1:00pm -3:20pm F306

Thursdays 11:30am- 12:50pm F212

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

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 noticed 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>

Class Days & Dates	Week #	Topic/Learning Outcome	Assignment/ Quiz
January 9 th , 2023	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 Morgan Watts (TMGT employment facilitator)
January 12 th , 2023	Week 1	<ul style="list-style-type: none"> • Co-op team introduction. • Resilience, lifelong-learning and change management. • Reflection as part of career and personal development (What is it? How do I do it? Why and purpose. 	Self-reflection Assignment distribution (10%) <u>(Due January 19th, 2023)</u>

January 16th, 2023	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><u>Co-op Expectations form and sign-up due (5%).</u></p>
January 19th, 2023	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><u>Self-reflection Exercise Due (D2L Drop box) 10%</u></p>
January 23rd, 2023	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 26th, 2023	Week 3	<p><u>Possible Alumni speaker presentation (Career pathways) TBA</u></p> <p>Introduction of resume and cover letter styles in connection to writing style and personal values.</p>	<p><u>Resume and Cover letters assignment due March 2nd, (15%)</u></p> <p>Draft your cover letters and resumes and have peers review prior to submitting.</p>
January 30th, 2023	Week 4 <u>Interviewing Module</u>	<ul style="list-style-type: none"> • Preparation (tough questions, Canadian expectations, etiquette, LMI, etc...) • Preparing yourself for the interview. • Developing mental mise en place • Informational interviewing 	<p><u>Informational interview assignment (10%), Due February 9th.</u></p>
February 6th, 2023	Week 4	<ul style="list-style-type: none"> • During the interview: various types of interviews, meta cognition 	

		<ul style="list-style-type: none"> • After the interview: Journaling thank-you cards and what to write upon reflection. 	
February 9th, 2023	Week 5	Peer interviews	<p><u>Quiz #1 Interviews</u></p> <p>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?</p>
February 13th, 2023	Week 6	<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. 	
	<u>Strategic career /development tools module</u>		
February 16th, 2023	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 27th 2nd, 2023	Week 8	<ul style="list-style-type: none"> • Connecting reader and writer: • t-char & 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 2nd, 2023	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 	<p><u>Resume and Cover letters due (15%)</u></p>
March 6th, 2023	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 	<p>Specific Questions</p> <p><u>Networking assignment (10%) Due: March 27th</u></p>

March 9 th ,2023	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 13 th ,2023	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 16 th , 2023	Week 10 <u>Networking and Branding Module</u>	<p>Intercultural communication and connecting/networking etiquette</p> <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 	<u>Quiz #2 - Employment Standards & OHS</u>
March 20 th , 2023	Week 11	Mock interviews with employers.(TBA)	<u>Mock interviews with employers (10%).</u>
March 23 rd , 2023	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 27 th , 2023	Week 12	Volunteering	Guest Speaker TBA <u>Networking assignment due(10%)</u>

March 30th. 2023 Week 12

April 3rd, 2023

Week 13
Next steps-
Looking to the
future

- Etiquette job offers/final stages before starting (responding to job offers/turn downs).
- Writing e-mails.
- Team dynamics & workplace collaboration.
- Characteristic of star employees, proactivity vs. reactivity in the Canadian workplace.
- Navigating conflict in the workplace.

[Quiz #3
Intercultural communication
and connecting/networking
etiquette](#)

[Discussion Board Compilation
of submissions and peer
feedback due: \(20%\)](#)

Please pre-review posted video links for:

- Fitting in at your first day at work.
- Navigating conflict at work.

April 6th, 2023

Week 13

- Professional behaviour & ethics in the Canadian Hospitality workplace.
- SMART goals (ST & LT) review and reminder.
- Career portfolios & career banks.
- Concluding: Resilience, lifelong learning & change management
- Loop back to career theory (Hope-Action or Doom-Action)

[Quiz #4-
Offers and Turn-downs, Team
dynamics/Workplace
collaboration, Navigating
workplace conflict, Professional
behaviours and conduct](#)

April 10th 2023

Easter Monday – No classes

April 13th 2023

- Course Recap

EVALUATION OF LEARNING

Module	Assignments	Due Date	%
Introduction	Co-op Expectations Form & sign up for a meeting with Employment Facilitators, (Jill Kissick)	January 16th	5%
Self Assessment Module	Self Assessment Exercise	January 19 th	10%
Interviewing Module	Quiz #1 Interviews	February 9th	5%
LMI & Connecting Module	Informational Interview Assignment (& reflection video)	February 9th	10%
Strategic Career and Development Tools Module	Resume & Cover Letter	March 2nd	15%
Labour Market Information and Networking	Quiz #2- Employment Standards and Occupational Safety	March 16th	5%
Interviewing Module	Mock Interviews	March 20th	10%

Networking and Branding Module	Quiz #3- Intercultural communication and connecting/networking etiquette	March 30th	5%
Labour market and Networking Module, Networking and Branding Module.	Networking/Connecting assignment	March 27th	10%
N/A	Discussion Board Topics and Peer responses Final compilation due:	April 3rd	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 6th	5%

- a) Assignments **60%**
- b) Quizzes **20%**
- c) Other (Discussion Board and Peer Feedback) **20%**

COURSE GUIDELINES & EXPECTATIONS

There is an expectation that as a student you will fully attend classes on time, and will participate fully 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 may 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.

College Policies.

Final Exams: Students are expected to write tests and final exams at the scheduled time and place. In emergency circumstances, a student may write a test or final examination before or after the scheduled time if the student would otherwise be unable to complete the program or course.

Exceptions due to emergency circumstances, such as unavoidable employment commitments, health problems, or unavoidable family crises, require the approval of the appropriate instructor. **Holidays**

or scheduled flights are not considered emergencies. The student may be required to provide verification of the emergency circumstance. See Camosun College (2018) Final Examinations from:

<http://camosun.ca/learn/calendar/current/procedures.html#academic>.

The School of Business is committed to promoting competence, professionalism and integrity in our students and developing their core skills to succeed throughout their academic programs and in their careers. The purpose of the Academic Integrity policy is to provide clear expectations of appropriate academic conduct and to establish processes for discipline in appropriate circumstances. It is your responsibility to become familiar with the content and the consequences of academic dishonesty.

- See Camosun College (2021) [Academic Integrity Policy](#): “Students’ Rights and Responsibilities”.

Acts of academic dishonesty include, but are not limited to:

- Using the exact words of a published or unpublished author without quotation marks and without referencing the source of these words.
- Duplicating a table, graph, or diagram, in whole or in part, without referencing the source.
- Paraphrasing the ideas of another person, whether written or verbal, without referencing the source.
- Providing answers to another student in any test, examination, or take-home assignment.
- Taking any unauthorized materials into an examination or test.

- ❑ Submitting the same paper or portions thereof for more than one assignment in different courses without the instructor's permission.

If you are uncertain or have any questions regarding academic integrity, please do not hesitate to discuss these with your instructor.

1. Recommended Materials/Resources to Assist Students to Succeed Throughout the Course

[Camosun Learning Skills page](#) and [Camosun Learning Skills Guides](#)

[Camosun Writing Centres: Tools and Resources](#)

[APA 7th Edition Workbook](#)

[Purdue Online Writing Lab \(OWL\)](#)

[SFU Essay Assignment Calculator](#) (Camosun's [Time Management guide](#) also links to this page)

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

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 Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>

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

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 Progress

Please visit https://www.camosun.ca/sites/default/files/2021-05/e-1.1_0.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" (<https://camosun.ca/registration-records/policies-and-procedures-students/registration-policies-students>) 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://www.camosun.ca/sites/default/files/2021-05/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 250-370-3841

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.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

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.