



Industry Certifications – TOUR 160

Tourism Management Certificate/Diploma Program

Course Outline

COURSE IMPLEMENTATION DATE: Pre 1998
OUTLINE EFFECTIVE DATE: September 2018
COURSE OUTLINE REVIEW DATE: March 2023

GENERAL COURSE DESCRIPTION:

This course is designed for each student to obtain training/certification in a number of areas that are directly relevant to the field of Tourism. Units/Modules of this course will be offered throughout the semester during designated times and/or evenings and weekends.

Program Information: This course is required for the Tourism Management Certificate and Diploma Program.

Delivery: This course is delivered face to face. Online students are required to submit evidence of successful completion of five industry certifications.

COTR Credits: N/A

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	N/A
Formal Work Experience	N/A
Other	N/A
Total	

Course Outline Author or Contact:

Grant Unger, BPAS, MA

Signature

APPROVAL SIGNATURES:

Department Head
Erin Aasland Hall
E-mail: aaslandhall@cotr.bc.ca

Dean of Business and University Studies
Darrell Bethune
E-mail: bethune@cotr.bc.ca

Department Head Signature

Dean Signature

EDCO

Valid from: September 2018 – March 2023

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: English 12 or equivalent with a minimum grade of 65%

Students must have the Tourism Management Program (TMGT) declared as their program of study.

Corequisites: None

Flexible Assessment (FA):

Credit can be awarded for this course through FA Yes No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio, Challenge Exam. Contact an Education Advisor for more information.

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

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

Prior Course Number: RECR 160 and TOMA 121 ⇔ ⇔ TRMP 160 ⇔ ⇔ TOUR 160

Date changed: September 2018

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:

All required texts and materials are supplied.

Please see the instructor's syllabus or check COTR's online text calculator

http://www.cotr.bc.ca/bookstore/cotr_web.asp?IDNumber=164 for a complete list of the currently required textbooks.

LEARNING OUTCOMES:

Upon the successful completion of this course, students should have achieved the following certifications

- Occupational First Aid Level 1
- CPR "C"
- World Host Certification
- Serving It Right
- FoodSafe

Upon completion of this course students should have basic knowledge in

- Essential ABC's - airway, breathing and circulation
 - How to deal with obstructed airways, breathing distress and control bleeding
 - One-person CPR
 - Minor wound care and records/reports
 - Emergency scene management
 - Shock, unconsciousness, and fainting
 - Breathing emergencies for infants, children and adults
 - Artificial respiration for infants, children and adults
 - Choking emergencies
 - Healthy heart living and cardiac risk factors
 - Recognition of cardiovascular disease and stroke
 - One-rescuer CPR for infants, children and adults
 - Two-rescuer CPR for adults
 - The value of customer service to the business
 - Handling customer concerns
 - Empathetic listening skills
 - The importance of good customer service
 - The effects of alcohol on the human body and behaviour
 - Techniques for preventing over-consumption of alcohol and for dealing with intoxicated people
 - Legal rights, responsibilities and liabilities in relation to serving alcohol
 - The top ten improper practices that cause food-borne illness
 - The top six job hazards in food preparation and serving
-

COURSE COMPONENTS:

- Occupational First Aid Level 1 – 8 hours
- Cardio-Pulmonary Resuscitation (CPR “C”) – 8 hours
- World Host Certification – 8 hours
- Serving It Right – 4 hours
- FoodSafe – 8 hours

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

EVALUATION AND ASSESSMENT:

In each component students must demonstrate a predetermined skill level as required by the certificate-granting body.

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:

COM	Completed to defined standard
NCG	No Credit Granted

Note: Successful completion of all modules is required to receive an overall grade of “COM”.

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.