SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE

SAULT STE. MARIE, ONTARIO

SAULT COLLEGE

COURSE OUTLINE

COURSE TITLE:	**TRAINING AND DEVELOPMENT**
CODE NO.:	**RES240** **SEMESTER: 4**
PROGRAM:	**HOSPITALITY MANAGEMENT – HOTEL AND RESORT**
AUTHOR:	**DERON B. TETT B.A.H., B. Ed.** **PROFESSOR OF CULINARY AND HOSPITALITY** **OFFICE: L 1400** **PHONE: 759-2554, EXT. 2583** **Email:** deron.tett@saultcollege.ca
DATE:	**05/10 PREVIOUS OUTLINE DATED: 05/09**
APPROVED:	

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"Penny Perrier"   **June/10**

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CHAIR   **DATE**
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TOTAL CREDITS:	**4**
PREREQUISITE(S):	**HOS201**
HOURS/WEEK:	**3**

I.   COURSE DESCRIPTION:

The hotel and resort industry requires first-level supervisors who have the potential to satisfy the needs of a demanding industry. This course meets one of the greatest needs, a supervisor who possesses the skill sets to train people. Training is critical to any business but particularly the hotel and resort environment because of its fluctuating staff requirements. This course will provide students with the opportunity to develop training skills that will add to their professional portfolio and also increase awareness of the importance of training in the hotel and resort industry.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1.   Demonstrate an understanding of the principles of adult education.

      Potential Elements of the Performance:

      - Complete an assessment of your own learning style
      - Identify and explain the 10 principles of adult learning

      This learning outcome will constitute approximately 5% of the final mark.

2.   Identify and explain the format for a standard training module.

      Potential Elements of the Performance:

      - Explain the importance of determining the learning outcomes for the training module through completion of a needs analysis and topic analysis
      - Discuss the importance of sequencing topics and resource material
      - Explain the role of the trainer (facilitator)
      - Identify and explain the standard teaching strategies; lecture, group discussions, individual exercises, demonstrations, questions and answers, circle response, role plays, simulation, case studies, presentations, icebreakers, brainstorming, guest speakers and field trips
      - Identify methods of encouraging participation
      - Outline the methods used to evaluate the training session

      This learning outcome will constitute approximately 15% of the final mark.

3.   Develop a training module for a specific area of a hotel and/or resort operation.

Potential Elements of the Performance:

- Select two specific training topics
- Follow the standardized training format
- Develop a training module on the chosen topic using your knowledge of curriculum development and delivery
- Use a questionnaire to capture student feedback

This learning outcome will constitute approximately 40% of the final mark.

4.   Plan, organize and run a small training workshop.

Potential Elements of the Performance:

- Determine the date, time and room for the training session
- Prepare training material for your participants
- Set up your training room in advance
- Run your training workshop
- Have each student complete the peer evaluation form in order to evaluate the workshop from a customer perspective
- Conduct a post-meeting review to evaluate the success of the training workshop
- Complete a self evaluation form

This learning outcome will constitute approximately 20% of the final mark.

5.   Apply training principles in the planning, organizing and implementation of special events

Potential Elements of the Performance:
- Follow the standardized template for organizing special events
- Apply principles of adult education in the planning and organizing of each event
- Identify the needs of the customer and the staff training requirements for each special event

6. Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the resort environment.

Potential Elements of the Performance:
- Solicit and use constructive feedback in the evaluation of his/her knowledge and skills
- Identify various methods of increasing professional knowledge and skills
- Apply principles of time management and meet deadlines
- Recognize the importance of the guest, the server-guest relationship, and the principles of good service

This learning outcome will constitute approximately 5% of the final mark.

III. TOPICS:

These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

- Principles of adult education
- Research professional training organizations
- Organization, planning and presentation skills
- Public speaking and facilitation
- Training module formats
- Occupation-specific training modules
- Conducting a training workshop
- Methods of evaluation

V. EVALUATION PROCESS/GRADING SYSTEM:

The following semester grades will be assigned to students in postsecondary courses:

Grade	Definition	Grade Point Equivalent
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00

D	50 - 59%	1.00
F (Fail)	49% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

Professor's Evaluation

Tests	**15%**
Projects/Training Modules/Assignments	**65%**
Student Professionalism	**20%**
(attendance, dress code, conduct)	
	____
Total	**100%**

VI.   SPECIAL NOTES:

Attendance:
Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session. *It is the departmental policy that once the classroom door has been closed, the learning process has begun. Late arrivers will not be granted admission to the room.*

Dress Code:
All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom. For further details, please read the Hospitality Centre dress code.

Assignments:

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be word processed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless a valid reason is provided and agreed to by the professor in advance.

Testing Absence:

If a student is unable to write a test for medical reasons on the date assigned, the following procedure is required:

- In the event of an emergency on the day of the test, the student may require documentation to support the absence and must telephone the College to identify the absence. The college has a 24 hour electronic voice mail system (759-2554) Ext. 2600.
- The student shall provide the Professor with advance notice preferably in writing or e-mail of his/her need to miss the test with an explanation which is acceptable to the professor.
- The student may be required to document the absence at the discretion of the Professor.
- All decisions regarding whether tests shall be re-scheduled will be at the discretion of the Professor. In cases where the student has contacted the professor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.
- The student is responsible to make arrangements, immediately upon their return to the College with their course Professor in order to make-up the missed test.

VII. COURSE OUTLINE ADDENDUM;

The provisions contained in the addendum located on the portal form part of this course outline.