



**I. COURSE DESCRIPTION:**

This introductory course examines what is involved in the practice and management of marketing. CICE students, with assistance from a Learning Specialist, will explore the marketing processes of planning and executing the conception, pricing, promotion and distribution of ideas, goods and services.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course, the CICE student, with the help of a Learning Specialist, will demonstrate the basic ability to

1. Define marketing and understand the process of creating and capturing customer value.  
Potential Elements of the Performance:
  - Define marketing and outline the steps in the marketing process
  - Explain the importance of understanding customers and the marketplace.
  - Identify the five core marketing concepts
  - Identify the key elements of a customer-driven marketing strategy.
  - Identify strategies for creating value for customers.
  - Describe the major trends that are changing the marketing landscape.
  
2. Understand marketing strategy and where marketing really begins.  
Potential Elements of the Performance:
  - Explain company-wide strategic planning and its four steps.
  - Explain marketing's role in strategic planning and how marketing works to create and deliver customer value.
  - List the elements of a customer-driven marketing strategy.
  - List the functions of marketing management.
  - Discuss the importance of measuring and managing the return on marketing investment.
  
3. Describe marketing and society: social responsibility and marketing ethics  
Potential Elements of the Performance:
  - Identify two major social and ethical criticisms of marketing.
  - Describe how environmental sustainability issues and the "green" movement affect marketing strategies.
  - Describe the principles of socially responsible marketing.

- Explain the role of ethics in marketing.
4. Analyze the marketing environment.  
Potential Elements of the Performance:
    - Define the environmental forces that affect a company's ability to serve its customers.
    - Explain how changes in the demographic and economic environments affect marketing decisions.
    - Identify the major trends in the natural and technological environments.
  5. Managing Marketing Information.  
Potential Elements of the Performance:
    - Explain the importance of marketing information in gaining insights about customers.
    - Define the marketing information system and discuss its parts.
    - Outline the steps in the marketing research process.
    - Explain how companies analyze and use marketing information.
  6. Understand consumer and business behavior.  
Potential Elements of the Performance:
    - Describe the consumer market and the major factors that influence consumer buyer behavior
    - Identify and discuss the stages in the consumer buying process.
    - Define the business market and identify the major factors that influence business buyer behavior.
    - List and identify the steps in the business buying –decision process.
  7. Understand segmentation, targeting and positioning  
Potential Elements of the Performance:
    - Define the major steps of designing a customer-driven marketing strategy.
    - List and discuss one major approach for segmenting consumer and business markets.
    - Explain how companies identify attractive market segments and choose a target marketing strategy.
    - Discuss how companies position their products for maximum competitive advantage in the marketplace.
  8. Product and brand strategy.  
Potential Elements of the Performance:
    - Define the term product in the marketing sense.

- List the major classifications of products and services.
  - Describe the strategic decisions companies make regarding the marketing of their products and services.
  - Identify the four characteristics that make service marketing a special kind of product marketing.
  - Describe the concept of brand.
9. Pricing.
- Potential Elements of the Performance:
- Discuss the importance of understanding customer-value perceptions and company costs when setting prices.
  - Identify and explain the internal and external factors affecting pricing decisions.
  - Describe five strategies for pricing products.
  - Explain how companies determine a set of prices that maximizes profits.

### **III. TOPICS:**

1. Define marketing
2. Understand marketing strategy
3. Sustainable marketing, social responsibility and ethics.
4. Analyze the marketing environment
5. Manage marketing information
6. Consumer and business behavior
7. Segmentation, targeting and positioning
8. Product and brand strategy
9. Pricing

### **IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Marketing: An Introduction, Canadian Fourth Edition, In-Class Edition,  
Armstrong Kotler et. al., Pearson Canada, ISBN #978-0-13-254-984-4

**V. EVALUATION PROCESS/GRADING SYSTEM:**

<b>Test #1: Chapters: 1, 2 &amp; 3</b>	<b>34%</b>
<b>Test #2: Chapters: 4, 5 &amp; 6</b>	<b>33%</b>
<b>Test #3: Chapters: 7, 8 &amp; 10</b>	<b>33%</b>
<b>Total</b>	<b>100%</b>

All tests will be completed with the assistance of the Learning Specialist. Any modifications to the tests will be proposed by the Learning Specialist and are subject to approval from the professor

**Supplementary Test:**

**There will be no individual re-writes of tests missed during the semester. If a student attends 80% of the classes during the semester, and has missed a test during the semester, he/she can request consideration for writing a supplementary test scheduled at the end of the semester. The supplementary test will be comprehensive, covering all of the learning outcomes of the semester. The grade achieved on the supplementary test will replace the zero grades issued for any missed test. Regular attendance is critical to the successful completion of the course. Students who are late for tests will be considered absent.**

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
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.

### **COURSE OUTLINE ADDENDUM**

1. Course Outline Amendments:  
The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.
2. Retention of Course Outlines:  
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.
3. Prior Learning Assessment:  
Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

Substitute course information is available in the Registrar's office.

4. Accessibility Services:  
If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Accessibility Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.
5. Communication:  
The College considers ***Desire2Learn (D2L)*** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of this Learning Management System (LMS) communication tool.

6. Plagiarism:  
Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.
  
7. Tuition Default:  
Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured) as of the first week of *November* will be removed from placement and clinical activities due to liability issues. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.
  
8. Student Portal:  
The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to <https://my.saultcollege.ca>.
  
9. Electronic Devices in the Classroom:  
Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

**CICE Modifications:****Preparation and Participation**

1. A Learning Specialist will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with homework and assignments, preparation for exams, tests and quizzes.)
3. Study notes will be geared to test content and style which will match with modified learning outcomes.
4. Although the Learning Specialist may not attend all classes with the student(s), support will always be available. When the Learning Specialist does attend classes he/she will remain as inconspicuous as possible.

**A. Tests may be modified in the following ways:**

1. Tests, which require essay answers, may be modified to short answers.
2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.
3. Tests, which use fill in the blank format, may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.
4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

**B. Tests will be written in CICE office with assistance from a Learning Specialist.*****The Learning Specialist may:***

1. Read the test question to the student.
2. Paraphrase the test question without revealing any key words or definitions.
3. Transcribe the student's verbal answer.
4. Test length may be reduced and time allowed to complete test may be increased.

**C. Assignments may be modified in the following ways:**

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.
2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

***The Learning Specialist may:***

1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information
5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

**D. Evaluation:**

Is reflective of modified learning outcomes.