



COURSE OUTLINE

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Course Name: Human Resources Management

Department Head/Coordinator: Michael Tittel

Effective Date: September 2014

School or Centre:		Department:	
School of Hospitality and Business		Hospitality Management Diploma	
Course History:		Year of Study:	
Revised Course		2nd Year Post-secondary	
Name of Replacing Course (if applicable):	HOSP 1212	Course Number:	HOSP 2410
		Number of Credits:	3.0

Course Pre-requisites (if applicable):

Course Co-requisites (if applicable):

PLAR (Prior Learning Assessment & Recognition)

No Yes (details below):

To learn more about the PLAR pathways for this course review the Hospitality Management Diploma Program Content Guide.

Course Description:

This course helps students develop a fundamental understanding of human resources theory and practice. It focuses on the critical issues that concern managers in the hospitality industry including employee relations, recruiting and selection, employment standards and challenges and trends in the industry.

Note to instructors: An instructional strategy is an approach that an instructor uses to achieve the learning outcomes (e.g., lecture, case study, video, group work).

Instructional Strategies:

Lectures, role plays, case studies, group discussions and projects

Course Learning Outcomes:

Successful students will be able to:

1. Recruit, manage performance and assist employees with their career development.
2. Analyze the processes, programs and systems in an organization that focus on the effective deployment and development of its employees.
3. Align a hospitality organization's business strategy and human resource management strategy.
4. Describe the legal framework of HRM and types of employment law in Canada.
5. Describe statutory rights, contractual rights, due process and legal implications of those rights.
6. Outline the manager's role in creating a work environment that is free from harassment/discrimination.
7. Define and design work for employees.
8. Create work environments that increase employee contributions, engagement and motivation.
9. Carry out a progressive disciplinary process when necessary.
10. Describe the legal responsibilities of managers and supervisors to create safe and healthy workplace.
11. Explain a proactive strategic approach to improving employee health and safety.
12. Work effectively with unions.
13. Evaluate the effectiveness of line management's ownership of HRM processes, programs & systems.
14. Apply theories in ethics and moral development which are relevant to the hospitality industry.

Program Learning Outcomes:

Upon successful completion of the Hospitality Management Diploma, students will be able to:

1. Communicate effectively as hospitality professionals.
2. Demonstrate leadership competencies in the hospitality sector.
3. Evaluate financial information and financial implications related to business decisions to support the goals of a hospitality enterprise.
4. Act in an ethical manner and practice within the legal framework of the industry.
5. Provide responsible and professional food and beverage services.
6. Supervise front-of-the house and back-of-the house hotel and restaurant operations.
7. Manage basic human relations issues within a hospitality setting.
8. Prepare the basis for a marketing plan and communication strategy.
9. Analyze emerging hospitality industry trends and innovations.
10. Describe the role and scope of the tourism industry, the stakeholders, the five sectors of the industry and their economic impact.
11. Employ sustainability decision-making and practices in their work as hospitality professionals.
12. Apply the theoretical principles and practices of guest and customer services in a hospitality setting.
13. Apply critical thinking and problem solving techniques to make sound management decisions and recommendations.

Evaluation/Grading System *(Click on drop down box arrows to see list of options)*

Grading System	Specify if 'Other':	Specify Passing Grade:
Letter Grades		D (50%)

Components and Weighting of the Assessment/Evaluation Plan: *(Click on drop down box arrows to see list of options)*

Type	Percentage	Evaluation Plan (provide a brief explanation for each component especially if value exceeds 35%):
Assignments	30	Journal Critiques
Participation	15	Attendance and class participation
Exam	20	
Other	10	Annotated Bibliography
Final Exam	25	
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Total		100

Learning Environment/Type *(Select all that are used within the course)*

Instruction Type	Hours Per Instruction Type	Comments
L - Classroom	45	
Enter Total Hours	45	

Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

Course Topics and Sequence Covered:

1. Scope of human resources in hospitality industry
2. Group dynamics
3. Ethics, morals, professionalism in hospitality industry
4. Employment standards
5. Diversity
6. Recruitment, job specifications appraisals
7. Employee handbooks, orientations
8. Manager's role in creating a safe work environment
9. Conflict management
10. Health and safety
11. Legal aspects of human resources work
12. Design job descriptions
13. Working effectively with unions

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about-vcc/policies/index.cfm>

To find out how this course transfers, visit the BC Transfer Guide at www.bctransferguide.ca.

FOR COMMITTEE USE ONLY

Date Approved by Education Council:		Date Approved by VCC Board (if applicable):	
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