HOSPITALITY MANAGEMENT DIPLOMA

Purpose

The Hospitality Management Diploma is designed to equip students with the necessary skills and abilities to be future leaders in the hospitality industry through authentic learning and industry partnership. Students will be prepared to meet the challenges and opportunities of the global hospitality industry. Students will participate in an 8-week workplace co-op to develop their skills using a real-world hands-on approach while building their professional portfolio and industry network.

Upon completion of the program, students will have developed the competencies required for the development towards supervisory roles in the hospitality and tourism industries.

Duration

The program is delivered over four academic terms. Maximum time to complete the program is five (5) years.

Upon successful completion of the first year of study (30 credits), students may choose to exit the program and receive a Certificate in Hospitality Management. Maximum time to complete the certificate is two (2) years.

Learning Outcomes

Upon successful completion of this program, graduates will be able to:

1. Demonstrate a level of interpersonal and inter-cultural awareness through effective communication as a hospitality management professional in an inclusive and diverse workplace.

2. Use leadership, conflict and relationship management skills and tools to make sound management decisions and recommendations.

3. Evaluate financial information and revenue management strategies to support the goals of a hospitality enterprise.

4. Act in a professional, ethical and lawful manner within the hospitality industry by applying employment, labour relations, health and safety and privacy legislation standards.

5. Provide responsible and professional food and beverage services.

6. Explain various industry roles and responsibilities at the front line, supervisory, management, and executive levels.

7. Develop marketing, promotional and sales strategies.

8. Analyze emerging hospitality industry trends, technological innovations and environmentally sustainable practices.

9. Examine the sectors of the tourism and hospitality industry and their economic, social, geopolitical, and environmental impacts.

10. Demonstrate critical thinking and problem-solving skills in their work as hospitality professionals.

Admission Requirements

- Grade 12 graduation or equivalent
- Knowledge of English demonstrated by *one* of the following:
  - English 12 with a minimum passing grade, or equivalent *or*
  - English Language Proficiency (https://www.vcc.ca/applying/registration-services/english-language-proficiency-requirements/) at a minimum English 12 Pass level
- Knowledge of mathematics demonstrated by *one* of the following:
  - Math 11 Foundations with a minimum grade of 'C+' *or*
  - VCC MATH 0861 Math 11 Part 1 *and* MATH 0871 Math 11 Part 2 with minimum grades of 'C+' *or*
  - Pre-calculus 11 with a minimum grade of 'C' *or*
  - VCC Math Assessment with the following scores: Basic Math with a minimum 80% *and* Basic Algebra with a minimum 60%

Upon acceptance to the program, the following two certificates must be completed in the first term:

- Valid Foodsafe Level 1 Certificate
- Valid Serving It Right Certificate

Program Requirements

This program can be completed over four (4) terms by successfully completing the following: 15 credits (term 1), 15 credits (term 2), 13.5 credits (term 3), 16.5 credits (term 4).

First Year		Credits
HOSP 1310	Introduction to Tourism	3
HOSP 1410	Hosp Guest Service Mgmt	3
HOSP 1620	Hospitality Computer Applications	3
HOSP 1311	Intro Business Communications	3
HOSP 2410	Human Resources Management	3
HOSP 1360	Food and Beverage Operations	3
HOSP 1370	Accommodation & Lodging Mgmt	3
HOSP 1860	Intro Hospitality Accounting	3
HOSP 1312	Essentials of Business Comm	3
HOSP 2310	Food Production Principles	3
	Credits	**30**
Second Year		
HOSP 2360	Restaurant Operations	3
HOSP 2102	Catering, Meetings and Events	3
HOSP 2620	Introduction to Marketing	3
HOSP 2311	Communicating Effectively	1.5
HOSP 2660	Hospitality Sales Management	3
HOSP 2113	Global Business Decisions	3
HOSP 2114	Mgmt Accounting & Cost Control	3
HOSP 2470	Organizational Behaviour	3
HOSP 2230	Global Hotel Management	1.5
HOSP 2240	Hosp Work Experience Co-Op	6
	Credits	**30**
	Total Credits	**60**

Evaluation of Student Learning

Multiple evaluation methods are used dependent on the learning outcomes of each course. Students must receive a minimum program grade point average of 'C' (2.0) to successfully graduate, and a minimum cumulative grade point average of 'C' (2.0) in each term to advance into

subsequent courses/terms in the program. Successful completion of an 8-week related industry co-op is also required for graduation.

Prior Learning Assessment and Recognition (PLAR)

Students may request formal recognition of prior learning attained through informal education, work, or other life experience, including Indigenous ways of knowing. Credits may be granted to students who are able to sufficiently demonstrate the learning outcomes of specific courses.

PLAR is available for all courses in the program, *except*:

- HOSP 1360 Food and Beverage Operations
- HOSP 2310 Food Production Principles
- HOSP 2360 Restaurant Operations
- HOSP 2240 Hospitality Work Experience Co-Op

Methods of PLAR vary by course, and may include exams, professional portfolios, interviews, performance assessments, and other evaluations. Please contact the Department for details.

See the Prior Learning Assessment and Recognition Policy and Procedures for more information.

*International Students requesting PLAR, please contact VCC International Education Advising (https://www.vcc.ca/international/contact-us/vcc-international-office/international-advising/) to learn how PLAR can impact immigration status, prior to proceeding with the PLAR request.

Transcript of Achievement

The evaluation of learning outcomes for each student is prepared by the instructor and reported to the Student Records Department at the completion of semesters.

The transcript typically shows a letter grade for each course. The grade point equivalent for a course is obtained from letter grades as follows:

Grading Standard

Grade	Percentage	Description	Grade Point Equivalency
A+	96-100		4.33
A	91-95		4.00
A-	86-90		3.67
B+	81-85		3.33
B	76-80		3.00
B-	71-75		2.67
C+	66-70		2.33
C	61-65		2.00
C-	56-60		1.67
D	50-55		1.00
F	0-49	Failing Grade	0.00

S	70 or greater	Satisfactory – student has met and mastered a clearly defined body of skills and performances to required standards	N/A
U		Unsatisfactory – student has not met and mastered a clearly defined body of skills and performances to required standards	N/A
I		Incomplete	N/A
IP		Course in Progress	N/A
W		Withdrawal	N/A
Course Standings			
R		Audit. No Credits	N/A
EX		Exempt. Credit Granted	N/A
TC		Transfer Credit	N/A

Grade Point Average (GPA)

1. The course grade points shall be calculated as the product of the course credit value and the grade value.

2. The GPA shall be calculated by dividing the total number of achieved course grade points by the total number of assigned course credit values. This cumulative GPA shall be determined and stated on the Transcript at the end of each Program level or semester.

3. Grades shall be assigned to repeated courses in the same manner as courses taken only once. For the purpose of GPA calculation of grades for repeated courses, they will be included in the calculation of the cumulative GPA.