DURHAM COLLEGE
SUCCESS MATTERS

Centre for Food (CFF)

Culinary Skills, Culinary Management, Golf Facility Operations Management, Hospitality Management, Special Events Planning

PROGRAM GUIDE

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Please note the following important information:

Durham College strives to ensure the accuracy of the information in this publication. Please note that the academic curriculum is continually reviewed and revised to ensure program quality and relevancy. As such, the college reserves the right to modify or cancel any course, program, fee, procedure, timetable or campus location at any time. Please consult our website at www.durhamcollege.ca for the most current information.

Printed: ***AUGUST 2013***

WELCOME STUDENTS

A message from the Dean

Welcome to Durham College's Centre for Food at Whitby. You are beginning a career path of your choice and our faculty and staff are committed to helping you achieve your goals.

To do this, our faculty, who are dedicated professionals chosen from your field of study, have developed relevant programs of study and look forward to engaging you to achieve success in your program. These courses of study are a mix of both theoretical and hands-on activities that are appropriate to your career field. Our classroom and shop facilities are well equipped and designed to support your learning experience. Your time at Durham College is an opportunity for concentrated study to prepare for your career. Please use your time here to your best advantage.

Our faculty and staff take pride in our mission to provide a progressive and motivating learning environment to produce exceptional graduates who meet industry expectations. If at any time you require help please feel free to approach our faculty and staff for assistance. Your success matters to us!

Welcome

Darrin Caron
Dean, School of Skilled Trades, Apprenticeship & Renewable Technology

A message from the Vice-President Academic Excellence & Innovation

Congratulations on choosing Durham College and taking a very important step in preparing for your future. Durham College is known for high quality programs, leading edge technology, an award winning library and a student-centered approach to learning. Supporting our mission that the student experience comes first, Durham College is committed to providing students with quality learning experiences and support in finding fulfillment in education, employment and lifelong learning.

Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience. The program you have chosen has been designed to help you develop the necessary skills and knowledge to support your success in your chosen career path. Our dedicated and professional staff and professors are committed to helping you achieve your educational goals and your career aspirations.

Durham College strives to be accountable to students and employers through the preparation of work-ready graduates who will continue to live our “success matters” focus in their professional work environment.

We are pleased you have chosen to study at Durham College and we look forward to supporting your learning journey – work hard, have fun, enjoy your college experience and campus life.
I wish you much success with your studies.

Judy Robinson,
Vice President, Academic

FACULTY AND STAFF LISTING

The Centre for Food Office is located at the Whitby Campus. Our office hours are Monday – Friday 8:00 a.m. – 4:30 p.m. Staff & faculty can be reached by phone by dialing (905) 721-2000 and then the extension as listed on this directory…

Office & Administrative staff….

	Office	*Extension*
Darren Caron, Dean	120	3302
Mary Collins, Associate Dean	121	4232
Amy Serrano, Administrative Support	CFF-Front desk	4262
Shelley Chard, Student Advisor	103P	4087
Mary Pearce, Administrative Coordinator	118	4025
Christine McSorley, Manager of Operations	B109	4255

Program Co-ordinators & Program Contacts….

	Office	*Extension*
David Hawey Culinary Skills/Culinary Management	B104	4252
Robert Grieve Golf Facility Operations Management/Hospitality Management/ Special Events Planning	B103	4251
Lisa McKay Culinary Lab Technologist	CFF107A	4256

Faculty…

	Office	*Extension*		*Office*	*Extension*
Nadine Lamarche	Whitby 22-35	4189	Tricia Wiseman	B102	4250
Peter Lee	B105	4253			

DURHAM COLLEGE
SUCCESS MATTERS

Success Matters

Mission, Vision and Values

Mission

The student experience comes first at Durham College.

Vision

Durham College is the premier post-secondary destination for students who succeed in a dynamic and supportive learning environment. Our graduates develop the professional and personal skills required to realize meaningful careers and make a difference in the world.

Values

Our values drive our organizational culture and behaviour in delivering our vision and mission.

We value:

Integrity and transparency – we behave and communicate sincerely and honestly.

Respect – we treat everyone with dignity, deliver superior service and offer a safe environment.

Equal access and diversity – we embrace diversity, ensure accessibility and champion all learners.

Personal and team accountability – we do what we say we will do and are creative and innovative in how we conduct our business.

THE STUDENT EXPERIENCE COMES FIRST AT DURHAM COLLEGE

IMPORTANT TO ALL

Students and staff at Durham College are committed to academic excellence by:

- Demonstrating respect for one another and property
- Maintaining a clean and safe environment
- Taking an active role in the learning process
- Providing and receiving support when necessary
- Attending classes and/or appointments regularly and on time
- Modeling skills, attitudes and expectations of the workplace

SUPPORT STAFF

- Provide professional quality customer service to students and staff
- Direct students and staff to appropriate resources
- Support and assist students in their learning and career goals
- Promote services that enhance student success

FACULTY

- To be positive, enthusiastic, patient and flexible
- To be in the class early and prepared to begin on time
- To keep current in academic and professional knowledge
- To be prepared for activities, exercises and demonstrations
- To be available and show willingness to help students
- To ensure that all students get equal assistance and time
- To perform evaluations according to established criteria and within a reasonable time frame
- To return and take up any assigned homework, assignments, tests and projects promptly
- To identify students requiring remedial assistance, and to direct those students to the appropriate services
- To write constructive and helpful statements when evaluating student assignments
- To use a variety of teaching, questioning, and assessment techniques
- To motivate and engage learners in active and collaborative learning
- To encourage student participation and feedback wherever possible
- To effectively use learning technology
- To outline professional responsibilities, career alternatives, and avenues for further education following graduation

- To provide a course outline to each student at the beginning of the course, to review the outline with the students, and to adhere to the outline
- To adhere to Durham College policies, procedures and guidelines
- To place the safety and well-being of the student above all other objectives, including fulfilling education obligations

STUDENTS

- To be prepared for class and professional practice activities. This will include reading appropriate textbook assignments prior to class and completing any homework assignments
- To be in class and arrive on time
- To participate in class activities
- To demonstrate respect for all persons and the learning environment
- To be trustworthy, honest, and accountable for own behaviour
- To complete tests, assignments and evaluations as required, striving for excellence
- To demonstrate effective communication skills
- To understand all course requirements and to follow them
- To seek assistance immediately if unable to follow the subject requirements for any reason
- To read and adhere to Durham College policies, procedures and guidelines

ADMINISTRATION

- Meet or exceed standards of excellence
- Manage budgets and resources
- Support students and staff in meeting their responsibilities
- Support/direct approved operational procedures
- Communicate relevant information in a timely fashion
- Be current in their field of leadership in a college environment

IMPORTANT DATES TO REMEMBER

Please note the dates of your semester examinations. **Please ensure that you do not schedule vacation or employment during these times.**

Fall 2013 Semester

July 2, 2013	Fees are due for 1st year students
July 16-17, 2013	Web registration - opens for 2nd year students who have paid for fall semester - begins
July 18, 2013	Web registration - opens for 3rd year students who have paid for fall semester – begins
July 23-25, 2013	Web registration - opens for 1st year students who have paid for fall semester
July 19, 2013	Fees are due for 2nd and 3rd year students
August 5, 2013	Civic holiday - no classes
August 26, 2013	Registration for part-time students begins and window opens for timetable changes Oshawa only
August 26, 2013	Apprenticeship classes begin
August 29, 2013	Orientation for Pickering Learning Site
September 2, 2013	Labour Day - no classes
September 3, 2013	Orientation for first-year students Oshawa and Whitby
September 4, 2013	Classes begin for most programs
September 10, 2013	Last day for late program registration
	Last day for fall semester course additions or program changes
September 13, 2013	Last day to apply for fall graduation
September 17, 2013	Last day for full-time students to withdraw with a refund of fees paid, less a $100 administration fee. [1, 2]
	Last day for refund eligibility when dropping to part-time course load
	Last day for part-time students to withdraw with tuition fee refund less a $30 administration fee per subject [1, 2]
	Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for fall semester subjects
	Last day for submission of an application for fall semester subject credit / external credit

September 25, 2013	Last day for student to withdraw from a fall semester course with no academic record. Courses dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal.[1, 2]
September 30, 2013	Student Health Insurance Plan "Opt-out" deadline
October 14, 2013	Thanksgiving – no classes
October 8, 2013	Deadline for submission of adjusted marks to clear INC grades from Spring/Summer 2013. INC designation reverts to the grade originally assigned or a grade of zero (0) if no grade is provided.
November 1, 2013	Fall Convocation
November 8, 2013	Last day to withdraw from a fall semester course with no academic penalty. After this date, all courses will be graded and recorded on the student's transcript.[1, 2]
November 15, 2013	Winter semester 2014 fees due date for September start students
November 19-20, 2013	Web registration – opens for fall start 2nd and 3rd year students for winter 2014 semester courses
November 26-28, 2013	Web registration – opens for fall start returning 1st year students for winter 2014 semester courses
November 28, 2013	Scholarship Ceremony
December 4, 2013	Web registration – opens for January start 1st and 2nd years
December 6, 2013	Last day of classes for most programs
December 9 - 13, 2013	Fall semester final examinations/evaluations for postsecondary students. Students are reminded not to schedule vacation or employment hours during these times. Monday, January 6, 2014 and Tuesday, January 7, 2014 scheduled as tentative snow dates for the Oshawa campus.
December 19, 2013	Grades are available to view electronically as of 4 p.m. Note: official distribution date for the purpose of academic appeals is January 6, 2014
December 19, 2013	Full-time students may process timetable changes for the winter semester through MyCampus as of 4 p.m. Oshawa only.

Winter 2014 Semester

December 24, 2013 to January 1, 2014 inclusive	College closed for the holiday season
January 2, 2014	Registration begins for Oshawa campus part-time students
	Orientation for January start International students
January 3, 2014	Orientation for all January start students

January 6, 2014	All apprenticeship and post-secondary classes begin
	Official grade distribution date for the purpose of Academic Appeals
January 10, 2014	Last day for winter semester course additions or program changes
January 11, 14 and 16	Dates for missed exams from the fall 2013 semester
January 17, 2014	Last day for full-time fall start students to withdraw from their program with a refund of winter tuition fees.[1, 2] Ancillary fees and school supply fees are not refundable.
	Last day for refund eligibility when dropping to part-time course load
	Last day to withdraw from part-time studies with tuition fee refund less $30 administration fee per course.
	Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for winter semester courses
	Last day for submission of an application for fall semester subject credit / external transfer credit
January 31, 2014	Last day to withdraw from a winter course with no academic record. Courses dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal.[1, 2]
February 4, 2014	Deadline for submission of adjusted marks to clear INC grades from fall 2013 semester INC designation reverts to the grade originally assigned or a grade of zero (0) if no grade is provided.
February 17, 2014	Family Day - no classes
February 28, 2014	T2202As are available online via MyCampus as of 4 p.m.
February 24 - 28, 2014	Winter Break Week - for postsecondary and day release apprenticeship students
March 3 - March 7, 2014	Winter Break Week - for apprenticeship students (except for day release apprenticeship and OYAP)
March 10 - March 14, 2014	Winter Break Week - for OYAP students
March 10, 2014	Fees are due for Spring 2014 semester fees for September start - 3 semester programs
March 20, 2014	Last day to withdraw from January start courses with no academic penalty.
April 8-9, 2014	Web registration – opens for Fall start students with Spring/Summer 3rd semester 2014 courses and January start programs
April 10, 2014	Web registration – opens for May start programs
April 17, 2014	Last day of classes
April 18, 2014	Good Friday - no classes

April 21-25, 2014	Winter semester final examinations/evaluations for postsecondary students. Students are reminded not to schedule vacation or employment hours during these times.
April 22, 2014	Last day to apply to graduate for courses ending April 2014
May 2, 2014	Grades available for post-secondary students to view. Note: official distribution date for the purpose of academic appeals is May 2, 2014
May 10,13&15, 2014	Dates for missed winter exams.
June 19 - 20, 2014	Spring Convocation

	January Start 2014
December 2, 2013	Fees are due for January start and returning January students. (PNII and Dental Hygiene)
December 4, 2013	Web registration – opens for January start 1st and 2nd year students
January 2, 2014	Registration for Oshawa campus part-time students begins
January 6. 2014	All apprenticeship and post-secondary classes begin
January 10, 2014	Last day for late program registration for January start.
	Last day for winter semester course additions or program changes
January 17, 2014	Last day for full-time students, who started their program in January 2014 to withdraw from their program with a refund of fees paid less a $100 administration fee.[1, 2]
	Last day for refund eligibility when dropping to part-time course load
	Last day to withdraw from part-time studies with tuition fee refund less a $30 administration fee per course.[1, 2]
	Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for winter semester course
	Last day for submission of an application for fall semester subject credit / external transfer credit
January 31, 2014	Last day to withdraw from a January start course with no academic record. Courses dropped after this date, will be recorded on the academic transcript with a “W” to indicate withdrawal.[1, 2]
January 31, 2014	January Start students only: Student Health Insurance Plan “Opt-out” deadline.

February 17, 2014	Family Day - no classes
February 28, 2014	T2202As are available online via MyCampus as of 4 p.m.
February 24-28 2014	Winter Break Week - for postsecondary and day release apprenticeship students
March 3 - 7, 2014	Winter Break Week - for apprenticeship students (Except for day release apprenticeship and OYAP)
March 10 - 14, 2014	Winter Break Week - for OYAP students
March 10, 2014	Spring / Summer 2014 semester fees due date January Start students
March 20, 2014	Last day to withdraw from January course with no academic penalty
April 8-9, 2014	Web registration – opens for Fall start students with Spring/Summer 3rd semester 2014 courses and January start programs.
April 10, 2014	Web registration – opens for May start programs
April 17, 2014	Last day of classes for most January-start programs
April 18, 2014	Good Friday - no classes
April 22, 2014	Last day to apply to graduate for courses ending April 2014
April 21 - 25, 2014	Winter semester and January start final examinations/evaluations. Students are reminded not to schedule vacation or employment hours during these times.
May 2, 2014	Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.
May 2, 2014	Full-time students may process timetable changes for the spring/summer semester through MyCampus as of 4 p.m. Oshawa only.
May 10, 13 and 15, 2014	Dates for Missed Exams from Winter Semester 2014.
June 18, 2014	Deadline for submission of adjusted marks to clear INC grades from Winter 2014. INC designation reverts to the grade originally assigned or a grade of zero (0) if no grade is provided.

Spring/Summer Start 2014 – 14 Week Semester

April 4, 2014	Fees are due for Spring / Summer 2014 semester fees

April 10, 2014	Web registration – open for May start programs
May 5, 2014	Most Spring/Summer classes begin
	Registration for Oshawa campus part-time students begins
May 9, 2014	Last day for late program registration
	Last day for most spring/summer semester course additions or program changes
May 16, 2014	Last day for full-time students, who started their programs in Spring/Summer semester to withdraw from their program with a refund of fees paid less a $100 administration fee.[1, 2]
	Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for most spring semester courses.
	Last day to withdraw from most spring/summer semester courses with no academic record. Courses dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal.[1, 2]
	Last day for application for spring/summer semester subject credit / external transfer credit
May 19, 2014	Victoria Day - no classes.
May 30, 2014	Student Health Insurance Plan "Opt-out" deadline.
July 1, 2014	Canada Day - no classes
July 2, 2014	Fees due for 1st year fall semester students
July 15-17, 2014	Web registration – opens for 1st year students who have paid for fall semester
July 18, 2014	Last day to withdraw from most Spring/Summer -14 week courses. After this date, all courses will be graded and recorded on the student's transcript.[1, 2]
August 4, 2014	Civic Holiday - no classes
August 8, 2014	Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals

Spring/Summer Semester 2014 – 7 Week Term(s)

Spring – 7 Week Term

April 4, 2014	Fees are due for Spring/Summer 2014 semester for 7- week programs/courses – May starts
April 10, 2014	Web registration – opens for Spring/Summer programs begins for 7 week programs/courses.

May 1, 2014	Orientation for all May start International Students
May 2, 2014	Orientation for all May start students
May 5, 2014	Most Spring/Summer classes begin.
	Registration for Oshawa campus part-time students begins.
May 9, 2014	Last day for late program registration.
	Last day for most spring/summer semester course or program changes.
	Last day for full-time students to withdraw from their Spring courses with no academic penalty
May 16, 2014	Last day for full-time students in Spring/Summer - 7 week terms to withdraw from their program with a refund of fees paid less a $100 administration fee.[1,2]
May 19, 2014	Victoria Day – no classes
June 6, 2014	Last day to withdraw from Spring - 7 week course. After this date, all courses will be graded and recorded on the student's transcript.[1, 2]
June 20, 2014	Last day of classes for most Spring - 7 week courses.
June 27, 2014	Spring – 7 week course grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.

Summer – 7 Week Term

July 1, 2014	Canada Day – no classes
July 2, 2014	Summer – 7 week subjects begin.
July 2, 2014	Fees are due for 1st year fall semester students
July 15-17, 2014	Web registration – opens for 1st year students who have paid for fall semester
July 8, 2014	Last day for full-time students to withdraw from their summer courses with no academic penalty.
July 30, 2014	Last day to withdraw from Summer-7 week courses. After this date, all courses will be graded and recorded on the student's transcript.[1, 2]
August 4, 2014	Civic Holiday - no classes
August 15, 2014	Last day of classes for most Summer - 7 week courses
August 21, 2014	Summer – 7 week courses grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.

October 9, 2014	Deadline for submission of adjusted marks to clear INC grades from Spring/Summer 2014. INC designation reverts to the grade originally assigned or a grade of zero (0) if no grade is provided.

NOTES:

1. Official Withdrawal forms must be completed by the student and submitted to the Office of the Registrar.

2. The administration fee for international students will vary.

These dates represent the best information at time of publication. The College reserves the right to make changes subject to amendments to existing legislation, Collective Agreements, or as required by the College. Dates may vary slightly from program to program.

COLLEGE PUBLICATIONS

At Durham College, several publications provide the information you need before you start classes.

Program guide…

Durham College's Program Guides are a handy reference guide for everything students might want to know about their academic program. The program-specific guides provide essential information related to the program of study, policies, program requirements, faculty contact information, important dates, grading criteria, etc., as well as a starting point to help students find and navigate their way through academic and student support services.

Program Guides are available electronically on the college website. It is important that students read this guide at the beginning of their studies as it contains pertinent information for academic success and will be useful throughout the duration of the program.

Note:

- This guide is not intended to be a complete statement of all procedures, policies, rules and regulations at Durham College.
- The College reserves the right to change or cancel any provisions, requirements or subjects at any time.
- Student Advisors and/or Faculty Advisors will assist in planning programs, but it is the student's responsibility to meet the academic requirements for completion of certificates and diplomas.

Continuing Education course book…

Continuing Education publishes course calendars – Fall, Winter/Spring, listing courses for credit towards Post-Secondary Programs, and personal and professional development. In many instances the same course outlines are used for full-time and Continuing Education courses. Courses may be accessed through classroom setting, correspondence (distance education) or online courses (Internet).

If you are unable to access a day-time course (timetable conflicts, repeat of a course, etc.) or want to get a head start on your next semester, discuss your options with your Student Advisor.

Please check our website for comprehensive information @ www.durhamcollege.ca/coned.

WHAT ARE PROGRAM LEARNING OUTCOMES?

In an effort to maintain a level of quality and consistency of programs in community colleges across the province, the Government of Ontario initiated system-wide program standards in 1993. Similar programs must meet the outlines standards for employability skills, vocational standards and general education standards as deemed appropriate by the Ministry of Training, Colleges and Universities. These standards outline the essential skills and knowledge that a student must demonstrate in order to graduate from their program.

Learning outcomes for each program have been listed in this guide (see Program of Studies section) If you would like to research the program standards and learning outcomes of your preferred program or would like to find out more about how the standards are developed and maintained, please visit the Ministry of Training, Colleges and Universities website: http://www.edu.gov.on.ca.

PROGRAM OF STUDIES
CULINARY SKILLS & CULINARY MANAGEMENT

The one-year Culinary Skills certificate program focuses on providing graduates with the basic theoretical and practical culinary skills required for entry into a wide range of foodservice environments.

The two-year Culinary Management diploma program shares the first year program of studies with Culinary Skills. The second year of studies develops advanced culinary skills with an emphasis on theoretical and applied management procedures

Program focus…

An emphasis will be placed on locally grown and produced foods, skilfully prepared to meet the diverse needs of today's diners.

Active learning…

Through activity based classroom instruction and practical application in the culinary lab, students will develop critical practical skills related to a la carte cuisine, pastry, desserts and baking, ethnic cuisine, contemporary cooking and more.

A field placement component will be completed in a local restaurant, hotel, golf course, retirement home, nursing home, or other approved food service facility.

Flexible career options…

Graduates of the program may find work in the food service industry as cooks and bakers for commercial and industrial catering organizations, cruise ships, entrepreneurial enterprises, hotel kitchens, institutions and restaurants.

CULINARY SKILLS…

Course Name	Course Code	Pre-requisite(s)	Co-requisite(s)	LEC hrs	LAB hrs	ALT DEL hrs	FP hrs
PROGRAM OFFERS BOTH SEPTEMBER & JANUARY START DATES							
SEMESTER 1							
Communications for Business I	COMM 2204			2	1	0	
Computers for Hospitality	COMP 1210			0	3	0	
Culinary Theory I	CULI 1200			3	0	0	
Culinary & Baking Techniques	CULI 1201		FOOD 1200	0	4	0	
Food Safety & Sanitation	FOOD 1200*			2	0	0	
Culinary Nutrition	NUTR 2200*			2	0	0	
Professional Development Strategies	PDST 1200			2	1	0	
Dimensions of Tourism & Hospitality	TOUR 1201			3	0	0	
				14	**9**	**0**	
SEMESTER 2							
Cuisine a la Carte	CUIS 2201	CULI 1201, FOOD 1200, CULI 1200	CULI 2201	0	4	0	
Culinary Theory II	CULI 2201	CULI 1200	CUIS 2201	3	0	0	
Foodservice Operations	FOOP 2200	CULI 1201, FOOD 1200		0	5	0	
Field Placement – CSK	FWK 2201	All 1st semester courses + 2.0 GPA		0	0	0	80
Field Placement Workshop – CSK	FWKW 2000			1	0	0	
Menu Planning	MENU 2200			2	0	0	
Principles of Kitchen Management	PKM 2200			3	0	0	
				9	**9**	**0**	**80**

NOTES:

FIELD PLACEMENT – Students must successfully complete all semester 1 courses and have a cumulative GPA of 2.0 or higher to be eligible for field placement. Field Placement takes place external to the college 1 day per week for 14 weeks.

*FOOD 1200 and NUTR 2200 will be offered in consecutive 7-week modules.

CULINARY MANAGEMENT…

Course Name	Course Code	Pre-requisite(s)	Co-requisite(s)	LEC hrs	LAB hrs	ALT DEL hrs	FB hrs
PROGRAM OFFERS BOTH SEPTEMBER & JANUARY START DATES							
SEMESTER 1							
Communications for Business I	COMM 2204			2	1	0	
Computers for Hospitality	COMP 1210			0	3	0	
Culinary Theory I	CULI 1200			3	0	0	
Culinary & Baking Techniques	CULI 1201		FOOD 1200	0	4	0	
Food Safety & Sanitation	FOOD 1200*			2	0	0	
Culinary Nutrition	NUTR 2200*			2	0	0	
Professional Development Strategies	PDST 1200			2	1	0	
Dimensions of Tourism & Hospitality	TOUR 1201			3	0	0	
				14	**9**	**0**	
SEMESTER 2							
Cuisine a la Carte	CUIS 2201	CULI 1201, FOOD 1200, CULI 1200	CULI 2201	0	4	0	
Culinary Theory II	CULI 2201	CULI 1200	CUIS 2201	3	0	0	
Foodservice Operations	FOOP 2200	CULI 1201, FOOD 1200		0	5	0	
Field Placement – CSK	FWK 2201	All 1st semester courses + 2.0 GPA		0	0	0	80
Field Placement Workshop – CSK	FWKW 2000			1	0	0	
Menu Planning	MENU 2200			2	0	0	
Principles of Kitchen Management	PKM 2200			3	0	0	
				9	**9**	**0**	**80**

CULINARY MANAGEMENT…

Course Name	Course Code	Pre-requisite(s)	Co-requisite(s)	LEC hrs	LAB hrs	ALT DEL hrs	FP hrs
SEMESTER 3							
Advanced Baking & Pastry Techniques	ABAK 3200		MGMT 3205	0	4	0	
Advanced Culinary Techniques I	CULI 2200	CULI 1201	MGMT 3205, CULI 3201	0	5	0	
Culinary Theory III	CULI 3201	CULI 2201	CULI 2200	3	0	0	
General Education Elective	GNED 0000			3	0	0	
Restaurant Management & Service Techniques I	MGMT 3205	FOOP 2200	CULI 2200, ABAK 3200	1	6	0	
Professional Development Strategies II	PDST 2200	PDST 1200		1	0	0	
				8	**15**	**0**	
SEMESTER 4							
Field Placement	FWKC 4200	All 1st, 2nd & 3rd semester courses + 2.0 GPA		0	0	0	80
General Education Elective	GNED 0000			3	0	0	
General Education Elective	GNED 0000			3	0	0	
Restaurant Management Theory	MGMT 4202	PKM 2200, MENU 2200	MGMT 4205	3	0	0	
Restaurant Management Techniques II	MGMT 4205	MGMT 3205	MGMT 4202	2	10	0	
Hospitality Marketing	MKTG 4210			3	0	0	
				14	**10**	**0**	**80**

NOTES:

GNED – GENERAL EDUCATION – Courses beginning with “GNED” are “General Education” subjects; students are to choose a General Education Elective from a provided list of acceptable courses.

FIELD PLACEMENT #1 (Semester 2) – Students must successfully complete all semester 1 courses and have a cumulative GPA of 2.0 or higher to be eligible for field placement; Field Placement takes place external to the college 1 day per week for 14 weeks.

FIELD PLACEMENT #2 (Semester 4) – Students must successfully complete all semester 1, 2 & 3 courses to be eligible for field placement; Field Placement takes place external to the college 1 day per week for 14 weeks.

*FOOD 1200 and NUTR 2200 will be offered in consecutive 7-week modules.

CULINARY SKILLS LEARNING OUTCOMES

Students graduating from this program will have demonstrated the ability to:

- Provide fundamental culinary planning, preparation, and presentation to a variety of food service environments.
- Apply basic and advanced food and bake theories and other related theories to all aspects of food preparation.
- Contribute to the provision of a healthy, safe, and well-maintained kitchen environment and to the service of food and beverage products that are free from harmful bacteria or other contaminants.
- Apply knowledge of kitchen management techniques, as required, to support the goals of the operation and the responsible use of resources.
- Apply fundamental nutritional principles to all aspects of food production.
- Perform effectively as a member of a food and beverage preparations and service team.
- Apply cost control techniques to food-service operations.
- Apply self-management and interpersonal skills to enhance performance as an employee and team member and to contribute to the success of a food-service operation.
- Develop on-going personal professional development strategies and plans to enhance culinary, leadership, and management skills for the hospitality environment

CULINARY MANAGEMENT LEARNING OUTCOMES

In addition to the Learning Outcomes of the Culinary Skills Program, students graduating from this program will have also demonstrated the ability to:

- Provide accomplished culinary planning, preparation, and presentation for a variety of food-service environments
- Contribute to marketing effectiveness to promote the successful operation of a hospitality operation.
- Contribute to the management of a variety of food and beverage operations by the effective use of hospitality management skills
- Ensure ongoing personal growth in the areas of self-management, interpersonal skills, professional ability, and industry awareness

PROGRAM OF STUDIES
GOLF FACILITY OPERATIONS MANAGEMENT

Gain skills in strong demand…

Golf is the number one sport in Canada with 1 in 6 people participating yearly. There is a strong demand for qualified individuals with the training and knowledge to work in management.

Where it leads…

Program graduates may go on to become golf professionals, club managers, event coordinators, sales representatives, retailers or even entrepreneurs. The Golf Facility Operations Management program's focus is to prepare business people who work in golf, rather than golfers who work in business.

Earn hands-on experience…

Students are exposed to all elements of golf operations, facility operations, customer service, and golf fundamentals through both in class activities and training, as well as field trips, guest speakers and practical projects. Additional program benefits include an on campus golf lab where students can work with equipment on repairs and fittings. Students will also receive golfing privileges at various local golf facilities.

Over the course of this two-year program, students are required to complete one paid co-op placement within the golfing industry. Assistance in finding and preparing for a co-op placement is provided by the program.

GOLF FACILITY OPERATIONS MANAGEMENT…

course name	course code	pre-requisite(s)	co-requisite(s)	lec hrs	lab hrs	alt del hrs	fp hrs
SEMESTER 1							
Communications for Business I	COMM 2204			2	1	0	
Computers for Hospitality	COMP 1210			0	3	0	
Intro to Golf History & Golf Organization in Canada	GOLF 1000			3	0	0	
Backshop Management	GOLF 1001			3	0	0	
Hospitality Marketing	MKTG 4210			3	0	0	
Dimensions of Tourism	TOUR 1201			3	0	0	
				14	**4**	**0**	
SEMESTER 2							
Computers for the Golf Industry	COMP 2003			0	3	0	
Co-op Placement	COOP 2000			0	0	0	770
Career Planning for Golf Facility Operations	CPGF 2004			3	0	0	
Customer Service	CSRV 2200			3	0	0	
Food Safety & Sanitation	FOOD 1200			1	0	0	
Golf Equipment Repair Techniques	GOLF 2001			1	1	0	
Introduction to Golf Facilities	GOLF 2002			3	0	0	
Turf Management I	MGMT 3307			3	0	0	
				14	**4**	**0**	**770**
SEMESTER 3							
Financial Management	ACCT 3209			4	0	0	
Management & Leadership Skills	GNED 1104			3	0	1	
Grow the Game	GOLF 3000			4	0	0	
Issues and Trends in Golf Operations	GOLF 3001			3	0	1	
Golf Merchandising	GOLF 3002			4	0	0	
Hospitality Management Golf	HOSP 3200			4	0	0	
				22	**0**	**2**	

NOTE (Semester 3): Hours listed differ from the credit weighting due to the shorter semester. For calculation of your GPA, use 3 credit hours for all courses in semester 3.

GOLF FACILITY OPERATIONS MANAGEMENT…

course name	course code	pre-requisite(s)	co-requisite(s)	lec hrs	lab hrs	alt del hrs	fp hrs
SEMESTER 4							
Food & Beverage	FOOD 4002			3	0	0	
General Education Elective	GNED 0000			3	0	0	
General Education Elective	GNED 0000			3	0	0	
Golf Management, Policies & Procedures	GOLF 4000			3	0	0	
Corporate Event Planning	GOLF 4001			3	0	0	
Turf Management II	MGMT 1331	MGMT 3307		3	0	0	
				18	**0**	**0**	

NOTES:

GNED – GENERAL EDUCATION – Courses beginning with “GNED” are “General Education” subjects; students are to choose a General Education Elective from a provided list of acceptable courses.

GOLF FACILITY OPERATIONS MANAGEMENT CO-OP

The Golf Facility Operations Management program at Durham College requires students to receive vital on-the-job training as part of an extensive co-op experience. The purpose of the co-op program is to provide students with an administrative and learning experience in the golf or golf-related industry. Ideally we would like our students to have exposure to a variety of work experience in a number of areas; management, marketing, programming, sales, human relations, teaching, and professional development within the job market.

The co-op program operates over spring and summer beginning in April and finishing mid-September.

Benefits of co-op program…

- Temporarily increases the available staff, permitting the expansion of projects and services;
- Reduces time and cost of recruiting new staff;
- Provides an opportunity for employers to evaluate individuals for future employment;
- Allows the student to actively participate in a supervised work/learning experience within a golf-related business;
- Prepares the student for entry level employment;
- Establishes links between the business, the Golf Facility Operations Management faculty and the academic curriculum.
- Provides school-year income.

Employer's responsibilities…

The employer is an active member of the co-op program, linking the student's skills and knowledge to application in the workplace. It has been our experience that the most successful co-op opportunities have had certain basic components. Therefore, to help the student successfully complete the program requirements, employers are asked to:

- Provide approximately 770 hours of field related experience;
- Permit the student to participate in minor and major projects. By combining responsibilities, the student can work independently and as part of a group;
- Meet with the student regularly to discuss progress;
- Complete a student performance evaluation.

Note: As employees, students should abide by the same guidelines as other employees. Regulations in terms of dress code and hours of work should be discussed with the student.

GOLF FACILITY OPERATIONS MANAGEMENT LEARNING OUTCOMES

This program is intended to provide the student with skills to manage all aspects of golf course operations.

Successful completion of the program will enable the graduate to:

- Select and develop an implementation plan for diverse club program activities including leagues, tournaments and showcase events.
- Identify, select and implement business administration skills suitable to the management of golf club facilities.
- Identify, select and implement the principles of marketing, sales, merchandising and advertising appropriate to the promotion of golf industry activities.
- Identify and develop an implementation plan utilizing the fundamental principles and techniques necessary for the maintenance and sustainability of golf and club facilities.
- Identify and develop an implementation plan utilizing appropriate strategies for optimal customer service and human relations in golf and club facilities.
- Select and implement appropriate strategies for effectively managing the performance and development of staff and volunteers.
- Identify and develop an implementation plan for effective food and beverage service delivery and management practices.
- Effectively utilize technological systems for golf courses including POS, tee time management and member management software in such a manner as to enhance facility operations.

PROGRAM OF STUDIES
HOSPITALITY MANAGEMENT

This two year diploma program focuses on the management of hotel, restaurant and tourism enterprises and is designed to provide students with a thorough foundation in the professional skills required to begin a career in these sectors.

Key themes…

The program of study is built on three key themes: responsible business management, exemplary customer service and an appreciation of eco-friendly hospitality management practices. Courses take students on an exploration of the various business aspects of the hospitality service industry including foodservice and hotel operations, customer service, marketing, regional tourism, financial and human resource management, as well as catering and event planning.

Essential skills and abilities…

Team-work, effective decision-making, critical thinking and leadership skills are explored in year one and their application is emphasized throughout the second year of the program.

Practical knowledge is provided through an 80-hour placement component completed in a hotel, restaurant, catering, institutional foodservice operation, golf course, tourism operation or other approved location, during semester 4.

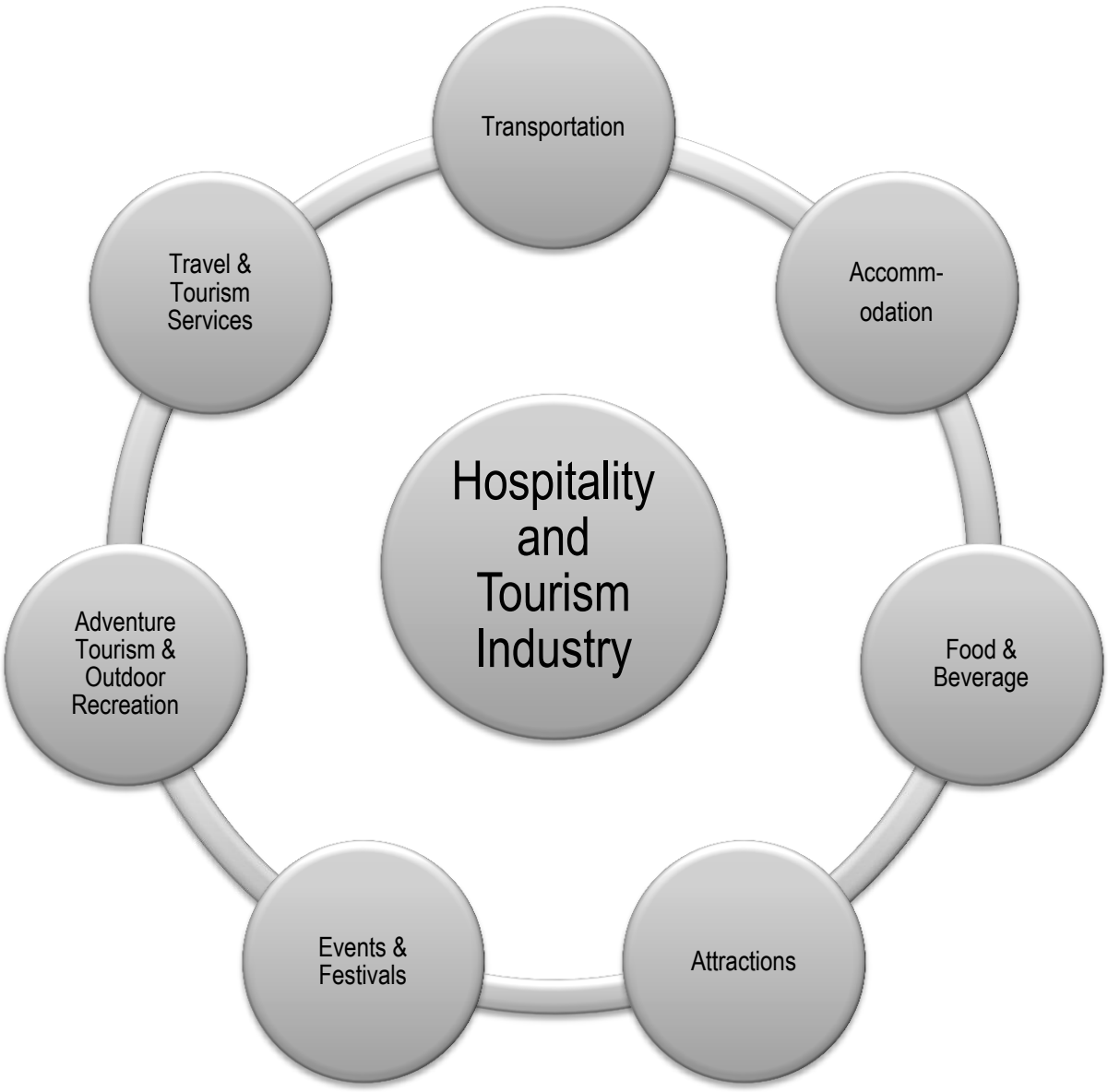
Further practical skills are refined through participation in a capstone course in semester 4. The capstone course is designed to provide opportunities for students to apply the skills they have acquired the program to the planning and implementation of a significant, complex hospitality event.

To develop a better affiliation with the industry and to further develop practical skills, students are encouraged to participate in a hospitality internship in the break between year one and year two.

Hands on learning:

Given the hands-on nature of the hospitality industry, courses are designed to provide students with active learning opportunities including labs for food and beverage preparation and service, and front desk operations, as well as numerous case studies and simulations exercise in a variety of other courses.

In addition to their diploma graduates will leave the program with several industry certifications that will be welcomed by hospitality employers.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Festivals
Adventure
Tourism &
Outdoor
Recreation
Travel &
Tourism
Services
Hospitality
and
Tourism
Industry

HOSPITALITY MANAGEMENT…

Course Name	Course Code	Pre-requisite(s)	Co-requisite(s)	LEC hrs	LAB hrs	ALT DEL hrs	FP hrs
PROGRAM OFFERS SEPTEMBER & JANUARY START DATES FOR SEPTEMBER 2013 & JANUARY 2014 START STUDENTS (SEE BELOW FOR SEPTEMBER 2012 & JANUARY 2013 START STUDENTS – SEMESTER 3 & 4)							
SEMESTER 1							
Accounting I	ACCT 1200			3	0	0	
Communications for Business I	COMM 2204			2	1	0	
Computers for Hospitality	COMP 1210			0	3	0	
Culinary & Baking Techniques	CULI 1201		FOOD 1200	0	4	0	
Food Safety & Sanitation	FOOD 1200*			2	0	0	
Food Theory	FOOD 1201			2	0	0	
Culinary Nutrition	NUTR 2200*			2	0	0	
Dimensions of Tourism & Hospitality	TOUR 1201			3	0	0	
				14	**8**	**0**	
SEMESTER 2							
Beverage Operations	BEV 2200			1	2	0	
Customer Service	CSRV 2200			3	0	0	
Hotel Operations – Rooms Division	HOOP 2200			3	0	0	
Menu Planning	MENU 2200			2	0	0	
Hospitality Marketing	MKTG 4210			3	0	0	
Regional Tourism	REGT 2200			2	0	0	
				14	**2**	**0**	
SEMESTER 3							
Career Planning	CAPL 4200			2	1	0	
Catering & Event Planning	CEP 3200			3	0	0	
Food Service Operations	FOOP 2200	CULI 1201, FOOD 1200		0	5	0	
General Education Elective	GNED 0000			3	0	0	
General Education Elective	GNED 0000			3	0	0	
Hospitality Management	HOSM 3200			3	0	0	
				14	**6**	**0**	
SEMESTER 4							
Field Placement	FWK 3200	All 1st, 2nd & 3rd semester courses + 2.0 GPA	FWKW 3200	1	2	0	80

HOSPITALITY MANAGEMENT…

Course Name	Course Code	Pre-requisite(s)	Co-requisite(s)	LEC hrs	LAB hrs	ALT DEL hrs	FP hrs
SEMESTER 4							
Field Placement Workshop	FWKW 3200	All 1st, 2nd & 3rd semester courses + 2.0 GPA	FWK 3200	1	0	0	
General Education Elective	GNED 0000			3	0	0	
Hospitality Capstone Project	HCAP 4200	All 1st, 2nd & 3rd semester courses + 2.0 GPA		4	0	0	
Hospitality Finance	HOSF 3200	ACCT 1200		3	0	0	
Human Resource Management for Hospitality	HRM 4205			3	0	0	
Hospitality Law	LAW 4210			3	0	0	
				17	**0**	**0**	**80**
FOR SEPTEMBER 2012 START STUDENTS							
SEMESTER 3							
Career Planning	CAPL 4200			2	1	0	
Catering & Event Planning	CEP 3200			3	0	0	
Food Service Operations	FOOP 2200	CULI 1201, FOOD 1200		0	5	0	
General Education Elective	GNED 0000			3	0	0	
Environmental Protection & Global Wellness	GNED 1501			3	0	0	
Hospitality Management	HOSM 3200			3	0	0	
				14	**6**	**0**	
SEMESTER 4							
Field Placement	FWK 3200	All 1st, 2nd & 3rd semester courses + 2.0 GPA	FWKW 3200	0	0	0	80
Field Placement Workshop	FWKW 3200	All 1st, 2nd & 3rd semester courses + 2.0 GPA	FWK 3200	1	0	0	
General Education Elective	GNED 0000			3	0	0	

HOSPITALITY MANAGEMENT…

Course Name	Course Code	Pre-requisite(s)	Co-requisite(s)	LEC hrs	LAB hrs	ALT DEL hrs	FP hrs
SEMESTER 4 (CON'T)							
Hospitality Capstone Project	HCAP 4200	All 1st, 2nd & 3rd semester courses + 2.0 GPA		4	0	0	
Hospitality Finance	HOSF 3200	ACCT 1200		3	0	0	
Hospitality Marketing	MKTG 4210			3	0	0	
Hospitality Law	LAW 4210			3	0	0	
				17	**0**	**0**	**80**
FOR JANUARY 2013 START STUDENTS							
SEMESTER 3							
Career Planning	CAPL 4200			2	1	0	
Catering & Event Planning	CEP 3200			3	0	0	
Culinary & Baking Techniques	CULI 1201			0	4	0	
Food Theory	FOOD 1201			2	0	0	
General Education Elective	GNED 0000			3	0	0	
Hospitality Management	HOSM 3200			4	0	0	
Dimensions of Tourism	TOUR 1201			**14**	**5**	**0**	
SEMESTER 4							
Food Service Operations	FOOP 2200	FOOD 1201, CULI 1201, FOOD 1200		0	5	0	
Field Placement	FWK 3200	All 1st, 2nd & 3rd semester courses + 2.0 GPA		0	0	0	80
Field Placement Workshop	FWKW 3200	All 1st, 2nd & 3rd semester courses + 2.0 GPA	FWK 3200	1	0	0	
Hospitality Capstone Project	HCAP 4200	All 1st, 2nd & 3rd semester courses + 2.0 GPA		4	0	0	
Hospitality Finance	HOSF 3200	ACCT 1200		3	0	0	
Business Law	LAW 1213			3	0	0	
				11	**5**	**0**	**80**

NOTES:

GNED – GENERAL EDUCATION – Courses beginning with “GNED” are “General Education” subjects; students are to choose a General Education Elective from a provided list of acceptable courses.

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FIELD PLACEMENT – Students must successfully complete all semester 1, 2 & 3 courses and have a cumulative GPA of 2.0 or higher to be eligible for field placement; Field Placement takes place external to the college 1 day per week for 14 weeks.

HOSPITALITY CAPSTONE PROJECT – Students must successfully complete all semester 1, 2 & 3 courses and a GPA of 2.0 or higher.

*FOOD 1200 and NUTR 2200 will be offered in consecutive 7-week modules.

HOSPITALITY MANAGEMENT LEARNING OUTCOMES

Students graduating from this program will have demonstrated the ability to:

- Ensure a high degree of customer satisfaction by anticipating customer needs and providing hospitality services in a professional manner.
- Identify the various Canadian tourism industry sectors and analyse their interdependence.
- Apply human resources, management, and leadership knowledge and skills to enhance performance as an employee, and team member, and to contribute to the management of a hospitality enterprise.
- Apply basic cost control, basic revenue management, and other basic financial knowledge and skills to the operation of a hospitality enterprise.
- Contribute to marketing and sales effectiveness to promote successful operation of a hospitality enterprise.
- Support the provision of healthy, safe, secure, and well-maintained hospitality environments.
- Develop on-going personal professional development strategies and plans to enhance leadership and management skills for the hospitality industry.
- Adapt to various changing technologies, systems, and computer applications for the hospitality industry.
- Perform effectively as an accommodation operations team member.
- Perform effectively as a member of a food and beverage team.
- Promote regional tourism products and services.

PROGRAM OF STUDIES
SPECIAL EVENTS PLANNING

Events large and small, corporate and private, all serve as a means to bring people together and require time, energy, talent and exceptional organizational skills. In this two-year diploma program you will learn how to plan and execute large and small events and will gain valuable work experience when you complete an 80-hour field placement in your final semester giving you a great head start as you begin your career.

Key themes…

This program will offer you hands-on experience in event management practices such as planning, design, marketing, sponsorship, budgeting, risk management, event evaluation and much more.

Essential skills and abilities…

Special events planning implies the skills and ability to bring together hospitality, accommodation, culinary, professional services aspects with cultural, historical, amusement and the natural attractions of a geographic location. Event planning can be focused on a wide variety of business or social occasions such as those related to celebrations, promotions, commemorations or education. Local community and cultural and social events, conventions, fairs and festivals aim to enhance the richness of the community and draw large crowds, which can have a significant positive economic impact on the of the host area.

Hands on learning…

During their final semester, in the capstone course, students will prepare a plan for, and execute, a special event applying a variety of skills in areas such as marketing, security needs, accounting and cost control techniques that support the various aspects of the tourism and event industries, while providing an opportunity for students to apply the skills they have acquired in the program.

SPECIAL EVENTS PLANNING…

Course Name	Course Code	Pre-requisite(s)	Co-requisite(s)	LEC hrs	LAB hrs	ALT DEL hrs	FP hrs
SEMESTER 1							
Accounting I	ACCT 1200			3	0	0	
Communications for Business I	COMM 2204			2	1	0	
Computers for Hospitality	COMP 1210			0	3	0	
Programming Community & Cultural Events	FEST 1200			3	0	0	
Dimensions of Tourism & Hospitality	TOUR 1201			3	0	0	
General Education Elective	GNED 0000			3	0	0	
				14	**4**	**0**	
SEMESTER 2							
Beverage Operations	BEV 2200			1	2	0	
General Education Elective	GNED 0000			3	0	0	
Greening Your Festival, Event & Conference	GRFE 2200			3	0	0	
Human Resources for Hospitality	HRM 4205			3	0	0	
Hospitality Marketing	MKTG 4210			3	0	0	
Customer Service	CSRV 2200			3	0	0	
				16	**2**	**0**	
SEMESTER 3							
Career Planning	CAPL 4200			2	1	0	
Catering & Event Planning	CEP 3200			3	0	0	
General Education Elective	GNED 0000			3	0	0	
Special Events Management	MGMT 3206			3	0	0	
Risk & Security Management	RISE 3200			3	0	0	
Sales & Sponsorship	SALE 3202			3	0	0	
				17	**1**	**0**	
SEMESTER 4							
Capstone Project	CAPR 4200	All 1st, 2nd & 3rd semester courses + 2.0 GPA		3	0	0	
Entrepreneurship II	ENTR 4200			3	0	0	

SPECIAL EVENTS PLANNING…

Course Name	Course Code	Pre-requisite(s)	Co-requisite(s)	LEC hrs	LAB hrs	ALT DEL hrs	FP hrs
SEMESTER 4…CON'T							
Finance for Special Events	FINS 4200	ACCT 1200		3	0	0	
Field Placement Workshop	FWKW 4200	All 1st, 2nd & 3rd semester courses + 2.0 GPA	FWKW 4201	1	0	0	
Field Placement	FWKW 4201	All 1st, 2nd & 3rd semester courses + 2.0 GPA	FWKW 4200	0	0	0	80
Festival, Event & Conference Operations Management	OPER 4201			3	0	0	
				13	**0**	**0**	**80**

NOTES:

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FIELD PLACEMENT – Students must successfully complete all semester 1, 2 & 3 courses and have a cumulative GPA of 2.0 or higher to be eligible for field placement; Field Placement takes place external to the college 1 day per week for 14 weeks.

SPECIAL EVENTS CAPSTONE PROJECT – Students must successfully complete all semester 1, 2 & 3 courses and a GPA of 2.0 or higher.

SPECIAL EVENTS PLANNING LEARNING OUTCOMES

Students graduating from this program will have demonstrated the ability to:

- Plan a destination travel and tourism portfolio with an evaluative component using the current tourism and event industry computer software.
- Apply contemporary business administration skills including accounting, finance and cost control techniques to the operation of events and destination tourism planning.
- Develop an assessment plan for a special event incorporating key performance indicators.
- Identify and plan for the distinctions between public and private sector roles and collaboration in the development of destination tourism and/or other special events.
- Apply knowledge of food and beverage service to the planning of special events.
- Develop a special event business plan including relevant costs, expected revenue and economic impact.
- Support the provision of healthy, safe, and well-maintained events and tourism environments and substantiate the risk, liability and security needs of participants.
- Apply knowledge of the various tourism industry sectors and their necessary interactions, both with each other and with government and other regulating bodies, in the provision of tourism products and services.
- Apply human resources and leadership knowledge and skills, including managing the performance and development of staff and volunteers, to contribute to the management of a special event and/or destination tourism enterprise, and toward on-going personal and professional development.
- Contribute to marketing effectiveness to promote successful operation of events and tourism enterprises.
- Create, plan and implement programs and activities that respond to identified needs and interests and maximize the delivery of personal, social, economic, and environmental benefits.

FIELD PLACEMENT

Culinary Skills, Culinary Management, Hospitality Management & Special Events Planning

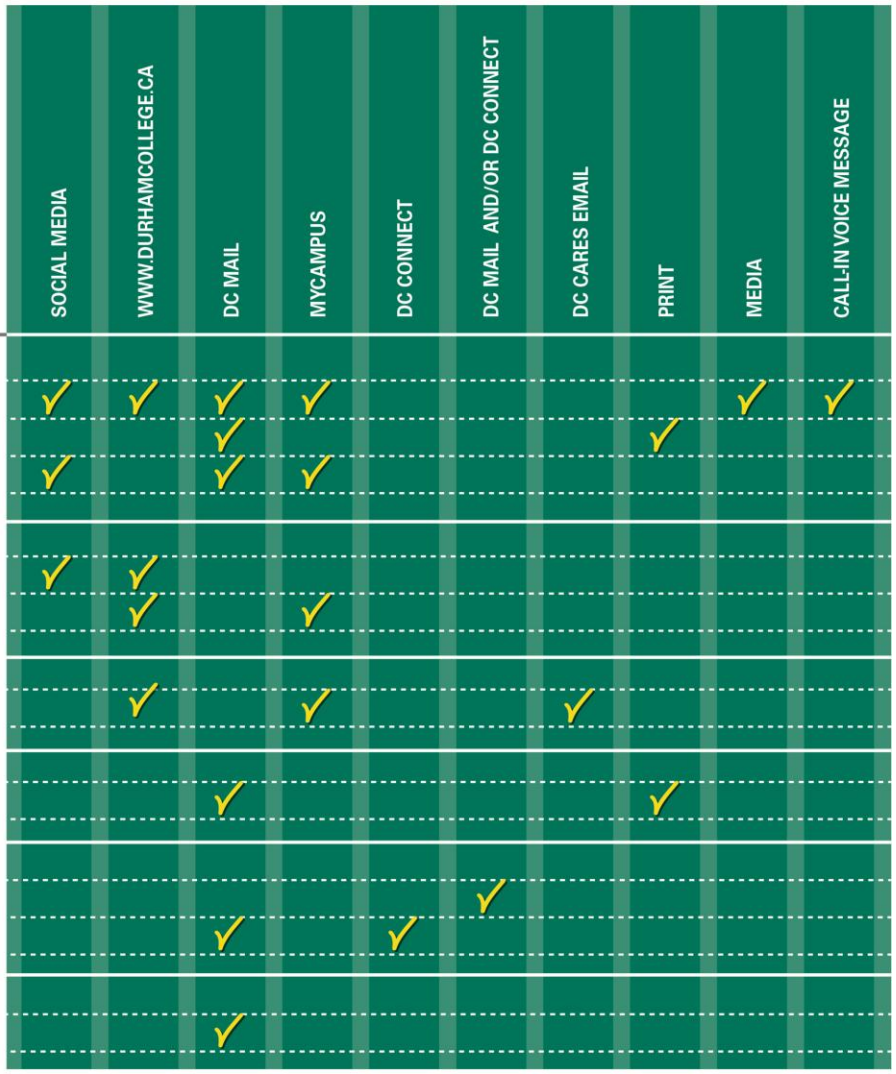
Field training provides valuable experience in the workplace. When on field placement, students must realize that their behaviour reflects upon the entire student body and the image of the college. Students are expected to act in a professional manner. This includes punctuality and regular attendance.

1. It is strongly recommended that students do not carry any outstanding courses to ensure that they meet field placement pre-requisite requirements and graduation deadlines.
2. Field placement pre-requisites require the successful completion of all required courses and a cumulative GPA of 2.0 or higher**. Students missing any of the pre-requisites for field placement will not be registered in this course and will be required to register and pay for this course once all pre-requisites are completed.** Durham College strives to offer alternate formats and deliveries of equivalent courses through Continuing Education. Students are encouraged to discuss options with the student advisor.
3. Students must complete all field placement components. See course outline for details.
4. Students must attend all field placement meetings scheduled by the college field placement coordinator. A mark for attendance at these meetings may be assigned. See course outline for details.
5. Students must complete the required hours for field placement as stated in the course outline.
6. Students must notify both the employer and the college field placement coordinator if unable to report for field placement. A failure to comply is grounds for immediate course failure and termination of the field placement experience.
7. All reports are to be submitted by the due dates.
8. Should the field placement assignment not meet the needs of the student, the student in conjunction with the field placement coordinator will attempt to find another placement company for the student. The student must notify the field placement coordinator within two weeks of the field placement assignment if alternate arrangements need to be made.
9. Students are personally responsible for covering travel expenses to and from the company.
10. Field placement assignments are unpaid positions.

NOTE: Golf Facility Operations Management students do not do a field placement. They do a summer co-op (refer to Golf Program of Studies section in this guide).

DURHAM COLLEGE
SUCCESS MATTERS

STUDENT COMMUNICATIONS



CREDIT TRANSFER INFORMATION

You may be eligible to receive credit for courses you have successfully completed at other colleges and universities.

If you feel any of the courses you have completed at other post-secondary institutions are eligible for credit transfer consideration, please make sure you apply! Your application should be submitted to us at the time of registration and no later than four weeks before the start of a course. In addition to the credit transfer application form, you must provide:

- an official transcript
- the course outline(s) for your previous studies; and
- a payment of $16/course.

Hospitality Management

If you have successfully completed a full year or more of Hospitality Management at an Ontario Community College, you may be eligible for block transfer. An advanced standing fee of $60.00 will apply.

You are advised to stay in class until you have received approval for your credit transfer and to apply as early as possible to ensure the process is not delayed.

Credit transfer information can be found online at:
http://www.durhamcollege.ca/info-for/international-students/attending-school-in-canada/credit-transfer-information

* Please note: If you are taking the same Durham College course (with the same course code) but in a different program, you are not required to apply for credit transfer. Please meet with your student advisor for more information.

PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR)

Use your work and life experience to gain college credit:

Prior Learning Assessment and Recognition (PLAR) is a process students can use to gain college credit(s) for learning and skills acquired through previous life and work experiences. Candidates who successfully meet the course learning outcomes of a specific course may be granted credit based on the successful assessment of their prior learning.

PLAR helps you focus on your accomplishments and plan towards personal and professional goals. PLAR is intended for students who are resuming their education rather than those continuing directly from secondary school. By using the PLAR process, you may be able to complete a college certificate or diploma program in less time. **Candidates who successfully meet the learning outcomes of a specific course may be granted credit based on the assessment of their prior learning.** Candidates must be at least 19 years of age or have earned a secondary school diploma.

The type of assessment method(s) used will be determined by subject matter experts and could include:

- A comprehensive written examination or test
- Observation or demonstration of skills
- An oral or videotaped presentation
- Portfolio submission or product assessment
- Or a different format determined by the subject matter

If you successfully demonstrate that you have met the learning outcomes, you will receive a graded evaluation that will be added to your transcript and used to calculate your GPA.

Candidate eligibility is outlined in
http://www.durhamcollege.ca/assets/Section~specific/Continuing~Education/documents/plar.pdf

PATHWAYS TO DEGREES

Pathways are academic routes that provide students with the opportunity to continue their education and further their credentials through established partnerships with colleges and universities across the province, country and globally. The academic pathways include college to college degrees and college to university degrees.

Benefits of pathways:

- Advanced standing at partner post-secondary institutions based on college diploma or advanced diploma (range of advanced standing: several courses to more than a year of study);
- Enhanced theoretical and experiential practice skills;
- Earning a degree in less time and less tuition costs; and
- Increased employment prospects following graduation.

Take the next step in exploring opportunities to enhance your learning and credentials by visiting Durham College's Transfer Guide to learn about the variety of options available for graduates, locally and globally.

For more information about credit transfer and pathway opportunities in Ontario, visit www.OnTransfer.ca

ESSENTIAL EMPLOYABILITY SKILLS

"Essential Employability Skills (EES) are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning.[1]" All 11 Essential Employability Skills must be met by the end of the program.

Students must be able to reliably demonstrate the ability to:

1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.
3. Execute mathematical operations accurately.
4. Apply a systematic approach to solve problems.
5. Use a variety of thinking skills to anticipate and solve problems.
6. Locate, select, organize, and document information using appropriate technology and information systems.
7. Analyze, evaluate, and apply relevant information from a variety of sources
8. Show respect for the diverse opinions, values, belief systems, and contributions of others.
9. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.
10. Manage the use of time and other resources to complete project.
11. Take responsibility for one's own actions, decisions, and consequences.

COURSE OUTLINES

For each course, a Course Outline that describes course learning outcomes, course content, learning activities, evaluation methods, timelines and support resources is available online.

This is a binding document. Any changes to the course learning outcomes or evaluations will be agreed upon by students and the professor and requires approval from the Dean of the School. For further details, please refer to the Course Outlines Policy and Procedure documents (http://www.durhamcollege.ca/academicpolicies). Course outlines are important documents. Please refer to them during the semester and keep them safely afterward. For students who go on to other post secondary institutions or post diploma programs, these will be essential documents.

Please note that students are expected to download copies of their course outlines from MyCampus prior to the **first** class in each course. Instructions for downloading are located on MyCampus at www.durhamcollege.ca/mycampus .

GENERAL EDUCATION

As a requirement for graduation, according to the Ministry of Colleges and Universities, every Ontario college student in a 2-year Ontario College Diploma or a 3-year Ontario College Advanced Diploma program must have successfully completed a minimum of three General Education courses.

General Education courses are identified in the program of study by the prefix "GNED." All 3 GNED courses may be elective courses (student's choice) or a combination of elective and mandatory (program's choice) courses which are deemed to be an important addition to that program of study.

General Education courses strengthen students' capabilities in areas such as critical analysis and problem solving while exploring topics with broad-based personal and/or societal importance in one of the following five themes:

GNED 1100 – PERSONAL UNDERSTANDING
GNED 1200 – ARTS AND SOCIETY
GNED 1300 – CIVIC LIFE
GNED 1400 – SOCIAL AND CULTURAL UNDERSTANDING
GNED 1500 – SCIENCE AND TECHNOLOGY

For further information about course selection, academic credit, and a full listing of available electives with course descriptions for each, please visit the General Education website at: http://www.durhamcollege.ca/academic-schools/school-of-interdisciplinary-studies-employment-services/general-education

CULINARY, HOSPITALITY, GOLF & SPECIAL EVENTS PLANNING POLICIES & INFORMATION

Welcome to the Centre for Food. We are extremely pleased that you have chosen our program.

This program guide has been developed to introduce you to the options we offer in our programs.

School administrative policies…

1. Freedom of Information/Protection of Privacy - Pursuant to the Freedom of Information & Protection of Privacy Act, the Centre for Food Office will not release any personal information regarding a student. This includes academic standing, personal data, timetable information, etc.
2. Emergency Calls – The Centre for Food staff will accept messages for students in the event of a family emergency. Please make sure that anyone in your life who needs to locate you during class time for reasons other than an emergency has a copy of your timetable (e.g. classmates, family, day care provider, employer). The staff are unable to release your schedule information to anyone due to the Freedom of Information Act.
3. Regular communication between college staff and students is very important to ensure that students stay informed about special events, changes in programming and various deadlines. The Centre for Food Office will use DC Mail email to alert you to important details about your program. You are requested to visit MyCampus often to view campus-wide announcements and to check your DC Mail email account.
4. Timetables are available online through our intranet – "MyCampus". You can view and/or print your timetable from any computer with internet access. If you require assistance, please contact the Help Desk : (905) 721-3333
5. Timetable Changes – MyCampus provides students with the ability to modify timetables at specified times as listed in the Academic Calendar (posted on MyCampus). **Please note: students have the responsibility to ensure that all of their required courses are on their schedules**. Assistance is available via your student advisor. Should you find a discrepancy on your timetable, **seek assistance immediately.**
6. Disclaimer - Because of our commitment to continuous improvement of our curriculum, there may be some changes in courses offered. If this occurs, we will notify those affected.
7. Computer Labs - Computer labs are reserved for coursework. Games are not permitted. Adult materials must not be displayed at any time. Please refer to the Information Technology Acceptable Use policy posted on the Durham College website www.durhamcollege.ca/academicpolicies.
8. Graduation Requirements - Students must have a minimum GPA of 2.0 to be eligible for graduation. In addition, a student must have successfully completed all required courses. A student who has a GPA of less than 2.0 should contact the Centre for Food Office to arrange for academic counselling. Please refer to the academic policies posted on the Durham College website, www.durhamcollege.ca/academicpolicies, for more information. At least 25% of the

completed program courses and/or weighted credit hours must be completed at Durham College to be eligible for a Durham College diploma. Students must complete an application for graduation on MyCampus or via a paper form in Registration.

9. Final Marks - Final marks will not be released by faculty members or office staff. Grades will be posted on "MyCampus".
10. Exceptions to policies - under exceptional, documented circumstances, exceptions to policies may be made by the dean or associate dean.

Academic policies…

All academic policies are posted on our website at www.durhamcollege.ca/academicpolicies. A link to this site is also provided via MyCampus under the "DC STUDENT" tab. Students should review and be aware of the policies and procedures in place.

Policies & expectations for the learning environment…

1. Class attendance and participation will enhance your opportunities for success.
2. Refer to the course outline for specific expectations for each course.
3. All submissions must meet specified guidelines as detailed by the section professor.
4. Students are responsible for regularly checking their MyCampus and DC Connect areas for messages from professors and college administration. Communication will come in forms of emails, targeted messages and posted documents. Professors will confirm their preferred method of communication.
5. Students should keep back-up copies of all assignments in case the original is lost.
6. Electronic submission of assignments is at the option of the professor. Assignments submitted electronically must be in the software format as stated specifically by your professor. Attachments that will not open are the responsibility of the student and subject to the late penalty.
7. E-mails sent to professors and/or staff must be professional in appearance and content. Inappropriate emails will be retained and a copy forwarded to the dean or associate dean for appropriate action.

Evaluation policy…

Rationale - An effective evaluation policy has many goals and serves many stakeholders. For students, it should be both motivating and rewarding. For professors, it provides a framework for teaching and feedback for improving instruction or modifying curriculum. For the community, it should foster respect for our programs and confidence in our graduates.

Academic courses are evaluated in a variety of ways. These may include tests, written or oral assignments, and group work as well as final examinations. The use of electronic dictionaries, cell phones, pagers and other electronic devices in an invigilation setting is prohibited unless otherwise specified by the professor. The evaluation criteria for each course are included with the course outline. Students are advised to familiarize themselves with these criteria early in the semester. A passing grade in all courses is 50% (unless otherwise indicated in the course outline). A student must achieve a passing grade in all courses and maintain a GPA of 2.0 to be eligible to graduate.

Grade appeals…

Students who do not agree with their marks have 11 days from receipt of that mark to launch a grade appeal. The first step in the appeal is to speak to the professor who issued the grade. For more details on the grade appeal process please consult the procedures regarding grade appeals posted on MyCampus.

Examinations…

In this section, a final examination is defined as an invigilated comprehensive evaluation given just after regularly scheduled classes. Final examinations will be held for courses as specified in the course outline. A final examination will be comprehensive, and examination questions should reflect the approximate time weighting specified in the course outline.

Exam conflicts…

Exam conflicts are rare. Students, who have two or more exams scheduled at the same time, should contact the Centre for Food office to reschedule their exam(s). Exams rescheduled are scheduled in the next available exam period. Students who have more than two exams scheduled on the same day can apply to have one exam moved to another day as specified by school staff. Exams will not be rescheduled due to travel plans or appointments. See the "Missed Final Examinations" policy.

Class tests and quizzes…

In this section, a class test is defined as a scheduled and invigilated test commonly given in a regularly scheduled class. A quiz is defined as a short duration evaluation of lesser weighting than a test. Quizzes may be unannounced and are usually given during part of a regularly scheduled class. The weighting of tests and quizzes is specified in the course outline. The students and the dean must be notified in writing if changes are made during the teaching schedule. In the case of multiple section courses taught by more than one faculty member, prior approval is required to change the course outline.

1. To reflect established practice in the workplace and demonstrate responsibility, students are required to contact the section professor 24 hours in advance of the test if unable to be in attendance for a test. Voicemail messages and email messages are an acceptable form of contact. A failure to comply will result in a mark of zero for that test.
2. Tests must be written during the scheduled test time.
3. Any missed quiz will be assigned a mark of zero.
4. Some courses may have additional policies which will be clearly stated in the individual course outline.

Assignments, computer labs and group work…

1. Refer to the "Student Rights and Responsibilities" posting on MyCampus for the policy regarding plagiarism.
2. To reflect the fact that lateness is unacceptable in the workplace, late assignments will be penalized. The late penalty to be applied to a particular assignment will appear in the course outline. The minimum penalty will be a 10% deduction per school day. The maximum penalty will be a mark of zero for the assignment.

Assignments should be submitted in regularly scheduled classes. The submission of late assignments should be discussed with the section professor. Assignments should **never** be left under an office door or in the Centre for Food Office.

Withdrawing from courses…

Please refer to the "Important Dates" section for a listing of withdrawal deadlines.

Course & Program changes…

Adding courses or changing programs must be done within the first week of course or program commencement.

Application for graduation…

Applications for graduation for those wishing to graduate at the June Convocation are available online via MyCampus in January and due by a specified deadline (usually mid-February). A diploma will not be prepared until the application is received. Applications for graduation for the October Convocation are usually due by mid-September. Check MyCampus for deadline dates and updates.

Prerequisite courses…

Course prerequisites exist to promote student success. Exceptions to the established prerequisite course structure are not permitted. Students who do not have all credits completed from previous semesters may not be eligible for a full-time course load due to required pre-requisites. Students with "non-standard" scheduling needs are urged to review their academic plan with the student advisor each semester.

Repeating courses…

Durham College's grading and promotion policy states that courses may be repeated only once without approval from the Dean or designate. Students are encouraged to meet regularly with the student advisor if they are struggling with academic success and to take advantage of services offered through the Student Academic Learning Services department (SALS).

In the event of an accident…

In the event an accident occurs in the food lab (i.e. cut, burn, fall, strain) the following steps should be followed:

1. Report the accident immediately to the attending faculty or the lab technician.
2. All other students will temporarily cease production until an evaluation of the accident has been completed.
3. The faculty or lab technician will contact the emergency first aid responder or emergency services (911) as required.
4. Seek medical attention for your injury.
5. Other students will not be permitted to resume production until cleared by the lab lead.
6. All accidents must be reported. Proper documentation must be completed including details of the accident or injury and any witnesses

Food restrictions / allergies / sensitivity…

Every effort will be made to accommodate students who suffer from specific diagnosed food allergies, dietary sensitivities, or whom are subject to religious restrictions.

It is vital that students identify these issues to their faculty and support staff as soon as possible, so that an individual learning plan may be devised to provide the necessary accommodations.

Recognizing the importance of developing a sense of "taste" for the culinary professional, students are encouraged to sample a wide range of food products in their practical labs. In the case of dietary sensitivity or religious restrictions, some students will choose to taste and spit the food out - this allows them to learn what the food should taste like without actually consuming it.

We will not penalize those who are not able to taste certain foods due to social or religious beliefs.

DRESS CODE
FRONT OF THE HOUSE FOOD SERVICE/RESTAURANT/CATERING FUNCTIONS

Policy…

To ensure the high standards of professionalism for our culinary programs are maintained consistently.

The objective of Durham College's food service courses is to develop the highest possible standard so that the participants of the program become employable in any hospitality environment. In order to facilitate this objective, this dress code must be adhered to.

Procedure…

Hair…

Must be clean, neat and generally well groomed and properly restrained.

Uniform (culinary students)…

Full Chef's uniform (see lab uniform policy)
Omit Hat, Thermometer, and Towels

Uniform (hospitality students)…

Students will be provided with approved uniform components. It is the student's responsibility to maintain their uniform in good condition, and to ensure that it is laundered and fresh when needed. A full, clean server's uniform will be worn at all times while on program related front of the house (FOH) functions, or during FOH training activities.

Full servers uniform…

- Grey Oxford-style dress shirt
- Black servers apron
- Black Dress Pants – Black Belt if required
- Black Tie
- Durham College Hospitality Name Tag
- Waiters Corkscrew
- Pen and Server's Writing Pad

Footwear…

Safe, comfortable black (leather type) dress shoes. Black Socks.

Jewelry…

No hair ornaments, earrings or facial jewelry. No rings (except wedding band), chains, bracelets, etc.

Make up & body fragrances…

Must be kept to a minimum.

Hands and nails…

Hands must be washed; nails must be trimmed, clean and free of polish while working with food. Students failing to comply with these standards will be refused admittance to the service, function, or class and a mark of zero will be assigned.

UNIFORM POLICY
ALL CULINARY/HOSPITALITY STUDENTS
PRACTICAL FOOD LABS AND IN LAB DEMONSTRATIONS

Policy…

To ensure the high standards of professionalism for our culinary and hospitality programs are maintained consistently.
All first semester students must be in full uniform by Week 3.
All other students must be in full uniform by the first day of class.

Procedure…

Hair…

Must be clean, neat and generally well groomed and properly restrained.
Men should shave daily; beards must be neat and trim.

Uniform…

A full, clean chef's uniform will be worn at all times in the lab. Students failing to comply will be refused admittance to the lab, and a mark of zero will be assigned.

Full chef's lab uniform…

Students will be provided with approved uniform components. It is the student's responsibility to maintain their uniform in good condition, and to ensure that it is laundered and fresh when needed for practical labs

- White pill box style Chef's hat
- Chef's jacket fully buttoned (white with no colored buttons, cuffs or collars – no logo's other than a Durham College logo and your name must be on left breast panel of jacket)
- Chef's pants (striped)
- Neck tie
- Apron
- Side towels white, non-terry cloth type (three)
- Pocket thermometer

Footwear…

Safe, comfortable BLACK (leather type) shoes with approved non-slip rubber soles must be worn. Street shoes (shoes worn outside of the college or work place) sandals or clogs are not allowed in any lab situation. Black Socks.

Jewelry…

No hair ornaments, earrings or facial jewelry to be worn in labs. No rings (except wedding band), chains, bracelets, etc. are allowed.

Hands and nails…

Hands must be washed; nails must be trimmed, clean and free of polish while working with food.

Food lab rules….

While in the lab…

1. Students will work to industry safety standards. To minimize the occurrence of accidents students will not use a knife, preparation or cooking equipment until they have received proper instruction from the lab chef.
2. If a student has an open wound it must be dressed and properly covered prior to food production or restaurant service
3. Full uniform must be worn. (See uniform policy) Students not in complete uniform will not be admitted to the lab.
4. No personal bags or knapsacks are to be brought into the lab. (knife kits are acceptable)
5. No eating or drinking during production.
6. All students are required to stay until the end of class and participate in the clean-up process.
7. Safe food handling practices will be followed at all times.
8. Students are to practice the 'Clean as You Go' procedure at all times.
9. You are responsible to wash and return equipment to the proper storage area.
10. Access to walk-in fridge and freezer storage areas is restricted to faculty and technicians, and will remain locked during lab hours.
11. All teams will use the reach-in refrigeration provided in the food lab.
12. Lab Product Bins are clearly labelled and are not to be used by anyone other than the lab for which they are intended.
13. Any products remaining and any product produced will be properly packed, labelled and dated by the students of that lab. Perishable product will be placed in the lab fridge and/or freezer; dry goods will be placed in an appropriate storage bin by the class and be returned to par stock or walk in storage.

ACADEMIC INTEGRITY

Academic integrity refers to the pursuit of scholarly activity in an open, honest and responsible manner. Acts that undermine academic integrity, such as plagiarism, cheating and misrepresentation of work, contradict Durham College's core values.

To ensure the highest academic standards, students are accountable for the work they produce, and student work must be the product of his or her efforts. Durham College has purchased a license with Turnitin.com, an online service to detect unoriginal work and citation errors. The Academic Integrity Policy and Procedure documents (http://www.durhamcollege.ca/academicpolicies) provide a comprehensive explanation of Durham College's expectations regarding academic integrity.

REQUIREMENTS FOR PROMOTION

Evaluation and promotion…

Academic courses are evaluated using a variety of methods such as tests, essays, labs, written or verbal assignments, in-process activities, group work and/or final examinations. The evaluation criteria for each course are noted in its course outline. Students are advised to familiarize themselves with these criteria early in the semester. Please refer to the Grading and Promotion Policy and Procedures documents (http://www.durhamcollege.ca/academicpolicies) for a complete overview of grading and promotion practices.

Academic probation…

Students who are not progressing satisfactorily according to criteria published in their respective program guides may be placed on academic probation, at the discretion of the school Dean or designate. Such students may be allowed to continue their studies on a Letter of Permission (an academic student contract) which will specify conditions which must be met to continue in their programs. Students who do not meet the conditions of their academic probation may be required to withdraw from full-time studies.

AEGROTAT

Aegrotat refers to a 'compassionate pass' in a course in which, due to **emergency circumstances** related to health and wellness, a student was unable to complete all of the evaluation requirements. Emergency circumstances that may warrant the designation of an Aegrotat include, but are not limited to: injury, illness and/or bereavement. Documentation supporting the request for an Aegrotat designation may be required.

The awarding of an Aegrotat credit is noted in a student's transcript as AEG and is therefore not included in the calculation of a student's grade point average. A student shall receive Aegrotat standing only once in a five year period.

Further information about Aegrotat standing can be found in the Aegrotat Policy and Procedure documents (http://www.durhamcollege.ca/academicpolicies).

MISSED FINAL EXAMINATIONS

A final examination is a discretely designed assessment administered in Week 15 of a 14 week semester. Students who, as a result of **non-emergency circumstances**, miss one or more final examinations during a single examination period may be eligible to apply to defer/reschedule the writing of these assessments.

To be eligible, students must have no less than a cumulative 1.5 GPA, apply for consideration using the appropriate forms and pay a fee. This privilege can only be used by a student once in a five-year period. External accreditation requirements, the availability of appropriate examination facilities and other constraints necessitate that not all courses will be eligible.

For more details, students should speak with their Student Advisor or review the Missed Final Examination Policy and Procedure documents (http://www.durhamcollege.ca/academicpolicies).

ACADEMIC ADVISING – STUDENT ADVISOR

Academic advising is a comprehensive service that is aimed to guide students through their college experience while increasing student engagement, improving retention and enhancing the quality of academic life. There are many resources available to support students on this journey. Each school has a **student advisor** to facilitate academic success.

These representatives can assist students to:

- Develop academic plans to promote success in the event of failed courses or low grade point average (GPA);
- Make decisions regarding full-time/part-time studies;
- Devise individualized academic plans with non-standard students;
- Review graduation requirements;
- Identify career goals and make sound academic decisions; and
- Referral to other college services to support student success.

While drop-ins may be possible for specific answers to short-term questions about courses, schedules, and procedures, it is advisable for students to set up one-on-one appointments with their student advisor. Appointments may be made in person or by phone. Please visit your school office for further information.

Your student advisor is:
Name: Shelley Chard
Office #: 103P (within Records and Registration office)
E-mail address: shelley.chard@durhamcollege.ca
Telephone: (905) 721-2000 ext. 4087
Appointment times available: Monday – Friday 9:00am-1:00pm, 2:00pm-4:00pm
Appointments can be made in the Registration Office at the front desk.

GRADUATION AUDIT & DEGREE EVALUATION

Students are encouraged to check their **program of studies** http://bitm.durhamcollege.ca (click on your program page) on a regular basis and verify they have **all of the required courses** in their **schedule** (timetable) **each** semester. It is a student's responsibility to ensure they register for any outstanding courses to ensure they meet the graduation requirements. Students who have a **field placement** in their program are also encouraged to check their status and field placement eligibility prior to the placement term commencing, to ensure they are able to complete the field placement program (in most cases all year one and two courses and a 2.0 GPA is required to be eligible for field placement, please refer to your Program of Studies in the Program Guide).

Students can access degree evaluations and run a graduation audit through MyCampus. Please follow these instructions to do so:

1. Select 'Click here to access Administrative Services'
2. Select 'Student Information – Durham College'
3. Click on 'Student Records'
4. Select 'Degree Evaluation'
5. Press 'Submit'
6. Click on 'Generate New Evaluation'
7. Select the bullet beside the word 'Program' and then click 'Generate Request'
8. Please select the desired display:
    a) General Requirement – Summary of all taken courses
    b) Detail Requirements – Details of grades & courses
    c) Additional Information – In-Progress courses and not used courses

Please make an appointment with your student advisor if you need assistance with reviewing your status, or you have any questions.

TOP 5 FREQUENTLY ASKED QUESTIONS

How do I apply for a course credit?

Visit the Registrar's Office to complete an Application for course credit form. This form must be accompanied by a transcript or grade report and course outline. The process may take approximately 2 weeks. **Attend all classes until credit application is officially approved.** There are deadlines for applications for courses that are currently on your timetable. See MyCampus or Important Dates in this guide for more details.

How do I make a timetable change?

Timetable changes can be made via MyCampus. You should ensure that: you have all the necessary pre-requisites, the section you want has spaces available, and there are no conflicts with your timetable before you drop the section that you are in. Technical assistance is available at (905) 721-3333 or visit the staff at the Helpdesk in the Computer Commons. If you need any advice on academic choices, book an appointment with your Student Advisor. **PLEASE NOTE:** students are responsible to ensure that all required courses are on their timetables. The program of studies is listed in this program guide for your information http://bitm.durhamcollege.ca (click on your program page). If you notice any discrepancies, report them immediately to the School Office or the Registration Office. Failure to do so may result in missing courses required for pre-requisites and graduation requirements.

How do I withdraw from my program?

A Withdrawal form can be obtained in your School Office, please submit your student identification card along with the form. You MUST OFFICIALLY WITHDRAW by the deadline in order to ensure your transcript will not show failures in your current semester. The deadlines are posted on MyCampus.

How do I drop a course?

Dropping a course can be done via MyCampus. It is recommended that you meet with your Student Advisor prior to making any changes to your Program of Studies. Deadlines for dropping courses are posted on MyCampus. **PLEASE NOTE:** Dropping courses may lengthen the time it takes to obtain your diploma and will result in extra fees to complete your course of study.

How do I change my program or change options?

If you want to enter into another program in the first year, first semester, you must apply through OCAS. Advanced Standing applications can also be made in the Admissions Office if you want previous credits considered for entry into year 2 or 3 of another program. If you want to change from a two-year diploma to a three-year advanced diploma in the same program, arrangements can be made in the Registration Office. You should make an appointment with the student advisor to assess credits and timetable needs.

Note: all of the above questions have deadlines. Policies and procedure are posted on the "DC Student" tab on MyCampus. Please refer to these policies and procedures for more information. The Registrar regularly posts relevant information on the "MyCampus" tab in the "Messages from the Registrar" section. Check this area on a regular basis to stay informed.

CENTRE FOR STUDENTS WITH DISABILITIES (CSD)

Phone: 905 721 3123
E-mail: disabilities@durhamcollege.ca
Web: www.durhamcollege.ca/csd
North Oshawa location: SW 116
Whitby location: Room 180
Pickering location: please contact the CSD at North Oshawa location

About the CSD…

The Centre for Students with Disabilities (CSD) at Durham College provides services to students with disabilities to ensure that equal access is available to all aspects of the academic environment. These services are designed in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Our services are confidential.

Registering with the CSD…

Students who identify or anticipate barriers to learning related to disability are encouraged to register with the Centre for Students with Disabilities.

The Centre for Students with Disabilities will review disability related documentation and prepare a record for the student verifying their registration with the CSD along with their individualised access plan. Possible supports that may be recommended by the centre include, but are not limited to, testing accommodations or adaptive technology. Students are advised to meet with their professors early in the term to discuss course design and access requirements to ensure equal access to learning.

Students who are approved for test accommodations will need to meet all timelines for test/exam sign-up facilitated by the Test Centre. The Centre for Students with Disabilities bears no responsibility for students missing Test Centre deadlines.

It is the student's responsibility to check their DC Mail email address frequently as all important CSD related information will be posted to student email accounts.

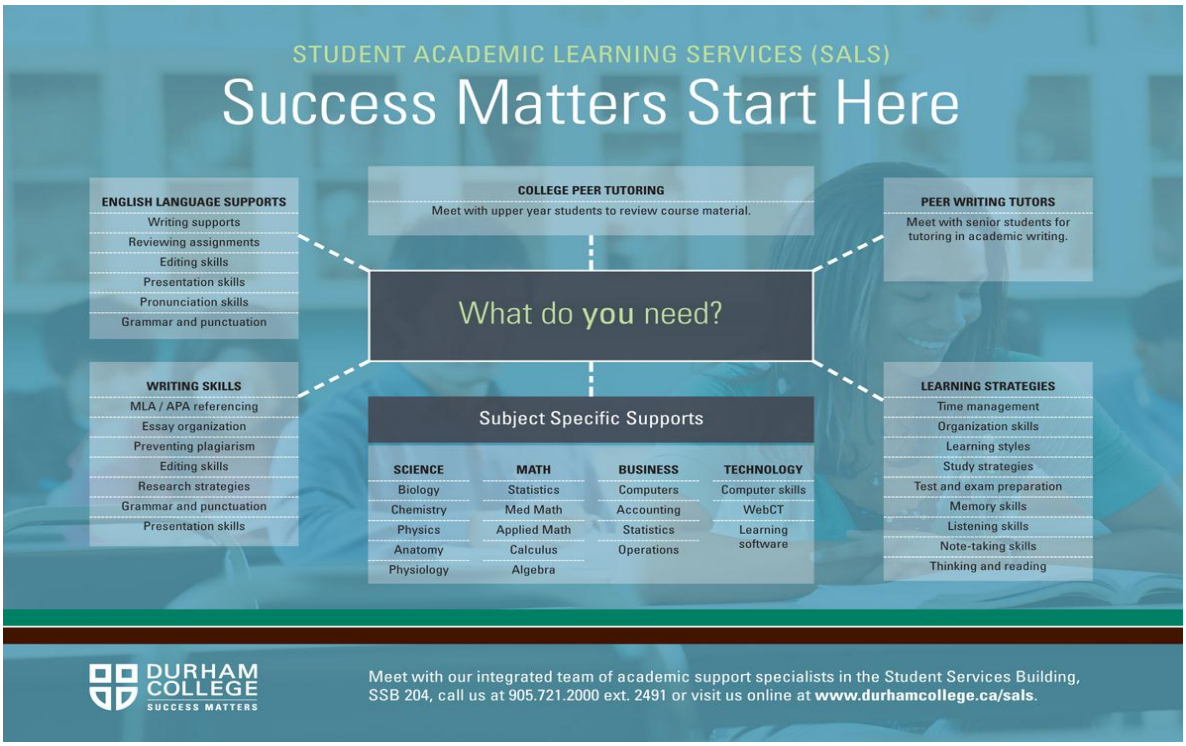
STUDENT ACADEMIC LEARNING SERVICES (SALS)

Phone: 905 721 2491
E-mail: Kathy.bryers@durhamcollege.ca
Web: www.durhamcollege.ca/sals
North Oshawa location: SSB 204
Whitby location: Room 180

About SALS…

The Student Academic Learning Services (SALS) Centre is here to help Durham College students meet their academic goals, whatever they are. Click on the video to get a brief overview of the services we offer to help you reach your full academic potential. Click on the thumbnails/links below to download print versions of our supports overview.

Success Matters Start Here! The staff and faculty at the Student Academic Learning Services Centre can help you achieve your educational goals. Here are your SALS services:



Please register for workshops at the front desk of the SALS Centre. If a workshop date/time does not work with your schedule, ask our receptionist to book a one-to-one or small group appointment instead.

THE LIBRARY

The Library is here to help you succeed!

Stop by for help to research a topic, complete an assignment, or when you just need a quiet place to study. The Library on the north side of the Polonsky Commons is easy to find. Both wired and wireless computer access is available along with 10 small group study rooms and the *Den* in the basement for group work. Although food is not permitted in the library, drinks in covered containers are allowed and you can buy a Starbuck's coffee to go at the Library Café.

Students & faculty at the Whitby now have a small branch library at their location. They may also use the North Oshawa campus library in person, via internet, or request books to be sent to them at Whitby.

Most of the Library's resources are in digital format and are available 24x7 through the Library's web page. You can access them from on or off campus by logging in with your student number and computer password. The digital resources include e-books, magazines, journals, newspapers, statistical databases.

Visit the library virtually at www.durhamcollege.ca/library to:

- Research a Topic,
- Find books and articles,
- Renew materials,
- Request an interlibrary loan,
- Book a group study room,
- Get online help from a librarian
- Check on the hours the library is open

Your campus photo ID card is also your library card and is required to check out books and Reserves.

The librarians work closely with your professors to provide class presentations directly linked to your assignments. Additional sessions on using specialized resources are also offered throughout the year and help is also available on the library website. You may contact the Reference staff by phone or e-mail, and you are always welcome to visit our Reference desk in person. We look forward to helping you!

Check the website for library hours.

Circulation desk (905) 721.3082
Reference desk (905) 721.2000 ext. 2390

SCHOLARSHIPS AND BURSARIES

Scholarships…

Scholarships are awarded to students who have achieved academic and personal excellence. Some scholarships are awarded solely on academic performance. Others are based on a combination of academic achievement and proven personal excellence including leadership and community involvement.

In-course scholarships…

In-Course scholarships are awarded to returning full-time students in postsecondary programs who have demonstrated academic excellence in their studies. Students must have been registered in full-time studies in the same program in consecutive years to be considered. In-course scholarships are solely based on GPA and no application is necessary unless otherwise noted. Recipients are notified via DC Mail e-mail.

Bursaries…

Bursaries may be available to full time postsecondary students requiring additional financial assistance to cover their educational costs. When students' personal and family resources are not sufficient to cover costs they are expected to apply for OSAP. Before applying for a bursary, students should investigate all other forms of financial assistance. Other resources may include scholarships, family support, student line of credit and part time employment.

Durham College supports access to postsecondary education following these principles:

- No qualified Ontario student should be prevented from attending Ontario's public colleges and universities due to lack of financial support programs.
- Students in need should have access to the resources they need for their postsecondary education.

Durham College access bursary program…

This bursary is available to Ontario students offered admission to a full time, **first year** program at Durham College.

Durham College upper year student bursary program…

Students must complete the Student Financial Profile application for consideration for bursary funding.

Awards…

Awards may be based on scholastic achievement and/or financial need. There may be other requirements for qualification such as membership in certain organizations, enrollment in specific programs, leadership abilities and/or community service. Students must be in good academic standing to be considered.

Eligibility…

Students who are currently enrolled full-time at Durham College are eligible to apply for scholarships and bursaries. Many awards have specific guidelines and students are advised to read all information about the award before applying.

Application process…

Information on all scholarship, bursaries and awards for registered Durham College students including application, submission and deadline details will be posted on the DC Student tab of the MyCampus section of the college website. Students are advised to check MyCampus regularly for updates.

Unless otherwise noted, all students must complete the online Student Financial Profile application for consideration for bursary and award funding. Information, application instructions and submission deadlines for the Student Financial Profile may be found on the MyCampus website under the DC student tab. The student is notified of the application results via MyCampus email.

For further information on scholarships, bursaries and awards, please contact studentawards@durhamcollege.ca.

NOTE: Awards, amounts and availability are subject to change at the discretion of the Student Awards office or the donor. All awards are based on information available at the time of publication.

SCHOLARSHIPS, BURSARIES & AWARDS ALL PROGRAMS

Awards open to students in all programs.

Title of award	Award value ($)
Anne Sabat Award	$400
Campus Living Centre Residence Award	$250
Canadian Federation of University Women Oshawa and District Award	$500
CAW Family Auxiliary 27 Award	$250
Carpenters Union Local 397 Award	$800
Durham College Access Bursary	Various amounts
Durham College Alumni Association Award	Various amounts
Durham College Bursary	Various amounts
Durham College Endowed Award	$1000
Durham College Scholarship	$500 or $1000
Durham Region Chairman's Award	$1000
Durham Region Chairman's Scholarship	$1000
Durham Region Police Services Board Bursary Award	$500
Greenbriar Foundation Award	$1000
Harold "Pat" Dooley Bursary	$1300
SA International Emergency Bursary	Various amounts
Lenovo (Canada) Inc. Access Awards	$500
Lifelong Learning Award	$1000
Lifelong Learning Bursary	$1000
Lois and Gary Polonsky Award	$1000
Lois Sleightholm Award	$2000
McErlean Family Award	$500
Marjorie Elizabeth Willoughby Award	$3000
Ontario Aboriginal Bursary	Up to $3000
Ontario First Generation Bursary	$3000
OPG Employees' and Pensioners' Charity Trust	$1000
Oshawa Double B Sports Club Bursary	$800
Purdue Pharma Award	$800
Retired Teachers of Ontario District 28 Award	$500
Ross Mackie Award	$4000
UA Local 463 Award	$400
Wordham Family Award	$3000
Your Student Association Award	$400

SCHOLARSHIPS, BURSARIES & AWARDS CONVOCATION

Awards open to students graduating in all programs

Title of award	Award value ($)
Founder's Cup	$200
Durham College Medal: Top Student – Three year Program	$500
Durham College Medal: Top Student – Two year Program	$500
Durham College Medal: Top Student – One year Program	$500
Durham College Medal: Top Student – Apprenticeship Program	$500
Governor General's Academic Medal and W. Bruce Affleck Memorial Scholarship	$2000
President's Leadership Award	$500

COURSE DESCRIPTIONS

ACCOUNTING I ACCT 1200 This course introduces students to fundamental accounting concepts. With these concepts students learn how to keep a simple set of books for a small business; including: journalizing, posting, trial balance, adjusting entries and the preparation of financial statements. Other topics include petty cash, bank reconciliations and internal control.

ADVANCED BAKING & PASTRY TECHNIQUES ABAK 3200 Students will learn a variety of bakeshop techniques as they prepare modern and classic desserts, breads and bakery products for service in our dining room and sale in our retail store. An emphasis will be placed on the use of local foods and taking advantage of seasonal ingredients.

ADVANCED CULINARY TECHNIQUES CULI 2200 Using a variety of advanced preparation and cooking techniques students will prepare and present modern and classic appetizers, entrees and side dishes for service in our dining room and sale in our retail store.

BACKSHOP MANAGEMENT GOLF 1001 This course provides students with the information and skills necessary to successfully manage a backshop operation. Students will gain the skills and knowledge necessary to store, service and maintain golf clubs, bags, and power carts. The operational aspects of the driving range and its contribution to a successful backshop will be discussed.

BEVERAGE OPERATIONS BEV 2200 In this course students are introduced to both the theoretical and practical aspects of beverage preparation and service. The course explores the role of beverage service and the role of the bartender in hospitality enterprises. Students learn about the qualities of a variety of beverages including beer, wine and spirits, as well as non-alcoholic beverages. In order to enhance product knowledge and bartending skills, students participate in the preparation and sampling of a range of beverages. During the course, emphasis is placed on the responsible service of beverages and students receive Smart Serve training. This course also looks at the skills required to operate a bar including inventory control, sanitation, and equipment maintenance.

CAREER PLANNING CAPL 4200 This course is designed to enable students to successfully transition from college to the workplace or to additional education. Students further expand their awareness of the industry initially established in Dimensions of Tourism and Hospitality. They engage in a full range of work preparation practices including identification of current employment opportunities, application of contemporary job search techniques, resume or portfolio development, and refinement of interview skills.

CAREER PLANNING FOR GOLF CPGF 2004 This course is designed to enable students to successfully transition from college to the workplace or to additional education. Students further expand their awareness of the industry established in Intro to Golf History & Golf Organization in Canada. They engage in a full range of work preparation practices including identification of current employment opportunities, application of contemporary job search techniques, resume or portfolio development, and refinement of interview skills.

CATERING & EVENT PLANNING CEP 3200 In this course, students learn to function effectively in a catering or event environment. The course explores a variety of events including meals, meetings, weddings, conferences, and exhibitions. Students work through a full event planning cycle including sales and marketing, client interaction, planning and execution, budgeting, risk management, implementation, after service, and evaluation. Students also learn how to work in a team, performing efficiently and effectively, while planning and executing an event for their peers.

COMMUNICATIONS FOR BUSINESS I COMM 2204 This course reviews and enhances students‟ communication skills (reading, writing, listening, speaking). Students respond to and write effective messages for different purposes and audiences. In addition, student's research, evaluate, analyze, organize, and document information. Communicating effectively in diverse teams and across cultures is emphasized. Students prepare, deliver, and evaluate short oral presentations on a variety of business-related topics.

COMPUTERS FOR HOSPITALITY COMP 1210 This subject enables the learner to use the computer as a tool for writing, research, and file management. It includes the basics of hardware and software, use of the Windows 7 environment, preparation and editing of documents using Microsoft Word 2010 software, preparation and editing of spreadsheets and workbooks using Microsoft Excel 2010 software, and preparation and editing of presentations using PowerPoint 2010.

COMPUTERS FOR THE GOLF INDUSTRY COMP 2003 This course builds on previous computer knowledge including internet and word processing skills. Students will be introduced to golf software essential to the golf business, including Tee Time Management Software, Point of Sale Golf Systems, and Event Planning Software. Students will engage in developing functioning tee sheets and developing buying plans for pro shops.

CO-OP PLACEMENT COOP 2000 Students will complete a co-op placement, providing industry experience and 'real-world', hands-on skills.

CORPORATE EVENT PLANNING GOLF 4001 This course will provide students with the information and skills necessary to plan and implement corporate golf outings and special events. Students will learn how to organize and coordinate each phase of a golf event and how to liaise with each department in the organization. Students will also gain an appreciation for the important financial contribution that successful corporate and special events make to an organization's overall fiscal health.

CUISINE A LA CARTE CUIS 2201 In this practical lab setting students prepare, taste, compare and evaluate a variety of products including: baked goods, starches, vegetables, meats, poultry and fish. Students will learn modern and traditional methods of preparation and presentation of food for sale in a la carte and retail outlets. Whenever possible, emphasis is placed on the use of local ingredients and the preparation of healthy products.

CULINARY & BAKING TECHNIQUES CULI 1201 Over the course of this practical lab component, students develop the fundamental skills of safe food handling, professional knife skills, food preparation & production and baking preparation & production. Students prepare, taste and evaluate basic stocks, soups, sauces and salads, yeast dough products & sweet and savoury pastry items. Use of local food products and ingredients is emphasized.

CULINARY NUTRITION NUTR 2200 In this course students investigate both nutrition and menu planning and their application in hospitality environments. After developing a foundational knowledge of basic nutrition and the affects of food on the human body, students make decisions about suitable menu offerings for a range of diverse situations and events while considering factors such as meal period, access to quality products and ingredients, costs, and guest tastes and dietary requirements.

CULINARY THEORY I CULI 1200 This course provides an exposure to the fundamental theories and concepts related to food and baking preparation. Students learn about the organization of a professional kitchen, kitchen positions, culinary terminology, professional cooking equipment and the classification, origin and quality of basic ingredients with an emphasis on local ingredients, weights and measures, production requirements and cooking and baking methods.

CULINARY THEORY II CULI 2201 This course builds on the foundational knowledge acquired in Culinary Theory I. Students explore more advanced theories and concepts including culinary terminology, meat cuts and related cooking methods, various fowl and poultry, beverages, the role of wine in cooking, as well as the use of contemporary and traditional garnishes in food presentation. Students also investigate regional food products and cuisine, the relationship between food and culture and contemporary food trends.

CULINARY THEORY III CULI 3201 Students will learn a variety of bakeshop techniques as they prepare modern and classic desserts, breads and bakery products for service in our dining room and sale in our retail store. An emphasis will be placed on the use of local foods and taking advantage of seasonal ingredients.

CUSTOMER SERVICE CSRV 2200 This course provides students with an in-depth appreciation of exemplary service and a realization that service excellence is fundamental in all aspects of business. Emphasis is placed on the interpersonal skills required to develop rapport with diverse guests and how to contribute effectively as part of a guest service team. Through use of case studies, role-playing and activities students learn to manage service to meet and exceed guests' needs. Students develop service policies and standards for a variety of environments, determine guest satisfaction levels, and respond appropriately to guest dissatisfaction.

DIMENSIONS OF TOURISM & HOSPITALITY TOUR 1201 Dimensions of Tourism and Hospitality provides students with an overview of the eight sectors that constitute the Canadian Hospitality and Tourism industry, paying specific attention to the Accommodations and Food and Beverage sectors. Students explore hospitality trends and issues and their social, political, and economic impact. The course also focuses on environmental challenges and opportunities facing this industry. Students gain an appreciation of the roles, skills and professional attitudes and behaviours required for various hospitality careers, enabling them to make informed decisions about their future careers.

ENTREPRENEURSHIP II ENTR 4200 This course will cover a wide variety of introductory topics for those interested in starting or seeking employment in small business. The course will focus on the entrepreneurial spirit, the benefits and drawbacks of being your own boss. Start-up skills will be explored as well as defining markets, targeting customers, and the three ways to enter small business by buying an existing business, franchising opportunities, and "from-scratch" operations. The ability to maintain and sustain operations of a small business will be covered with particular attention to cash

management, debt and financing. Finally the skills of the small business entrepreneur will be featured by a detailed construction of the main components of a business plan and the necessary “Jack of all trades” management style it takes to succeed

ENVIRONMENTAL PROTECTION & GLOBAL WELLNESS GNED 1501 Learn more about the prominent environmental issues of our time. This course will focus on timely issues in the environmental field that present varying degrees of risk to the health of humans, ecosystems and our planet. It will be a look beyond the media headlines at the policies, politics and basic science of our most interesting environmental challenges. Topics will include climate change, arctic ecosystems, water conservation and water quality, endocrine disrupting substances (gender benders), renewable energy, resource depletion, the dilemma of pesticide use and natural toxins. The course will begin with a brief look at the responsibilities of the federal, provincial and municipal governments as they relate to environmental matters. Then, each issue will be considered in the Canadian and global context.

FESTIVAL, EVENT & CONFERENCE OPERATIONS MANGEMENT OPER 4201 Focusing on the organizational principles associated with the successful operation of festivals, events or conferences, this course will offer students insight into the technical and non-technical aspects of event planning including site surveys and analysis; sound; lighting; staging; parking; food and beverage service management; and loss prevention. Operations management includes planning, controlling, forecasting, SWOT analysis. Special permits, understanding bylaws, employee health and safety issues, budgeting and creating a critical path for the festival, event or conference.

FIELD PLACEMENT FWKW 2000 To gain further practical experience under the supervision of industry professionals, students will participate in a field placement in a professional tourism, hospitality or event planning environment. Under the guidance of college staff, students pursue appropriate placement opportunities from a variety of approved enterprises including hotels, restaurants, resorts, golf courses, tourism destinations, or other locations offering an appropriate experience. Eligibility for field placement is dependent upon successful completion of all first, second and third semester program courses and with a minimum GPA of 2.0 or permission of the program team. This is an unpaid placement and students are responsible for transportation to and from their placement site.

FIELD PLACEMENT FWK 2201 To gain further practical culinary experience under the supervision of industry professionals, students participate in a field placement in a professional kitchen environment. Under the guidance of college staff, students pursue appropriate placement opportunities from a variety of approved foodservice enterprises including restaurants, hotels, resorts, golf courses, retirement residences, or other locations offering an appropriate culinary experience. Eligibility for field placement is dependent upon successful completion of all first semester program courses or permission of the program team. This is an unpaid placement and students are responsible for transportation to and from their placement site.

FIELD PLACEMENT FWKC 4200 To gain further practical culinary experience under the supervision of industry professionals, students participate in a field placement in a professional food service environment. Under the guidance of college staff, students pursue appropriate placement opportunities from a variety of approved foodservice enterprises including restaurants, hotels, resorts, golf courses, retirement residences, or other locations offering an appropriate culinary experience. Eligibility for field placement is dependent upon successful completion of all first semester program

courses or permission of the program team. This is an unpaid placement and students are responsible for transportation to and from their placement site.

FIELD PLACEMENT FWK 3200 To gain further practical hospitality experience under the supervision of industry professionals, students participate in a field placement in a professional hospitality environment. Under the guidance of college staff, students pursue appropriate placement opportunities from a variety of approved enterprises including hotels, restaurants, resorts, golf courses, tourism destinations, retirement residences, or other locations offering an appropriate hospitality experience. Eligibility for field placement is dependent upon successful completion of all first, second and third semester program courses and with a minimum GPA of 2.0 or permission of the program team. This is an unpaid placement and students are responsible for transportation to and from their placement site.

FIELD PLACEMENT WORKSHOP FWKW 2000 This workshop is designed to provide students with an opportunity to share and evaluate their field placement experience, and determine how the experience could be improved from the perspective of the student and the employer. Students also revisit their professional development plan to determine its validity in light of their recent experience. They also participate in an evaluation of their college program with an emphasis on providing recommendations for future improvements.

FIELD PLACEMENT WORKSHOP – HOSPITALITY MANAGEMENT FWKW 3200 This workshop is designed to provide students with an opportunity to share and evaluate their field placement experience and to discuss opportunities and challenges with their peers and professor. Students also revisit their professional development plan to determine its validity in light of their recent experience. They also participate in an evaluation of their college program with an emphasis on proving recommendations for future improvements.

FIELD PLACEMENT WORKSHOP FWKW 4201 This workshop is designed to provide students with an opportunity to share and evaluate their field placement experience, and determine how the experience could be improved from the perspective of the student and the employer. Students also revisit their professional development plan to determine its validity in light of their recent experience.

FINANCE FOR SPECIAL EVENTS FINS 4200 The student will be introduced to the concept and importance of controlling the primary costs of food, beverage, hotel rooms and labour. The student will learn the various techniques, procedures, and calculations used in the industry to evaluate, monitor and maintain appropriate control policies and procedures through the various functions of purchasing, receiving, storing, issuing, and production and portioning. The interpretation of financial statements will enable the student to gain valuable insight into the operational decision making process in the hospitality sector. An introduction to the operational budgeting process will also facilitate the student to gain valuable understanding of the importance of profitability in the tourism and event planning industries.

FINANCIAL MANAGEMENT ACCT 3209 This introductory course is predicated on the need for non-financial personnel to understanding accounting and financial procedures necessary to operate a successful business. A general knowledge of the accounting cycle and its basic application to financial statements will be covered.

FOOD & BEVERAGE FOOD 4002 This course is intended to provide students with the knowledge to effectively manage foodservice operations and consequently maintain a reliable and vital source of revenue for golf club operations. Controlling costs, effective food and beverage purchasing, proper storage protocols, menu design, efficient labour management, and employee training are some of the topics covered in this unit of study. Students will also be Smart Serve certified.

FOOD SAFETY & SANITATION FOOD 1200 In this course students explore the essential knowledge, skills and attitudes required for the provision of safe, quality food products, free from food borne contaminants, prepared in safe, well maintained environments. Students learn the role government regulations, temperature control, eco-friendly facility maintenance, and personal hygiene play in safe food service. The use of preventative HACCP protocols is emphasized.

FOOD THEORY FOOD 1201 Students in this course are introduced to basic concepts related to professional food preparation through an overview of the organization of a professional kitchen, kitchen terminology, tools and equipment, weights and measurements, classification and origin of major food products, appreciation for local ingredients and food products, and basic cooking and preparation methods.

FOODSERVICE OPERATIONS FOOP 2200 In Foodservice Operations students continue the development of their practical culinary skills with a focus on preparation of a la carte menu items. During the last half of this course students operate in a restaurant environment where they participate in both front-of-house and back-of-house operational responsibilities. Students provide comprehensive guest service from initial contact to guest departure. Emphasis is placed on working cooperatively and collaboratively in a team environment to provide guests with an exemplary foodservice experience

GOLF EQUIPMENT & REPAIR TECHNIQUES GOLF 2001 In this hands-on course, students will learn the techniques necessary to complete hands on fittings, as well as simple repairs to golf equipment such as grip changes, and shaft repairs. Students will evaluate the condition of equipment, perform lie and loft analysis to various types of equipment.

GOLF MANAGEMENT, POLICIES & PROCEDURES GOLF 4000 This course will focus on preparing the students for advanced management roles in the golf industry including jobs such as Head Professional, Club Managers, or Superintendents. It will review the day-to-day operations at a golf facility, principles of good customer service and relations, and how to create an efficient management team through effective hiring and training. It will expand on principles learned in Hospitality Management, applying examples to golf specific career opportunities.

GOLF MERCHANDISING GOLF 3002 This course follows a managerial, practical approach to retailing, focusing on the issues faced by the owner, the manager, or the employer of a retail golf shop. It assumes prior knowledge of marketing and covers the conceptual and analytical foundations necessary to understand all aspects of retail management. The emphasis in this course will be on the application of marketing/retail strategies and concepts to the golf industry. The students will be exposed to all of the essential ingredients needed to run a successful golf retail establishment. These include: the nature of retail, retail strategies, store location and design, merchandising, merchandise management, vendor relationships, and customer relationship management.

GREENING YOUR FESTIVAL, EVENT & CONFERENCE GRFE 2200 The greening of festivals, event and conference using environmentally friendly products is now becoming a concern for festival and event planners. Students will have the opportunity to learn how to reduce, reuse and recycle products. This course will also include décor options, energy and fuel reductions and the creation of effective waste management and composting programs.

GROW THE GAME GOLF 3000 This course will focus on program and player development initiatives in Canada. The course will discuss program development from a private and public club perspective, including leagues, beginner initiatives and retention strategies. Using Canada's Long Term Player Development Guide, students will analyze Player Development programs including marketing strategies for growing the game.

HOSPITALITY FINANCE HOSF 3200 The hospitality student will be introduced to the concept and importance of controlling the primary costs of food, beverage, hotel rooms and labour. The student will learn the various techniques, procedures, and calculations used in the hospitality industry to evaluate, monitor and maintain appropriate control policies and procedures through the various functions of purchasing, receiving, storing, issuing, and production and portioning. The interpretation of financial statements will enable the student to gain valuable insight into the operational decision making process in the hospitality sector. An introduction to the operational budgeting process will also facilitate the student to gain valuable understanding of the importance of profitability in the hospitality industry

HOSPITALITY LAW LAW 4210 This course deals with the major legal aspects of the hospitality industry, including food and beverage, tourism and employment standards. Students will gain essential information to comply with the law and an understanding of the associated liabilities and risks. Topics include the legal system, contract law, negligence, liability and risk, the Innkeeper-Guest relationship and responsibilities, legal structure of a hospitality business, and employment standards. Students will work through a series of case studies and participate in group discussions to understand how the law is applied in hospitality related situations.

HOSPITALITY MANAGEMENT HOSM 3200 This course is designed to help students integrate knowledge and insights gained in several other courses through a critical consideration of hospitality operations from a management and leadership perspective. Students study the skills required to manage people in a range of hospitality environments. They begin by exploring various management styles and how these are impacted by organizational culture and structure. Functions such as planning, decision making, communication, conflict resolution, motivation, and control in diverse workplaces, including unionized and non-unionized organizations, are explored from a management perspective. Students also define and discuss the concepts of management and leadership.

HOSPITALITY MANAGEMENT GOLF HOSP 3200 This course is designed to help students integrate knowledge and insights gained in several other courses through a critical consideration of golf operations from a management and leadership perspective. Students study the skills required to manage people in a range of environments. They begin by exploring various management styles and how these are impacted by organizational culture and structure. Functions such as planning, decision making, communication, conflict resolution, motivation, and control in diverse workplaces are explored from a management perspective.

HOSPITALITY MANAGEMENT CAPSTONE PROJECT HCAP 4200 Students engage in a semester long project, designed to allow them to demonstrate the skills and abilities that they have developed over the entirety of the Hospitality Management program. Teamwork, project management, oral and written communications, planning and executing, human resources and supervisory skills, customer service, marketing and financial management, as well as many other disciplines are key to the student team being successful in the execution of the project. Completion of the project-related tasks teaches students essential organizational, communication, problem-solving, critical thinking, and interpersonal skills.

HOTEL OPERATIONS – ROOMS DIVISION HOOP 2200 In Hotel Operations students are introduced to the essential concepts required to function within the rooms division of hotel or other accommodation environments. Students learn what constitutes exemplary guest service from pre-arrival to post-departure. The students also explore how the functioning and interaction of various Rooms Division departments contribute to an exceptional guest experience. They research and develop alternative eco-friendly operational practices related to energy efficiency, waste reduction and recycling, cleaning products and practices and air quality. As well, students are trained to use a hotel property management system.

HUMAN RESOURCE MANAGEMENT FOR HOSPITALITY HRM 4205 The focus of this course is the management of the human resources function in the hospitality industry. Students gain a foundation in theory and practical experience related to the HR role and the employee cycle: recruitment, interview and selection, orientation and training, performance measurement and development, discipline and termination. As well, they will develop knowledge of compensation and benefits, common staff issues in the industry, legislation and labour relations.

INTRODUCTION TO GOLF HISTORY & GOLF ORGANIZATIONS IN CANADA GOLF 1000 This course will provide introductions to different aspects of the golf industry, including a history of golf organizations, functions of manufacturers in the industry, and careers in the golf industry. Students will explore career options in various golf organizations in Canada in addition to gaining an appreciation for the history of those organizations and how they have developed the game of golf into what it is today.

ISSUES & TRENDS IN GOLF OPERATIONS GOLF 3001 This course is designed to introduce students to current issues and trends impacting the golf industry. Topics will include but will not be limited to social, legislative, environmental, governmental, economics and technological issues that impact the development and maintenance of a golf facility. Students will perform an in-depth study of current topics in golf operations.

MANAGEMENT & LEADERSHIP SKILLS GNED 1104 This overview course is designed to provide participants with a beginning level understanding of management and leadership styles, and an opportunity to develop personal management skills. In today's changing economic and political climate, the role of a manager/supervisor is extremely demanding and complex. In addition to managing the many practical aspects of a business operation, he/she must provide leadership by motivating, empowering, and supporting staff. Topics include types of organizations, ethics, diversity, innovation, problem solving and team building skills.

MARKETING FOR HOSPITALITY MKTG 4210 "Marketing" is often defined as advertising – a highly visible activity by which organizations try to persuade consumers to buy products and services. However, marketing is much more than advertising and even the most skillful marketing cannot make consumers buy goods and services that they don't want. With a strong focus on the hospitality industry, the student will learn that marketing involves two basic sets of activities. The first set starts with identifying consumer needs and ends with positioning the product or service to satisfy those needs and differentiate it from competition. In between, rigorous analysis of the competition, the customer, the environment, and the company's own capabilities are required. The second set of activities revolves around the "marketing mix" – letting the consumer know about the product or service in an attention-getting, convincing, and motivating way, getting it to the consumer through the best combination of distribution channels, pricing it effectively, and offering incentives to try, purchase, and purchase more.

MENU PLANNING MENU 2200 In this course Students gain experience writing various types of menus. Working in teams, students design a menu from; a nutritional, sales and cost point of view for a food and beverage operation.

NITRODUCTION TO GOLF FACILITIES GOLF 2002 This course will introduce students to various golf facilities and will present students with an opportunity to view and discuss every facet of a golf operation with facility senior managers, using guest speakers and field trips. This course will also examine the facets of a retail program and students will be required to profile several leading companies that distribute and manufacture goods.

PRINCIPLES OF KITCHEN MANAGEMENT PKM 2200 In this course students engage in operational scenarios focused on the financial and managerial aspects of a professional kitchen. On the financial side, students learn how to purchase products, store and control inventory, calculate recipe costs, recommend appropriate pricing, and calculate and control food and labour costs. On the managerial side, students develop quality assurance tools, determine basic staffing requirements, determine what constitutes appropriate work performance within the parameters of existing standards and expectations, articulate an approach to effective supervision and define the role and behavioral expectations of a kitchen supervisor or manager.

PROFESSIONAL DEVELOPMENT STRATEGIES PDST 1200 This course reinforces industry awareness as established in Dimensions of Tourism and Hospitality. It enables students to find, and prepare for their upcoming field placement experience and to situate themselves positively for future employment by exploring workplace opportunities using current job search techniques, preparing a resume or portfolio, and practicing interview skills. Students also write a professional development plan that identifies their career or educational goals and the actions required to achieve their stated goals.

PROFESSIONAL DEVELOPMENT STRATEGIES II PDST 2200 This course will provide students the opportunity to learn about career development strategies and prepare for employment in various sectors of the food service industry.

PROGRAMMING COMMUNITY & CULTURAL FESTIVALS, EVENT'S & CONFERENCES FEST 1200 North America is so diverse that special and unique elements are required when coordinating a cultural event. Research on different cultures, their preferences for events along with cultural tourism,

is the key element performed in the course. Students will also learn about the value and socio-cultural impact of a festival or event within small and large communities.

REGIONAL TOURISM REGT 2200 In Regional Tourism, students investigate the interaction and interdependence that exists between tourism and hospitality taking into consideration global, national, provincial and regional markets, specifically looking at the social, economic and political impact of tourism. Students will gain valuable insights into regional tourism enterprises. Students develop a rapport with regional operations by addressing local tourism issues through consultative and collaborative processes.

RESTAURANT MANAGEMENT THEORY MGMT 4202 Students will learn how to analyze restaurant sales to forecast budgets, for food & beverage purchasing, for menu planning, recipe costing and scheduling of staff. Students will also learn a variety of management techniques and control systems used in a variety of foodservice operations.

RESTAURANT SERVICE TECHNIQUES I MGMT 3205 Students prepare and serve a variety of appetizers, entrees, beverages and dessert for patrons of our licensed dining room and sale in our retail store. Additionally students will be introduced to the theories and concepts of controls required to operate a successful retail food and beverage operation.

RESTAURANT SERVICE TECHNIQIUES II MGMT 4205 This course is divided into three lab sections per week. Students will gain an understanding of the production and service of various wines, beers and spirits and learn the art of pairing foods & beverages. A preparation day gives students the time to work in teams to forecast production & begin preparation for the restaurant and retail store. In the restaurant lab, students will gain experience in three different stations over the course of the semester. While in these stations, students will contribute to the successful operation by maintaining established standards and developing feature products suitable for sale and service. In this living lab course, all students will spend time learning advanced front and back-of-house preparation, sales service and management techniques.

RISK & SECURITY MANAGEMENT RISE 3200 This course will focus on the methods required to safely manage a festival, event or conference, including health and safety concerns, crowd control, food services, along with alcohol consumption and security management requirements. Students will learn how to obtain permits, execute contracts, purchase insurance, read legal documentation, the importance of liability and negligence, regulations, legislation and business protocol, in addition to effective prevention strategies, and security issues from the law enforcement prospective.

SALES & SPONSORSHIP SALE 3202 This course is aimed at giving a practical overview and understanding of the selling process and its key role in business. Material to be covered will include the psychology of selling, communication strategies, and sales methodologies. Emphasis will be placed on understanding and meeting the needs of head office type buyers.

SPECIAL EVENT PLANNING CAPSTONE PROJECT CAPR 4200 Students engage in a semester long project, designed to allow them to demonstrate the skills and abilities that they have developed over the entirety of the Special Event Planning program. Teamwork, project management, oral and written communications, planning and executing, human resources and supervisory skills, customer service, marketing and financial management, as well as many other disciplines are key to the student

team being successful in the execution of the project. Completion of the project-related tasks teaches students essential organizational, communication, problem-solving, critical thinking, and interpersonal skills.

SPECIAL EVENTS MANAGEMENT MGMT 3206 This course is designed to help students integrate knowledge and insights gained in several other courses through a critical consideration of event operations from a management and leadership perspective. Students study the skills required to manage people in a range of environments. They begin by exploring various management styles and how these are impacted by organizational culture and structure. Functions such as planning, decision making, communication, conflict resolution, motivation, and control in diverse workplaces, including unionized and non-unionized organizations, are explored from a management perspective. Students also define and discuss the concepts of management and leadership.

TURF MANAGEMENT I MGMT 3307 Students will be introduced to the role of the golf course superintendent and the day to day challenges he or she will face. Emphasis will be placed on turf health, golf course conditioning and best management practices associated with a healthy golf course. An introduction to golf course design will focus on the construction and restoration of golf courses and the financial reality of these processes. Students will understand forces that are both in the control of the superintendent, and those that are out of the control of the superintendent, both of which can and will impact course conditioning.

TURF MANAGEMENT II MGMT 1331 Turf Management II will focus on advanced topics facing turf managers. Advanced turf physiology, soil, properties, Integrated Pest Management (IPM), Fertility and Pest Identification will be discussed. Due to the unique personnel issues facing the turf management department, Human Resources Management and budgeting as it relates to a golf course superintendent will be covered in detail. Special interest topics will be discussed (i.e. Water Management, Tournament Preparation, Pesticide Legislation, and Audubon Sanctuary Program).