



## HOSP-145 – Employability Skills for Co-Op Work Experience

### Business

**Effective Term & Year:** Fall 2022

**Course Outline Review Date:** 2027-09-01

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**Program Area:** Tourism, Recreation, & Hospitality

#### Description:

This course is intended to prepare Hospitality Management students for the Canadian workplace as well as co-op work experience as part of a registered co-op course. The course focuses on assessing a student's strengths and areas for improvement, developing of a personal brand, identifying and improving of employability skills, strengthening communication skills, and managing work expectations. Students will familiarize themselves with co-op work experience activities including learning to set goals and objectives, writing work reports and receiving employer evaluations.

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#### Program Information:

This course is required for the completion of the Hospitality Management Diploma.

**Delivery Methods:** On-campus (Face-to-Face)

**Credit Type:** College of the Rockies Credits

**Credits:** 3

#### Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	45
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	

Co-op/Work Experience	
Other	
<b>Total</b>	<b>45</b>

**Course Requisites:**

- Complete all of the following
  - Earned a minimum grade of C- (55%) in each of the following:
    - [HOSP110](#) – Rooms Division Management I (3)
    - [HOSP115](#) – Food and Beverage Service (3)
    - [RECR102](#) – Leadership and Community Participation (3)
    - [TOUR111](#) – Introduction to Tourism (3)
  - Earned a minimum grade of C- (55%) in at least 1 of the following:
    - [ENGL100](#) – English Composition (3)
    - [COMC101](#) – Technical and Professional Writing (3)
    - [COMC110](#) – Communication for Hospitality Industry (3)

**Flexible Assessment:** No

**Course Transfer Credit:**

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

**Textbook Resources:**

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Emerit. *Workplace Essentials*, Workbook 3.0. Emerit.ca

*Please see the instructor’s syllabus or check COTR’s online text calculator <https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.*

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## Learning Outcomes:

Upon the successful completion of this course, students will be able to:

- differentiate employer, student and co-op team (COTR) roles and responsibilities while in the co-op work experience cycle;
- research and summarize what is expected of employees in the Canadian workforce;
- critically evaluate their own capabilities, identify areas for improvement, and create strategies for continuous improvement;
- develop strategies on how to deal effectively with conflict and stress in the workplace effectively;
- investigate and discuss cross-cultural perspectives that will allow them to effectively work in a global community;
- communicate effectively by applying suitable verbal, non-verbal and written communication concepts appropriate to the work environment;
- create a job-search-ready resume and portfolio to be used in securing a co-op work placement;
- identify what would be defined as professional work expectations and codes of conduct, in their specific career choice, and adapt those to personal values; and
- understand and explain the full cycle of co-op work experience from preparation for employment to final evaluation reporting.

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## Course Topics:

- Introduction to co-op work experience
  - Co-op work experience as part of education
  - Role of the student
  - Role of the employer
  - Role of COTR
- The Canadian Workplace
  - Hours and employment conditions
  - Salary / wage and benefits
  - Required documents and permits
    - Social insurance numbers
    - Work permit
    - Maintaining student status
    - Certifications e.g. Serving it Right
  - Personal safety
  - Work conflict
  - Work terminations
- Communication in the workplace
  - Interpersonal skills
  - Professionalism

- Ethics in the workplace
- Appropriate work attitudes
- Keys to success for employees
- Working as part of a team
- Workplace responsibilities
- Job success
  - Personal branding
  - Job search process
  - Preparing cover letter and resume
  - Hiring process
  - Completing application forms
  - Interview skills
  - Securing a work term, signing the employment contract
- Manage expectations
  - Work term goals and learning objectives
  - Self-evaluations
  - Co-op evaluations
  - Report writing
  - Final performance evaluation
  - Final assignment

*See instructor’s syllabus for the detailed outline of weekly readings, activities and assignments.*

## Evaluation and Assessments

### Assessment Type: On-Campus (face-to-face)

Assessment Type	% of Total Grade
Class discussion and participation	10%
Career goal development assignment	15%
Demonstration of professionalism	30%
Resume & cover letter	5%
Mock interview	10%
Personal brand assignment	30%
<b>Total</b>	<b>100%</b>

### Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	<50

**Pass requirements:** None

**Evaluation Notes:** A minimum grade of C (60%) is required for credit towards a diploma in

Hospitality Management.

### **Exam Attendance:**

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

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### **Academic Policies:**

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities
  - Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
  - Policy 2.5.8 Academic Performance
  - Policy 2.5.3 Grade Appeal
  - Policy 2.4.9 Student Concerns Re Faculty
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### **Course Changes:**

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.