



TOUR-160 – Industry Certifications

Business

Effective Term & Year: Fall 2022

Course Outline Review Date: 2025-03-01

Program Area: Tourism, Recreation, & Hospitality

Description:

This course is designed for each student to obtain training/certification in a number of areas that are directly relevant to the field of Tourism. Units/Modules of this course will be offered throughout the semester during designated times and/or evenings and weekends.

Program Information:

This course is required for the Tourism Management Certificate and Diploma Program.

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

Credit Type: College of the Rockies Credits

Credits: 0

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	
Total	45

Course Requisites:

- Complete all of the following
 - Earned a minimum grade of C+ (65%) in at least 1 of the following:
 - [ENST 12](#) – English Studies 12
 - [ENFP 12](#) – English First Peoples 12
 - [ENGL090](#) – English – Provincial Level
 - Earned at least 3 credits from: Courses from TOUR – Must earn minimum grade of C- (55%) in any selected course
 - Students must have the Tourism Management Program (TMGT) declared as their program of study.

Flexible Assessment: Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

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:

All required texts and materials are supplied.

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.

Learning Outcomes:

Students should have achieved the following certifications

- Occupational First Aid Level 1
- CPR “C”
- World Host Certification
- Serving It Right
- FoodSafe

Students will have basic knowledge in

- Essential ABC’s – airway, breathing and circulation
- How to deal with obstructed airways, breathing distress and control bleeding
- One-person CPR
- Minor wound care and records/reports
- Emergency scene management
- Shock, unconsciousness, and fainting
- Breathing emergencies for infants, children and adults
- Artificial respiration for infants, children and adults
- Choking emergencies
- Healthy heart living and cardiac risk factors
- Recognition of cardiovascular disease and stroke
- One-rescuer CPR for infants, children and adults
- Two-rescuer CPR for adults
- The value of customer service to the business
- Handling customer concerns
- Empathetic listening skills
- The importance of good customer service
- The effects of alcohol on the human body and behaviour
- Techniques for preventing over-consumption of alcohol and for dealing with intoxicated people
- Legal rights, responsibilities and liabilities in relation to serving alcohol
- The top ten improper practices that cause food-borne illness
- The top six job hazards in food preparation and serving

Course Topics:

- **COURSE COMPONENTS:**

- Occupational First Aid Level 1 – 8 hours
- Cardio-Pulmonary Resuscitation (CPR “C”) – 8 hours
- World Host Certification – 8 hours
- Serving It Right – 4 hours
- FoodSafe – 8 hours

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

Evaluation and Assessments

Grade Scheme

COM	NCG
Completed to the minimum defined standard	No credit granted – less than minimum defined standard

Pass requirements: Note: Successful completion of all modules is required to receive an overall grade of “COM.”

Evaluation Notes Comments:

In each component students must demonstrate a predetermined skill level as required by the certificate-granting body.

Please see the instructor’s syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.

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.

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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Equivalent Course(s) and Course Code Changes

Prior Course Code: RECR 160 and TOMA 121 >> TRMP 160 >> TOUR 160

Date changed: September 2018

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.