

Course Outline

School:	Hospitality Tourism & Culinary
Department:	Hospitality and Tourism
Course Title:	Technology Skills
Course Code:	HOSP 101
Course Hours/Credits:	42
Prerequisites:	N/A
Co-requisites:	N/A
Eligible for Prior Learning, Assessment and Recognition:	Yes
Originated by:	Bruce Haden-LeBlanc, Jennifer Mueller, Anita Bhamra
Creation Date:	Fall 2021
Revised by:	Amanda Tarrant
Revision Date:	Fall 2023
Current Semester:	Fall 2024
Approved by:	

S. Michelle Caine, Associate Dean/Dean,
Hospitality Tourism & Culinary

Students are expected to review and understand all areas of the course outline.

Retain this course outline for future transfer credit applications. A fee may be charged for additional copies.

This course outline is available in alternative formats upon request.

Acknowledgement of Traditional Lands

Centennial is proud to be a part of a rich history of education in this province and in this city. We acknowledge that we are on the treaty lands and territory of the Mississaugas of the Credit First Nation and pay tribute to their legacy and the legacy of all First Peoples of Canada, as we strengthen ties with the communities we serve and build the future through learning and through our graduates. Today the traditional meeting place of Toronto is still home to many Indigenous People from across Turtle Island and we are grateful to have the opportunity to work in the communities that have grown in the treaty lands of the Mississaugas. We acknowledge that we are all treaty people and accept our responsibility to honor all our relations.

Course Description

Computers are used in everyday life and are an integral part of the workplace and educational institutions. As a result, hospitality professionals will require diverse computer and technology skills to remain competitive in an ever-changing world.

This online course will prepare students to effectively use computers throughout their education, as well as in their careers. Through instructional videos, Open Educational Resources, activities, and simulations, students/learners will build and practice computer skills to confidently utilize technology in any situation. In addition, students/learners will develop digital awareness and examine the make-up of digital citizenship.

Upon completion of this course students/learners will be confident in using computer applications for word processing, mathematical computation and presentation preparation.

External Standard Information (ESI)

N/A

Program Outcomes

Successful completion of this and other courses in the program culminates in the achievement of the Vocational Learning Outcomes (program outcomes) set by the Ministry of Colleges and Universities in the Program Standard. The VLOs express the learning a student must reliably demonstrate before graduation. To ensure a meaningful learning experience and to better understand how this course and program prepare graduates for success, students are encouraged to review the Program Standard by visiting <http://www.tcu.gov.on.ca/pepg/audiences/colleges/progstan/>. For apprenticeship-based programs, visit <https://www.skilledtradesontario.ca/about-trades/trades-information/>.

Course Learning Outcomes

The student will reliably demonstrate the ability to:

1. Identify the various features of different technology applications for the purpose of academic and career functions.
2. Develop typing skills with speed and accuracy.
3. Utilize email technology in a professional manner for academic and work communication.
4. Construct and edit professional documents, workbooks and presentations using basic and intermediate functions in Word, Excel and PowerPoint respectively.

5. Develop digital awareness and examine the make-up of digital citizenship.

Essential Employability Skills (EES)

The student will 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.
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 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 projects.
11. Take responsibility for one's own actions, decisions, and consequences.

**There are 11 Essential Employability Skills outcomes as per the Ministry Program Standard. Of these 11 outcomes, the following will be assessed in this course.*

New Essential Skills (NES)

The student will reliably demonstrate the ability to*:

4. Evaluate, create and share meaning through the use of new technology and media in a responsible and ethical manner.

**There are 9 institutional New Essential Skills outcomes. Of these 9 outcomes, the following will be assessed in this course.*

Global Citizenship and Equity (GC&E) Outcomes

N/A

Methods of Instruction

Online readings, videos, discussions, activities, assignments.

Text and Other Instructional/Learning Materials

Text Book(s):

Business Computers 365: <https://open.umn.edu/opentextbooks/textbooks/839>

Online Resource(s):

Custom Guide - Quick Reference Guides: <https://www.customguide.com/quick-reference>

Microsoft 365 Training: <https://support.microsoft.com/en-ca/training>

Material(s) Required for Completing this Course:

Download of provided Office 365 to device

Classroom and Equipment Requirements

Computer (Laptop, Desktop, or tablet with keyboard), regular access to an internet connection.

Evaluation Scheme

- ✧ Introduction Video Assignment: Join a class team (Microsoft Teams) & create a video to introduce yourself.
- ✧ Show What You Know Quiz: Here you will have an opportunity to apply what you have learned so far in the course
- ✧ Digital Literacy and Citizenship: Complete LinkedIn Learning certification in Digital Literacy and Citizenship
- ✧ Word Assignment: Apply Word skills in a professional document, use appropriate formatting tools to organize the data according to the instructions.
- ✧ Excel Assignment: Manipulate a variety of data using Excel formulas and functions.
- ✧ PowerPoint Assignment: Create an original and professional presentation using PowerPoint.
- ✧ Final Group Project: Interact with a group, collaborate using Microsoft Teams to compare & contrast various Microsoft or Google based applications, record notes and final reflection of the learning.
- ✧ Module Activities: Complete a variety of self-directed activities to gain a greater appreciation for the applications and software described in the course content.

Evaluation Name	CLO(s)	EES Outcome(s)	NES Outcome(s)	GCE Outcome(s)	Weight/ 100
Introduction Video Assignment	1	1, 2, 8, 9			5
Show What You Know Quiz	1, 2, 3, 5	4, 6			10
Digital Literacy and Citizenship	1, 3, 5	6	4		5
Word Assignment	2, 4	1, 2, 4, 6			15
Excel Assignment	1, 4	3, 4, 6			15
PowerPoint Assignment	1, 2, 4	1, 2, 6			15
Final Group Project	1, 2, 3, 4, 5	1, 2, 3, 4, 6, 7, 8, 9, 10, 11			20
Module Activities	1, 4	6			15
Total					100%

If students are unable to write a test they should immediately contact their professor or program Associate Dean for advice. In exceptional and well documented circumstances (e.g. unforeseen family problems, serious illness, or death of a close family member), students may be able to write a make-up test.

All submitted work may be reviewed for authenticity and originality utilizing College approved plagiarism prevention software. Students who do not wish to have their work submitted to College approved plagiarism prevention software must, by the end of the second week of class, communicate this in writing to the instructor and make mutually agreeable alternate arrangements.

When writing tests, students must be able to produce official Centennial College photo identification or they may be refused the right to take the test or test results will be void.

Tests or assignments conducted remotely may require the use of online proctoring technology where the student's identification is verified and their activity is monitored and/or recorded, both audibly and visually through remote access to the student's computer and web camera. Students must communicate in writing to the instructor as soon as possible and prior to the test or assignment due date if they require an alternate assessment format to explore mutually agreeable alternatives.

Student Accommodation

The Centre for Accessible Learning and Counselling Services (CALCS) (<http://centennialcollege.ca/calcs>) provides programs and services which empower students in meeting their wellness goals, accommodation and disability-related needs. Our team of professional psychotherapists, social workers, educators, and staff offer brief, solution-focused psychotherapy, accommodation planning, health and wellness education, group counselling, psycho-educational workshops, adaptive technology, and peer support. Walk in for your first intake session at one of our service locations (Ashtonbee Room L1-04, Morningside Room 190, Progress Room C1-03, The Story Arts Centre Room 285, Downsview Room 105) or contact us at calcs@centennialcollege.ca, 416-289-5000 ext. 3850 to learn more about accessing CALCS services.

Use of Dictionaries

Program or School Policies

N/A

Course Policies

Success requires engaging in class and completing online tasks. Some tasks cannot be submitted late. Late assignments will be accepted for 7 days after the due date has passed. Assignments will not be accepted past the 7 day limit. Late assignments face a 25% penalty regardless of how many days late they are. All student work is expected to be original with any information sources cited. The standard penalty for an initial violation of Centennial College Academic Honesty and Plagiarism Policy is a grade of zero.

While this course outline document formally highlights the learning outcomes, evaluations and order of study for your course, please always refer to your Professor and eCentennial Course Shell for any semester specific updates or adjustments.

College Policies

Students should familiarize themselves with all College Policies that cover academic matters and student conduct.

All students and employees have the right to study and work in an environment that is free from discrimination and harassment and promotes respect and equity. Centennial policies ensure all incidents of harassment, discrimination, bullying and violence will be addressed and responded to accordingly.

Academic Honesty

Academic honesty is integral to the learning process and a necessary ingredient of academic integrity. Forms of academic dishonesty include cheating, plagiarism, and impersonation, among others. Breaches of academic honesty may result in a failing grade on the assignment or course, suspension, or expulsion from the college. Students are bound to the College's AC100-11 Academic Honesty and Plagiarism policy.

To learn more, please visit the Libraries information page about Academic Integrity

<https://libraryguides.centennialcollege.ca/academicintegrity> and review Centennial College's Academic Honesty Module:

https://myappform.centennialcollege.ca/centennial/articulate/Centennial_College_Academic_Integrity_Module_%202/story.html

Use of Lecture/Course Materials

Materials used in Centennial College courses are subject to Intellectual Property and Copyright protection, and as such cannot be used and posted for public dissemination without prior permission from the original creator or copyright holder (e.g., student/professor/the College/or third-party source). This includes class/lecture recordings, course materials, and third-party copyright-protected materials (such as images, book chapters and articles). Copyright protections are automatic once an original work is created, and applies whether or not a copyright statement appears on the material. Students and employees are bound by College policies, including AC100-22 Intellectual Property, and SL100-02 Student Code of Conduct, and any student or employee found to be using or posting course materials or recordings for public dissemination without permission and/or inappropriately is in breach of these policies and may be sanctioned.

For more information on these and other policies, please visit www.centennialcollege.ca/about-centennial/college-overview/college-policies.

Students enrolled in a joint or collaborative program are subject to the partner institution's academic policies.

PLAR Process

This course is eligible for Prior Learning Assessment and Recognition (PLAR). PLAR is a process by which course credit may be granted for past learning acquired through work or other life experiences. The PLAR process involves completing an assessment (portfolio, test, assignment, etc.) that reliably demonstrates achievement of the course learning outcomes. Contact the academic school to obtain information on the PLAR process and the required assessment.

This course outline and its associated weekly topical(s) may not be reproduced, in whole or in part, without the prior permission of Centennial College.

Topical Outline (subject to change):

ORIGINAL TOPICAL

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
1	The Centennial Experience	Resource links in eCentennial	Identify the purpose of myCentennial and eCentennial Recognize the areas of myCentennial and eCentennial Navigate myCentennial and eCentennial to locate information	Activities & Assignments	Video Introduction (5%)	End of Week 2
2	Setting Up Your Personal Online Experience	Resource links in eCentennial	Setting up your preferred language and region Personalizing your email experience with an email signature Downloading the suite of Office 365 programs onto your desktop for offline use	Activities		
3	Using Technology	Resource links in eCentennial	Build your foundation of understanding computers and technology Practice typing skills and ergonomics	Activities & Quiz	Show What You Know Quiz (10%)	End of Week 3
4	Digital Literacy and Citizenship	Resource links in eCentennial LinkedIn Learning	Define the terms Digital Literacy and Digital Citizenship Recognize Digital Literacy skills Explain Digital Literacy skills in relation to Digital Citizenship	Activities & Assignments	LinkedIn Learning certificate in Digital Citizenship (5%)	End of Week 4
5	Office 365 Part 1	Resource links in eCentennial	Recognize the major Apps in Office 365 Define terms used in Office 365 Utilize OneDrive to store, organize and share information	Activities		
6	MS Word Part 1	Resource links in eCentennial OER – Business Computers 365	Recognize the major functions of Microsoft Word Identify the tools available Design and create documents using various design and layout techniques Organize information effectively in a Word document	Activities & Assignments	Word Assignment (15%)	End of Week 7
7	MS Word Part 2	Resource links in eCentennial OER – Business Computers 365	Recognize the major functions of Microsoft Word Identify the tools available Design and create documents using various	Activities, Simulation & Assignments	Complete Knowledge Checks associated	

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
			design and layout techniques Organize information effectively in a Word document		with Module 4 (5%)	
8	MS Excel Part 1	Resource links in eCentennial OER – Business Computers 365	Recognize the major parts of the Excel screen Define terms used in Excel Demonstrate basic and some important intermediate functions used in Excel Create formulas to perform calculations in an Excel Workbook Create a personal budget as well as accounting statements, payroll, and financial analysis statements used in Hospitality	Activities & Assignments	Excel Assignment (15%)	End of Week 9
9	MS Excel Part 2	Resource links in eCentennial OER – Business Computers 365	Recognize the major parts of the Excel screen Define terms used in Excel Demonstrate basic and some important intermediate functions used in Excel Create formulas to perform calculations in an Excel Workbook Create a personal budget as well as accounting statements, payroll, and financial analysis statements used in Hospitality	Activities	Complete Knowledge Checks associated with Module 5 (5%)	
10	MS PowerPoint Part 1	Resource links in eCentennial OER – Business Computers 365	Recognize the major parts of the PowerPoint screen Define terms used in PowerPoint Demonstrate basic and some important intermediate/advanced functions used in PowerPoint Organize information in a PowerPoint Presentation Prepare a presentation with the information provided Select information, then design and construct a presentation Practice references	Activities & Assignments	PowerPoint Assignment (15%)	End of Week 11
11	MS PowerPoint Part 2	Resource links in eCentennial OER – Business Computers 365	Recognize the major parts of the PowerPoint screen Define terms used in PowerPoint Demonstrate basic and some important intermediate/advanced functions used in	Activities	Complete Knowledge Checks associated with Module 6	

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
			PowerPoint Organize information in a PowerPoint Presentation Prepare a presentation with the information provided Select information, then design and construct a presentation Practice references		(5%)	
12	Office 365 - Part 2	Resource links in eCentennial	Review how to do the following: Utilize OneDrive to store, organize and share information Create and Utilize a SharePoint site to organize and share information Create a notebook using OneNote Use Teams to communicate and create content	Activities & Assignments	Final Group Collaborative Tools Assignment (20%)	End of Week 14
13	Google Apps	Resource links in eCentennial	Recognize the major Apps and software in Google Workspace Define terms used in Google Workspace Demonstrate basic functions used in commonly used Apps and software in Google Workspace Explain how to use the following in Google Workspace: Search Gmail Drive Calendar Jamboard Forms Identify the steps to collaborate on a file in Docs, Sheets, or Slides	Activities & Assignments		
14	Technology Wrap Up	Resource links in eCentennial	Evaluating what you have learned and setting goals for future learning.	Reflective Activities		