

Course Outline

School:	Hospitality Tourism & Culinary
Department:	Hospitality and Tourism
Course Title:	Human Resources
Course Code:	HOSP 210
Course Hours/Credits:	42
Prerequisites:	N/A
Co-requisites:	N/A
Eligible for Prior Learning, Assessment and Recognition:	Yes
Originated by:	Jennifer Mueller
Revised by:	Allison MacKenzie, Christine Walterhouse
Revision Date:	Summer 2024
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

Human Resources departments, along with line managers, are responsible for bringing employees into a company, providing orientation, facilitating training, encouraging career development, maintaining a safe and healthy work environment, managing performance, recognizing and rewarding employees, solving work related problems as well as maintaining and improving employee morale. There is also the responsibility of ensuring that government regulations and labour laws are being followed. These functions are particularly important within the Hospitality Industry because it is very labour intensive and is dependent on people providing exceptional service, ensuring the organization's reputation and success. Thus, the Human Resources function of hiring and retaining high-quality people becomes fundamental for success.

This course is designed to give students an understanding of the functions of the Human Resources department, the responsibilities of the line manager/supervisor, as well as their own involvement in the process.

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. Explore the roles and responsibilities of Human Resources within an organization.
2. Identify the elements of a strong corporate culture.
3. Understand and apply knowledge of the recruitment and selection process.
4. Explore the value of developing employees through orientation and training and managing

employee performance.

5. Review relevant legal regulations around human resources practices including labour relations and health and safety.
6. Participate in online training programs relevant to hospitality workplaces.

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.
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.

**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)

N/A

Global Citizenship and Equity (GC&E) Outcomes

The student will reliably demonstrate the ability to*:

2. Identify beliefs, values and behaviours that form individual and community identities and the basis for respectful relationships.

**There are 6 institutional Global Citizenship & Equity outcomes. Of these 6 outcomes, the following will be assessed in this course.*

Methods of Instruction

Interactive lessons, videos and activities. This course may be delivered in either a synchronous or asynchronous format.

Text and Other Instructional/Learning Materials

Text Book(s):

Understanding Human Resources Management, A Canadian Perspective

Melanie Peacock | Eileen Stewart | Monica Belcourt |

ISBN-10: 0-17-679806-4 | ISBN-13: 978-0-17679806-2

Course content has been based on this textbook, but it is not mandatory that students purchase it.

Online Resource(s):

This course may be offered in an asynchronous, online modality that allows students to access content on their own schedule.

Alternatively, the course may also be offered in a synchronous, in-class learning environment that requires students to attend class at specified times.

Material(s) Required for Completing this Course:

Computer and internet access are required for both in-class and online modalities.

Evaluation Scheme

- ✦ Tests: Two Tests:
 - Test 1 - 20%
 - Test 2 - 20%
- ✦ Recruitment Assignment: Students will work in small groups to create a recruitment campaign to attract Work Integrated Learning students to Centennial College's learning enterprises. Students will creatively present their campaign and employee value proposition to the General Manager of the learning enterprises.(20%)
- ✦ HR in the Media Discussion: This assignment will allow students to construct meaning from the employment law-related concepts reviewed in the course by relating these concepts to a real-life story of their choosing. Students will use the current event or news story from the media to illustrate the topic to a small group of classmates by way of a discussion board (15%).
- ✦ Graded Activities: Students will participate in a series of activities to enrich their comprehension of course content. These activities are embedded in course content. Dates vary. (Total 10%).
- ✦ It's Your Shift Training: Students will complete online modules regarding workplace harassment issues in the Hospitality Industry (10%).
- ✦ Worker Health and Safety Awareness Training: Students will participate in Worker Health and Safety Awareness Training provided by the Ontario Ministry of Labour (5%).

Evaluation Name	CLO(s)	EES Outcome(s)	NES Outcome(s)	GCE Outcome(s)	Weight/ 100
Tests	1, 2, 3, 4, 5	1, 10			40
Recruitment Assignment	1, 2, 3	1, 2			20
HR in the Media Discussion	1	1, 9			15
Graded Activities	1, 2, 3, 4, 5	1, 2, 9			10
It's Your Shift Training	6			2	10
Worker Health and Safety Awareness Training	6				5
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

Policies for Asynchronous, Online Delivery:

Asynchronous courses are delivered completely online, with the student able to access course content at any time. Although asynchronous, there may be times that the professor provides or requests synchronous meetings. Professors will provide ample notice prior to required synchronous sessions. Synchronous sessions are recorded for the purpose of the course and all course participants. Please ensure you turn off your microphone and camera if you do not wish to be recorded during synchronous online sessions. As the College is situated in Toronto, Ontario, Canada, we operate under the Eastern Standard Time Zone (EST). All due dates and timelines are based upon EST. Please adjust your clocks and calendars to ensure timely submission of work.

Policies for Synchronous, Classroom Delivery:

Synchronous, in-class delivery requires students to attend a physical classroom in order to receive course content and participate in professor-led activities and discussions. When delivered using this method, students should expect to attend one, three-hour class per week at Centennial College, located in Scarborough, Ontario.

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.

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Topical Outline (subject to change):

ORIGINAL TOPICAL

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
1	Introduction to Human Resources	Weekly online readings available on learning management system Textbook: Chapter 1 (optional)	Students will share their current knowledge of the role of a Human Resources department and will gain an understanding of how HR Managers and Line Managers need to be strategic partners in order to help an organization achieve its goals.	In-person or online instruction, discussion and activities (dependent upon course modality)		
2-3	Employment Law: Ontario Employment Standards Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act	Weekly online readings available on learning management system Textbook: Chapter 2 (optional)	Students will review the different laws influencing the employment environment in Ontario and will discuss the impact of these laws on supervisors and managers in hospitality operations.	In-person or online instruction, discussion and activities (dependent upon course modality)	HR in the Media Discussion Board (due dates vary and occur between Weeks 3 and 5)- see professor for schedule). 15%	
4	Organizational Culture & Employer Branding	Weekly online readings available on learning management system Textbook: Chapter 3 (pg. 76-82) (optional)	Students will explore the concept of Organizational Culture and how it sets the tone for the creation of an employer brand.	In-person or online instruction, discussion and activities (dependent upon course modality)		
5	Job Analysis, Job Design, and Human Resources Planning	Weekly online readings available on learning management system Textbook: Chapter 4 Chapter 5 (pg. 140 - 143) (optional)	Students will learn how jobs are analyzed and designed to maximize employee motivation and organizational efficiency. Students will also examine how clearly defined jobs establish a foundation for effective Human Resource planning.	In-person or online instruction, discussion and activities (dependent upon course modality)	It's Your Shift training assignment (10%)	
6	Recruitment and Selection	Weekly online readings available on learning	Students will learn about the labour market and how organizations look for good	In-person or online instruction, discussion		

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
		management system Textbook: Chapter 5 (optional)	employees, what recruitment strategies are most effective and why it is important for companies to have ongoing recruitment. Students will also explore a variety of screening methods and selection practices which help to ensure that the best candidate is chosen for the job.	and activities (dependent upon course modality)		
7	Human Resources Test 1	Based on content from Modules 1 - 6.	Students will review and reinforce human resources concepts reviewed in the first half of the course.	In-person or online, depending on course modality	Test 1 (20%)	
8	Orientation and Training	Weekly online readings available on learning management system Textbook: Chapter 6 (optional)	Students will learn why it is important to orient new employees and what is included in a positive on-boarding experience. Students will also learn about effective training methods and how employees are developed through their career.	In-person or online instruction, discussion and activities(dependent upon course modality)		
9	Performance Management	Weekly online readings available on learning management system Textbook: Chapter 7 & Chapter 9 (optional)	Students will explore the steps and methods of performance management.	In-person or online instruction, discussion and activities(dependent upon course modality)	Recruitment Assignment (20%)	
10	Compensation, Benefits and Recognition	Weekly online readings available on learning management system Textbook: Chapter 8 (optional)	Students will review the components of total rewards (compensation, benefits, and recognition)and their role in employee attraction, motivation, retention and engagement.	In-person or online instruction, discussion and activities(dependent upon course modality)		
11	Occupational Health and Safety	Weekly online readings available on learning management system Textbook: Chapter 3 (pg. 82-113) (optional)	Students will gain an understanding of the rights and responsibilities of both workers and employers as related to the Occupational Health and Safety Act and health and safety in the workplace.	In-person or online instruction, discussion and activities(dependent upon course modality)	Worker Health & Safety Awareness Training (5%)	
12 - 13	Labour Relations	Weekly online readings available on learning	Students will learn about unions and labour relations in Ontario and explore the key	In-person or online instruction, discussion		

Week	Topics	Readings/Materials	Weekly Learning Outcome(s)	Instructional Strategies	Evaluation Name and Weight	Evaluation Date
		management system Textbook: Chapter 10 (optional)	elements of a unionized workplace, such as collective bargaining and grievances.	and activities(dependent upon course modality)		
14	Human Resources Test 2	Based on content from Modules 8 - 13	Students will review and reinforce human resources concepts from the second half of the course.	In-person or online, depending on course modality	Test 2 - 20%	