



CAPILANO UNIVERSITY

COURSE OUTLINE			
TERM: Fall 2021		COURSE NO: TOUR 471	
INSTRUCTOR:		COURSE TITLE: Human Capital Development in Tourism Management	
OFFICE:	LOCAL:	SECTION NO(S):	CREDITS: 3.0
E-MAIL:			
OFFICE HOURS:			
COURSE WEBSITE: eLearn			

Capilano University acknowledges with respect the Lil'wat, Musqueam, Squamish, Sechelt, and Tsleil-Waututh people on whose territories our campuses are located.

COURSE FORMAT

Three hours of class time, plus an additional hour delivered through on-line or other activities for a 15-week semester, which includes two weeks for final exams. This course may be delivered online, blended or offered in mixed-mode.

COURSE PREREQUISITES

60 credits of 100-level or higher coursework

CALENDAR DESCRIPTION

This course provides students with technical knowledge and skills to manage the Human Resources function in a tourism and hospitality management organization, carrying out generalist duties. It also enables students to assist the director of a Human Resources Department in a larger operation in a more specialized role, or to carry out the HR duties of a line manager.

COURSE NOTE

TOUR 471 is an approved Self and Society course for Cap Core requirements.

TOUR 471 is equivalent to TOUR 422. Duplicate credit will not be granted for this course and TOUR 422.

REQUIRED TEXTS AND/OR RESOURCES will be listed on eLearn. No required text for this course.

COURSE STUDENT LEARNING OUTCOMES

On successful completion of this course, students will be able to do the following:

1. **Analyze** trends and challenges in human resource management to understand the future of work.
2. **Develop** a recruitment plan with job design, forecasting employment needs and principles of diversity, equity and inclusion.

3. **Create** and deliver a training plan to manage talent through training, learning and employee performance
4. **Organize** total reward systems for various levels of employees to support engagement and retention
5. **Identify** key issues in Human Capital Development as it relates to labour relations and the law.

Students who complete this Self and Society course will be able to do the following:

1. Identify potential root causes of local/global problems and how they affect local/global cultures, economies, politics, and policies.
2. Analyze the impact of colonialism and racism on Indigenous peoples.
3. Synthesize a range of differing community perspectives on ethics and justice and explain how these perspectives can inform structural change.
4. Explain how contexts (e.g. cultural, historical, colonial, economic, technological) shape identity formation and social structures.

COURSE CONTENT

Week	Topic(s)
1	HR Strategy and the Future of Work
2	The Legal Context of HR
3	Workforce Planning
4	Diversity, Equity and Inclusion in the Workplace
5	Recruitment and Selection
6	Training and Onboarding
7	Talent Management and Employee Development
8	Engagement and Retention
9	Performance Management and Turnover
10	Total Rewards
11	Creating Safe and Healthy Workplaces
12	Labour and Employment Relations
13	Group Projects
14- 15	Final Exam Period

EVALUATION PROFILE

Assessment	% of Final Grade
Assignments*	40% - 80%
Participation & Professionalism	0% - 10%
Quizzes/Midterm/Final*	20% - 50%
Total	100%

*This consists of several smaller assignments. No one assignment will be valued at more than 35% of the final grade

ASSIGNMENTS:

The assignment structure for this course is determined by the instructor in accordance with the learning outcomes outlined above. Please refer to the eLearn site for a detailed breakdown.

Written Assignments: This course will include a combination of written assignments (e.g. reading responses, written analysis, journal) and/or longer assignments such as a report.

Participation: Participation grades are based on the consistency, quality, and frequency of contributions to class discussions. Consistency means attending every class, maintaining a positive and respectful presence, and actively contributing to discussions on a regular basis. Quality means demonstrating respect for peers and their contributions; listening attentively during lectures and when other students are speaking; and participating in all activities with an open and inquisitive mind.

Presentations: This course includes a presentation component. Detailed instructions will be provided in class and on eLearn.

GRADING PROFILE

A+ = 90-100	B+ = 77-79	C+ = 67-69	D = 50-59
A = 85-89	B = 73-76	C = 63-66	F = 0-49
A- = 80-84	B- = 70-72	C- = 60-62	

Incomplete Grades

Grades of Incomplete "I" are assigned only in exceptional circumstances when a student requests extra time to complete their coursework. Such agreements are made only at the request of the student, who is responsible to determine from the instructor the outstanding requirements of the course.

Late Assignments

Assignments are due at the beginning of the class on the due date listed unless otherwise noted. If you anticipate handing in an assignment late, please consult with your instructor beforehand.

Missed Exams/Quizzes/Labs etc.

Make-up exams, quizzes and/or tests are given at the discretion of the instructor. They are generally given only in medical emergencies or severe personal crises. Some missed labs or other activities may

not be able to be accommodated. Rescheduling will not be allowed for reasons such as holidays or work conflict, nor shall re-scheduling be possible after exams have been graded and returned. Please consult with your instructor. Final Exams are to be written on the date and time scheduled.

Attendance

Students are expected to attend all classes and associated activities. As this is a fast-paced course, attendance is important to your success. If you will miss class, you must email the instructor in advance to inform instructor of your absence.

English Usage

Students are expected to proofread all written work for any grammatical, spelling and stylistic errors. Instructors may deduct marks for incorrect grammar and spelling in written assignments.

Electronic Devices

Students may use electronic devices during class for note-taking only, or when working in groups on tasks assigned by the instructor.

On-line Communication

Outside of the classroom, instructors will (if necessary) communicate with students using either their official Capilano University email or eLearn; please check both regularly. Official communication between Capilano University and students is delivered to students' Capilano University email addresses only.

UNIVERSITY OPERATIONAL DETAILS**Tools for Success**

Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: <https://www.capilanou.ca/student-life/>

Capilano University Security: download the [CapU Mobile Safety App](#)

Policy Statement (S2009-06)

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Academic Integrity, Academic Probation and other educational issues. These and other policies are available on the University website.

Academic Integrity (S2017-05)

Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy and procedures S2017-05 Academic Integrity for more information: <https://www.capilanou.ca/about-capu/governance/policies/>

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

Academic dishonesty is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

Cheating: Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an assessment;
- Communicating work to another student during an examination;
- Using unauthorized aids, notes, or electronic devices or means during an examination;
- Unauthorized possession of an assessment or answer key; and/or,
- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor.

Fraud: Creation or use of falsified documents.

Misuse or misrepresentation of sources: Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

Self-Plagiarism: Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

Prohibited Conduct: The following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers);
- Falsifying one's own and/or other students' attendance in a course;
- Impersonating or allowing the impersonation of an individual;
- Modifying a graded assessment then submitting it for re-grading; or,
- Assisting or attempting to assist another person to commit any breach of academic integrity.

Sexual Violence and Misconduct

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including B.401 Sexual Violence and Misconduct Policy and B.401.1 Sexual Violence and Misconduct Procedure (found on Policy page <https://www.capilanou.ca/about-capu/governance/policies/>)

Emergencies: Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.

DEPARTMENT OPERATIONAL DETAILS

See course syllabus