

FACULTY OF GLOBAL & COMMUNITY STUDIES		
COURSE OUTLINE		
Term:	Spring 2014	Instructor:
Course No (Section):	TOUR 208	Office:
Course Name:	Risk Management for Tourism and Outdoor Recreation	Telephone:
Credits:	3	E-mail:
Classroom/Lab:		Office
Scheduled:		Hours:

COURSE FORMAT: 3 hours/week for 15 weeks plus fourth hour activities

FOURTH HOUR: 4th hour equivalent: Lectures, quizzes and assignments on Moodle & small group sessions

PREREQUISITES: 12 credits of 100 level or higher coursework

COURSE DESCRIPTION: This course is designed to familiarize students with an understanding of concepts of risk management and legal liability as they apply to and impact tourism and outdoor recreational businesses at both a local and global level.

COURSE LEARNING OUTCOMES:

Upon successful completion of this course, students should be able to demonstrate competence in the following abilities and skills:

LEARNING OUTCOMES
1 Use communication skills to identify and explain the major areas of risk as well as methods of risk management techniques associated with the businesses of tourism and outdoor recreation
2 Recognize and discuss some common law principles and statutory rules pertaining to the rights and liabilities of different parties relative to their relationships within the tourism and outdoor recreation industries
3 Explain the concept of insurable risks and the role of insurance for business in tourism and outdoor recreation
4 Collect, analyze and interpret information used in the preparation of documents for a risk management plan and implement this research to prepare a risk management plan
5 Identify and describe an understanding of pertinent Canadian legislation affecting the tourism and outdoor recreational industries
6 Understand the role of contracts and the basic components required of effective contracting forms and functions
7 Analyze a fact situation pertaining to intentional torts and negligence by applying common law principles and statutory rules
8 Distinguish different methods of controlling and limiting liability including in particular understanding the purpose and usage of waivers, disclaimers, indemnities and releases
9 Describe and compare different business structures and the role of incorporation in limiting liability
10 Understand and appreciate some of the unique risks associated with Canadian tourism operation links in the United States and abroad.
11 Recognize various legal duties and responsibilities of managers, tour operators and guides in relation to their clientele, stakeholders and environmental impact

EVALUATION PROFILE:

Assessment	% of Final Grade	Individual/Group
Midterm Exam	30	Individual
Class Attendance, participation and in-class exercises	15	Individual/group
Operational Risk Management plan, assessment and implementation project	30	Partner
Final Exam	25	Individual
	100%	

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

GRADING STANDARDS:

A+	<p>All aspects of the work submitted are to exceptional standards.</p> <p>Comprehensively researched, clear and concise, extremely well structured and designed, with a diverse and exhaustive range of evidence (e.g.: literature, other data) used effectively and critically. Demonstrates enlightening, insightful, and/or original thinking of the topics. Presented to the highest standards (e.g.: references, style, grammar, length, and accuracy).</p>
A	<p>All aspects of the work submitted are to excellent standards.</p> <p>Thoroughly researched, clear and concise, excellently structured and designed, with an extensive range of evidence (e.g.: literature, other data) used effectively and critically. Demonstrates a thorough and comprehensive understanding of the topics. Presented to very high standards (e.g.: references, style, grammar, length, and accuracy).</p>
B	<p>All aspects of the work submitted are to good standards.</p> <p>Accurately researched, clear discussion, well structured and designed, with a good range of evidence (e.g.: literature, other data) used effectively and critically. Demonstrates a thorough understanding of the topics. Presented to high standards (e.g.: references, style, grammar, length, accuracy).</p>
C	<p>All aspects of the work submitted are to satisfactory standards, or (C-) a marginal pass.</p> <p>Sufficiently researched, providing good discussion, reasonably well structured and designed, with an acceptable range of evidence (e.g.: literature, other data) used effectively. Demonstrates satisfactory understanding of the topics. Presented to reasonable standards (e.g.: references, style, grammar, length, accuracy).</p>
D	<p>Work submitted earns a minimal pass.</p> <p>Insufficiently researched, needs improvement in flow and design, and/or level of detail, with a limited range of evidence (e.g.: literature, other data) used. Demonstrates rudimentary understanding of the topics. Presented to basic standards (e.g.: references, style, grammar, length, accuracy).</p>
F	<p>All aspects of the work submitted are below adequate standards</p> <p>Research, flow and design, and/or level of detail are unsatisfactory, with an insufficient range of evidence (e.g.: literature. Other data) used. Demonstrates unfamiliarity with the topics. Presented to below adequate standards (e.g.: references, style, grammar, length, accuracy).</p>

REQUIRED TEXT and OTHER RESOURCES:

Cloutier, R., et al. Legal Liability and Risk Management in Adventure Tourism. Kamloops, British Columbia: Bhudak Consultants, 2000.

Instructor's Handouts

COURSE CONTENT/SCHEDULE:

WEEK	TOPIC(S)	REQUIRED READINGS/ ACTIVITIES
1	Introduction to Risk Management and Legal Liability in the Business of Outdoor Recreation Introduction to Course What is Risk?	* Students hand in Newspaper or magazine article
2	Sources of Risk 1 Introduction to Legal Liabilities Legal Liabilities at Common Law Recent Case Analysis	*Students Read Chapter 1
3	Applications of Tort Law in Negligence Intentional Torts Negligence	*Students Read Chapter 2 Group Torts Exercise Handed Out: Identification of Risks arising from Negligence
4	Defences to Negligence Presentation of Group Class Exercises	*Students Read Chapter 3
5	Sources of Risk 2 Statutory Law Legislative adherence Governmental Regulations	**Students Read Chapter 4
6	Introduction to the Concept of Insurable Risks Defining the Insurable Event The Insurance Market: The Economic Problem Insurance Regulation Insurance Contracts Types of Insurance	*Students Read Chapter 13
7	Review MIDTERM EXAM	
8	STOPS Effective Management	* Students read Chapters 8, 9 & 10

	Role and Importance of Operational Procedures in Risk Management	
	<p>Operations and the International Perspective Special Considerations of Operating in the U.S. and abroad</p> <p>*RISK MANAGEMENT PROJECT ASSIGNED</p> <p>Review of Sample of Risk Management methods in practice Assignment of Business Risk Assessment and Implementation Project and Review with Students</p>	<p>*Students read Chapter 7</p> <p>*Policy and Philosophy Statements</p> <p>*Students read Chapter 4</p>
9	<p>Risk Management Techniques</p> <p>Why Risk Management? Perspectives on Risk Management</p>	<p>* Prepare Frequency & Severity Matrix</p>
	<p>Risk Management Planning</p> <p>Preparing Risk Management Documents The Risk Management Plan The Emergency Response Plan Emergency Protocols/Staff Manuals/Safety Talks Guidelines for Handling Accidents</p>	<p>* Response Levels 1-4</p>
10	<p>Contract Law</p> <p>Introduction Elements of a Contract Contract Interpretation Termination of Contract and Remedies Types of Contracts Introduction to Drafting Contracts</p>	<p>*Students Read Chapter 5</p>
11	<p>Role of Corporate Structures in Risk Management</p> <p>Forms of Business Organization Types of Business Strategies for Starting a Business Incorporating a Company in B.C.</p>	
12	<p>The Use of Waivers, Indemnities and Releases in the Tourism Industry in Canada</p> <p>Waivers and Legal Principles Indemnities and Releases Sample Documents Case Law</p>	<p>*Students Read Chapter 6</p>
13	<p>Final Review</p>	<p>Class Presentations</p>
14 - 15	<p>FINAL EXAM PERIOD</p>	

UNIVERSITY POLICIES:

Capilano University has policies on academic appeals, student conduct, cheating and plagiarism, academic probation, and other educational issues. These and other policies are available on the University website.

FACULTY POLICIES:

Attendance: Regular class attendance, and participation in course activities and assignments, is expected and likely essential to successfully achieving the course learning outcomes. Students are responsible for any and all content and instructions communicated during scheduled classes, in course handouts, and (if applicable) via course e-mail and websites. In cases where participation by all students is essential for conducting the planned instructional activities, attendance may be mandatory. In all cases, the attendance expectations and any penalties for missing instructional activities shall be clearly articulated on the course outline. **Attendance for weekend courses is mandatory.**

Participation: This mark, if included as part of the assessment items by the instructor, is based on both the frequency and quality of the student's comments, questions, observations, and involvement, with the emphasis on quality. The quality is determined by, among other things, the relevance, insight and clarity of remarks. Preparing the required readings will support a student's ability to participate. The participation mark is also influenced by professionalism (as described below), attendance, attitude and punctuality.

Professional Behaviour: Students must demonstrate a professional attitude and behaviour toward work, fellow students and their instructors. Each student should demonstrate reliability, respect for and cooperation with colleagues. A willingness to work calmly and courteously under difficult conditions as well as a determination to achieve first-class work while meeting deadlines is necessary. Students should have respect for equipment and systems. Students should display a constructive response to criticism.

Professional behaviour includes appropriate language use. Appropriate language use involves using respectful, moderate, and inclusive language at all times.

Cheating and Plagiarism: Cheating is an act of deceit, fraud, distortion of the truth, or improper use of another person's effort to obtain an academic advantage. Cheating includes permitting another person to use one's work as their own. Plagiarism is the presentation of another person's work or ideas as if they were one's own. Plagiarism is both dishonest and a rejection of the principles of scholarship. Information about how to avoid plagiarism by proper documentation of sources is available in the Library, the Writing Centre and is published in the University website.

**Penalties for Cheating
& Plagiarism:**

A grade of '0' for an examination, quiz or assignment or 'F' for the course may be assigned if cheating or plagiarism has taken place. First incidents deemed by the instructor to be particularly serious or second or subsequent incidents of cheating

and plagiarism will be dealt with under the provisions of the University Policy on Cheating and Plagiarism (see the University website). All students should familiarize themselves with the University Policy on Cheating and Plagiarism as such behaviour can result in suspension from the University.

Missed Exams & Quizzes: Will receive a grade of '0' unless **PRIOR** arrangements (wherever possible) are made with the instructor. Permission to make up an exam will only be given in extraordinary situations such as illness of the student or the death of a close family member. **A doctor's certificate, or other proof supporting the reason for the absence, may be required.**

English Usage: All assignments are marked for correct English usage, proofreading and formatting, **up to a maximum of 15% of the total mark for that assignment.**

Assignments: Homework assignments are due at the **start of class** on the due date unless otherwise advised by your instructor. Late assignments will only be accepted if prior approval for a late submission date has been given by the instructor.

Programmable Tools: The use of programmable items such as calculators and dictionaries, etc. is forbidden during tests, quizzes, and exams unless authorized by the instructor. Cell phones are not to be brought to any test, quiz or exam.

Incomplete Grades: Incomplete grades will not be given unless special arrangements have been made with the instructor prior to the date set by University Administration.

Copyright Policy: Students are expected to familiarize themselves with and abide by the University's Copyright Policy. The University's Copyright Policy is published in the University Calendar.

Emergency Procedures: Students are required to familiarize themselves with emergency procedures posted in the classroom.

COURSE POLICIES: **Cell phones or other electronic devices are not to be brought in to examinations.**