

# culinary skills & hospitality management



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**Please note the following important information:**

*Durham College strives to ensure the accuracy of the information in this publication. Please note that the academic curriculum is continually reviewed and revised to ensure program quality and relevancy. As such, the college reserves the right to modify or cancel any course, program, fee, procedure, timetable or campus location at any time. Please consult our website at [www.durhamcollege.ca](http://www.durhamcollege.ca) for the most current information.*

## important dates to remember

Please note the dates of your semester examinations. **Please ensure that you do not schedule vacation or employment during these times.**

		fall 2011 semester
July 4, 2011	❖	Fees due date for first year students
July 12, 2011	❖	Web registration – for 2 <sup>nd</sup> year students who have paid for fall semester – begins.
July 13, 2011	❖	Web registration – for 3 <sup>rd</sup> year students who have paid for fall semester – begins.
July 19, 2011	❖	Web registration – for 1 <sup>st</sup> year students who have paid for fall semester – begins.
July 20, 2011	❖	Fees due date for returning students.
August 1, 2011	❖	Civic holiday (no classes)
August 29, 2011	❖	Registration for part-time Oshawa campus students begins and window opens for timetable changes. Apprenticeship Classes begin.
September 5, 2011	❖	Labour Day (no classes)
September 6, 2011	❖	Orientation for first-year students.
September 7, 2011	❖	Classes begin for most programs.
September 13, 2011	❖	Last day for late program registration. Last day for fall semester course or program changes.
September 20, 2011	❖	Last day for full-time students to withdraw with a refund of fees paid, less a \$100 administration fee. <sup>1,2</sup> Last day for refund eligibility when dropping to part-time. Last day for part-time students to withdraw with tuition fee refund less an administration fee. <sup>1,2</sup> Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for fall semester subjects.
September 30, 2011	❖	Student Health Insurance Plan “Opt-out” deadline.
October 3, 2011	❖	Due date for 2 <sup>nd</sup> instalment of Fall fees.
October 4, 2011	❖	Last day for application for fall semester subject exemption/credit. Last day for withdrawal from a fall semester subject with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a “W” to indicate withdrawal. <sup>1,2</sup>
October 10, 2011	❖	Thanksgiving (no classes).
October 20, 2011	❖	Fall Convocation
October 26, 2011	❖	Deadline for submission of adjusted marks to clear INC grades from Summer 2011. INC grades after this date will revert to a fail.
November 16, 2011	❖	Winter 2012 semester fees due date.
November 17, 2011	❖	Scholarship Ceremony
November 14, 2011	❖	Last day to withdraw from a fall semester subject with no academic penalty. After this date, all subjects will be graded and recorded on the student’s transcript. <sup>1,2</sup>
December 9, 2011	❖	Last day of classes for most programs.

## fall 2011 semester

- |  |   |  |
|--|---|--|
| December 12 to 16, 2011                        | ❖ | Fall semester final examinations/evaluation(s) for postsecondary students. Students are reminded not to schedule vacation or employment hours during these times. January 4 and 5, 2012 scheduled as tentative snow dates for the Oshawa campus.                   |
| December 22, 2011                              | ❖ | Grades are available to view electronically as of 4 p.m.<br>Note: official distribution date for the purpose of academic appeals is January 4, 2012.<br><br>Full-time students may process timetable changes for the winter semester through MyCampus as of 4 p.m. |
| December 24, 2011 to January 1, 2012 inclusive | ❖ | Campus closed for the holiday season.  |

## winter 2012 semester

- |                             |   |  |
|-----------------------------|---|--|
| November 21, 2011           | ❖ | Web registration for Fall start 1 <sup>st</sup> year students for winter 2012 semester courses begins.   |
| November 28, 2011           | ❖ | Web registration for 2 <sup>nd</sup> and 3 <sup>rd</sup> year students for winter 2012 semester courses begins.  |
| December 5 2011             | ❖ | Web registration for Winter start students begins.   |
| December 7, 2011            | ❖ | Winter 2012 semester fees due date.  |
| January 2, 2012             | ❖ | Registration for Oshawa campus part-time students begins.<br>Apprenticeship Classes begin.   |
| January 4, 2012             | ❖ | Classes begin for most programs.<br>Official grade distribution date for the purpose of Academic Appeals.  |
| January 10, 2012            | ❖ | Last day for late program registration.<br>Last day for winter semester course or program changes.   |
| January 10, 12 and 14, 2012 | ❖ | Dates for missed exams from Fall Semester 2011.  |
| January 17, 2012            | ❖ | Last day for full-time students, who started their program in September 2011, to withdraw with a refund of <u>winter tuition fees</u> . <sup>1,2</sup> Ancillary fees and school supply fees are not refundable.<br><br>Last day for full-time students, who started their program in January 2012 to withdraw with a refund of fees paid less a \$100 administration fee. <sup>1,2</sup><br><br>Last day for refund eligibility when dropping to part-time.<br><br>Last day to withdraw from part-time studies with tuition fee refund less an administration fee per subject.<br><br>Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for winter semester subjects. |
| January 31, 2012            | ❖ | January start students only: Student Health Insurance Plan "Opt-out" deadline.   |
| January 30 to Feb 3         | ❖ | Winter Break week for Electrical Block Intermediate & Advanced apprenticeship students only.   |
| January 31, 2012            | ❖ | Last day for application for winter semester subject exemption/credit.<br>Last day to withdraw from a <b>January start</b> subject with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal. <sup>1,2</sup>  |
| February 8, 2012            | ❖ | Due date for 2 <sup>nd</sup> instalment of Winter fees.  |

## winter 2012 semester

February 17, 2012	❖	T2202As available online via MyCampus as of 4 p.m.
February 20, 2012	❖	Family Day (no classes).
February 20 to 24	❖	Winter Break week; no classes with the exception of Apprenticeship and February-start students.
February 27 to March 2	❖	Winter Break week for Apprenticeship students with the exception of Electrical Block Intermediate and Advanced students.
March 7, 2012	❖	Deadline for submission of adjusted marks to clear INC grades from Fall 2011. INC grades after this date will revert to a fail.
March 12 to 16, 2012	❖	Winter Break week for OYAP Apprentices (except OYAP Hairstylists – please see your school office).
March 19, 2012	❖	Last day to withdraw from a <b>January start</b> subject with no academic penalty. After this date, all subjects will be graded and recorded on the student's transcript. <sup>1,2</sup>
April 6	❖	Good Friday (no classes)
April 10, 2012	❖	Last day to apply to graduate – courses ending April 2012.
April 13, 2012	❖	Last day of classes for most January-start programs.
April 16 to 20, 2012	❖	Winter semester ( <b>January start</b> ) final examinations/evaluation(s); students are reminded not to schedule vacation or employment hours during these times.
April 27, 2012	❖	Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.
May 8, 10, and 12, 2012	❖	Dates for Missed Exams from Winter Semester 2012.
<b>June 21 &amp; 22, 2012</b>	❖	<b>Convocation (Times and location TBA)</b>

## spring 2012 semester

March 7, 2012	❖	Spring 2012 semester fees due date.
April 10, 2012	❖	Web registration for Spring/Summer programs begins.
May 7, 2012	❖	Most Spring classes begin.
May 7, 2012	❖	Registration for Oshawa campus part-time students begins.
May 11, 2012	❖	Last day for late program registration. Last day for most spring semester course or program changes.
May 18, 2012	❖	Last day for full-time students, who started their programs in Spring semester to withdraw with a refund of fees paid less A \$100 administration fee. <sup>1,2</sup> Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for most spring semester subjects. Last day to withdraw from most spring semester subjects with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal. <sup>1,2</sup> Last day for application for spring semester subject exemption/credit.
May 21, 2012	❖	Victoria Day (no classes).
May 31, 2012	❖	Student Health Insurance Plan "Opt-out" deadline.
June 8, 2012	❖	Last day to withdraw from spring semester subjects with no academic penalty. After this date, all subjects will be graded and

## spring 2012 semester

		recorded on the student's transcript. <sup>1,2</sup>
June 22, 2012	❖	Last day of classes for most Spring-start programs.
June 29, 2012	❖	Deadline for submission of adjusted marks to clear INC grades from January start Winter 2012 semester. INC grades after this date will revert to a fail.
June 28, 2012	❖	Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.

## summer 2012 semester

April 10, 2012	❖	Web registration for Spring/Summer programs begins.
May 2, 2012	❖	Summer 2012 semester fees due date.
July 2, 2012	❖	Canada Day (no classes).
July 3, 2012	❖	Summer classes begin.
July 9, 2012	❖	Last day for late program registration. Last day for most summer semester course or program changes.
July 16, 2012	❖	Last day for full-time students, who started their programs in Summer semester to withdraw with a refund of fees paid less a \$100 administration fee. <sup>1,2</sup> Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for most summer semester subjects. Last day to withdraw from most summer semester subjects with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal. <sup>1,2</sup> Last day for application for summer semester subject exemption/credit.
August 3, 2012	❖	Last day to withdraw from most summer semester subjects with no academic penalty. After this date, all subjects will be graded and recorded on the student's transcript. <sup>1,2</sup>
August 6, 2012	❖	Civic Holiday (no classes).
August 17, 2012	❖	Last day of classes for most Summer start programs.
August 23, 2012	❖	Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.
<b>October, 2012</b>	❖	<b>Convocation (Time and location TBA)</b>

\* Tentative Date

### NOTES:

1. Official Withdrawal forms must be completed by the student, signed by the School Office and submitted to the Office of the Registrar.
2. The administration fee for international students will vary.

*These dates represent the best information at time of publication. The College reserves the right to make changes subject to amendments to existing legislation, Collective Agreements, or as required by the College. Dates may vary slightly from program to program.*

## welcome students

### a message from the dean

On behalf of the faculty and staff of Durham College, it is a pleasure to welcome you to Durham College. You are embarking upon an exciting, challenging and rewarding journey.

We wish you success in your studies, supportive new relationships and an exciting future in your chosen career. We are committed to meeting your educational needs by providing a high quality program. We will all do our best to support you in meeting your goals. If you have any questions or need any kind of assistance please ask us. The School of Business, IT & Management office is located in room C223 (hours: Mon.-Fri. 8:00 a.m. to 4:30 p.m.). We are here to help you.

We are pleased that you have chosen Durham College and we look forward to working with you.



Judy Spring,  
Dean,  
School of Business, IT & Management

### a message from the vice-president academic excellence & innovation

Congratulations on choosing Durham College and taking a very important step in preparing for your future. Durham College is known for high quality programs, leading edge technology, an award winning library and a student-centred approach to learning. Supporting our mission that the student experience comes first, Durham College is committed to providing students with quality learning experiences and support in finding fulfilment in education, employment and lifelong learning.

Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience. The program you have chosen has been designed to help you develop the necessary skills and knowledge to support your success in your chosen career path. Our dedicated and professional staff and professors are committed to helping you achieve your educational goals and your career aspirations.

Durham College strives to be accountable to students and employers through the preparation of work-ready graduates who will continue to live our “success matters” focus in their professional work environment.

We are pleased you have chosen to study at Durham College and we look forward to supporting your learning journey – work hard, have fun, enjoy your college experience and campus life.

I wish you much success with your studies.



Judy Robinson,  
Vice President, Academic

## vision

- ❖ Durham College is the premier college in Canada for career-focused students who will succeed in a challenging, supportive and inclusive learning environment.
- ❖ Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience.
- ❖ Our vibrant campus community enriches the student life experience.

All of this combines to ensure our graduates have the market-ready skills to obtain great careers and make a difference in the world.

## values

Our values drive our organizational culture and our behaviour in delivering our vision and mission.

We value:

### **integrity and transparency...**

we behave and communicate sincerely and honestly

### **respect...**

we treat everyone with dignity and offer superior service

### **equal access and diversity...**

we embrace diversity, ensure accessibility and champion all learners

### **innovation...**

we are leaders in innovative and creative learning experiences and solutions

### **personal and team accountability...**

we do what we say we will do

### **sustainability...**

we make decisions that ensure the integration of economic, environmental and social factors



### our students...

to provide students with quality learning experiences and support in finding fulfilment in education, employment, productive citizenship and lifelong learning

### our people...

to support and empower each employee to make the best possible contribution towards student success

### our business...

to make business decisions that support teaching and learning while reflecting best practices that result in the college achieving its mission and mandate

### our community...

to ensure that the college contributes to the economic and social prosperity of the communities we serve.



## important to all...

Students and staff at Durham College are committed to academic excellence by:

- Demonstrating respect for one another and property
- Maintaining a clean and safe environment
- Taking an active role in the learning process
- Providing and receiving support when necessary
- Attending classes and/or appointments regularly and on time
- Modeling skills, attitudes and expectations of the workplace

## support staff...

- Provide professional quality customer service to students and staff
- Direct students and staff to appropriate resources
- Support and assist students in their learning and career goals
- Promote services that enhance student success

## faculty...

- To be positive, enthusiastic, patient and flexible
- To be in the class early and prepared to begin on time
- To keep current in academic and professional knowledge
- To be prepared for activities, exercises and demonstrations
- To be available and show willingness to help students
- To ensure that all students get equal assistance and time
- To perform evaluations according to established criteria and within a reasonable time frame
- To return and take up any assigned homework, assignments, tests and projects promptly
- To identify students requiring remedial assistance, and to direct those students to the appropriate services
- To write constructive and helpful statements when evaluating student assignments
- To use a variety of teaching, questioning and assessment techniques
- To encourage student participation and feedback wherever possible
- To effectively use learning technology
- To outline professional responsibilities, career alternatives, and avenues for further education following graduation
- To provide a course outline to each student at the beginning of the course, to review the outline with the students, and to adhere to the outline
- To adhere to Durham College policies, procedures and guidelines
- To place the safety and well being of the student above all other objectives, including fulfilling education obligations

## students...

- To be prepared for class and professional practice activities. This will include reading appropriate textbook assignments prior to class and completing any homework assignments
- To be in class and arrive on time
- To participate in class activities
- To demonstrate respect for all persons and the learning environment
- To be trustworthy, honest, and accountable for own behaviour
- To complete tests, assignments and evaluations as required, striving for excellence
- To demonstrate effective communication skills
- To understand all course requirements and to follow them
- To seek assistance immediately if unable to follow the course requirements for any reason
- To read and adhere to Durham College policies, procedures and guidelines

## administration...

- Meet or exceed standards of excellence
- Manage budgets and resources
- Support students and staff in meeting their responsibilities
- Support/direct approved operational procedures
- Communicate relevant information in a timely fashion
- Be current in their field of leadership in a college environment

# durham college/secondary school code of conduct

## introduction...

The Culinary and Hospitality Management Programs of Durham College will be scheduled for their culinary labs at Maxwell Heights and Leo J. Austin Secondary Schools. The following is a shared Code of Conduct applying to Durham College students while using these facilities. It is designed to provide a framework to ensure that school is a safe, productive learning environment for all. We ask students to review this Code of Conduct so that all parties are familiar with school expectations and procedures. The Code of Conduct is subject to change at any time, based on directions from the Ministry of Education, the Durham District School Board, and Durham College.

## rationale (ontario school code of conduct)...

The Durham District School Board is committed to providing a safe and secure school environment. The Safe Schools Act, 2000 required each board and each school to develop a Code of Conduct that is consistent with the legislation and board policy. These provisions were more recently amended by Bill 212, An Act To Amend The Education Act, in respect of behaviour, discipline and safety. The revised Education Act, together with the related Regulation 472/07, is effective February 1, 2008.

The Codes of Conduct for the Durham District School Board reflect the following provincial policy:

A school is a place that promotes responsibility, respect, civility and academic excellence in a safe learning and teaching environment.

All students, teachers, and staff have the right to be safe, and feel safe, in their school community. With this right comes the responsibility to contribute to a positive school climate and The Ontario Schools Code of Conduct sets clear provincial standards of behaviour. It specifies the mandatory consequences for student actions that do not comply with these standards. Policy/Program Memorandum No. 145, "Progressive Discipline and Promoting Positive Student Behaviour". October 4, 2007, provides an overview of the progressive discipline approach to be used when addressing issues of student conduct. When inappropriate behaviour occurs, the applicable secondary school/Durham College will utilize a range of interventions, supports and consequences that are developmentally appropriate, they include opportunities for students to learn from mistakes, and that focus on improving behaviour.

The provincial standards of behaviour apply not only to students, but also to all individuals involved in the publicly funded school system while they are on school property.

## guiding principles (ontario schools code of conduct)...

The Durham District School Board and Durham College support the provincial guiding principles and endorse recognition, acceptance and sensitivity toward ethnocultural diversity.

1. All participants involved in the publicly funded school system – students, parents or guardians, volunteers, teachers and other staff members – are included in the *Ontario Schools Code of Conduct* whether they are on school property, on buses or school-authorized events or activities.
2. All members of the school community are to be treated with respect and dignity, especially persons in positions of authority.
3. Responsible citizenship involves appropriate participation in the civic life of school community. Active and engaged citizens are aware of their rights, but more importantly, they accept responsibility for protecting their rights and the rights of others.
4. Members of the school community are expected to use non-violent means to resolve conflict. Physically aggressive behaviour is not a responsible way to interact with others.
5. The possession, use or threatened use of any object to injure another person endangers the safety of oneself and others.
6. Alcohol and illegal drugs are addictive and present a health hazard. Ontario schools will work cooperatively with police, drug and alcohol agencies to promote prevention strategies and, where necessary, respond to school members who are in possession of, or under the influence of, alcohol or illegal drugs. (As well, smoking in school buildings and on school property is prohibited by law).
7. Insults, disrespect and other hurtful acts disrupt learning and teaching in a school environment where conflict and difference can be addressed in a manner characterized by respect and civility.
8. Recognition and acceptance of, and sensitivity toward, ethnocultural diversity are expectations of and within the school community.

## standards of behaviour (ontario schools code of conduct)...

The Durham District School Board and Durham College support the provincial standards of behavior which include respect, civility, responsible citizenship and physical safety.

## prohibited items...

The Durham District School Board has banned laser pointers from all schools. If a student is found with a laser pointer, it will be confiscated. Nuisance items such as, but not limited to water guns, cap guns, or 'nerf'-style guns; firecrackers, party snappers, finger boards, etc. are not to be brought to school. Hackey-sack cannot be played in the school building, but may be played at the back of the school away from the building, and cars.

## restitution...

Students must make financial restitution for damage they cause on school property.

## smoking...

The Smoke Free Ontario Act restricts smoking and prohibits distributing tobacco to others. Although students are encouraged not to smoke, they may smoke off school property before and after classes. The only area where students may smoke is in the designated area.

## snow days for secondary schools...

If there is a severe snowstorm, listen to local radio stations for closing information, including KX96 (95.9 FM), CKDO 1580, or 680 AM. Durham College will also communicate this information.

## video surveillance systems...

Security Cameras are in operation for the safety of students, staff and visitors. Persons on school premises are subject to video recording.

## visitors and trespassers...

Maxwell Heights S.S. and Leo J. Austin are private property. Students may not bring visitors to the school.

## washrooms...

When using secondary school space, please use only the washrooms in the locations specified by your professors (as discussed in class). The Durham College use of secondary school space follows the regular secondary school day. This will allow the custodial staff to prepare the larger public washrooms for the next day, while providing ample facilities for Durham College students, teachers and staff.

**Please note that some students have severe peanut allergies. We appreciate your not bringing peanuts, or items made with peanuts to school.**

## expectations, information and procedures...

### dress code...

The school dress code assists in the creation of a positive learning environment. Inappropriate dress distracts and diverts us from our primary purpose – LEARNING! Administration will make final decisions regarding appropriate dress. Students may be sent home to change. Expectations are as follows:

- Head UNCOVERED, except where a head covering is required for religious reasons, or for uniform purposes.  
(no hats, bandanas)
- Shoulders completely covered.
- All cleavage concealed.
- Midriff area and back covered completely.
- Mid-thigh length for bottom garments.
- All undergarments hidden from view.
- Opaque clothing materials for tops and bottoms.
- Clothing free of inappropriate logos, slogans, phrases, and pictures.

## fire alarm...

When fire alarm sounds, students are to follow the fire exit instructions posted in classrooms. Students must walk quickly from the building with their teacher and follow directions provided by staff or emergency services personnel. Students stay with their teacher and remain a safe distance from the building, until they are instructed by their teachers to re-enter the building. Students may not smoke during an evacuation.

## show respect for property...

Keep the school and school grounds litter free and in good repair. All food and drinks will be consumed in the culinary labs. Clean-up after yourself. Keep tables, walls, countertops, and other property damage free. Be sure to report damage and the abuse of school property.

## show respect for the environment...

Demonstrate respect for the environment by reducing waste, re-using materials and recycling.

### ***IT Takes a Team***

***Coming together is a beginning.***

***Keeping together is progress.***

***Working together is success.***

***John C. Maxwell***



# culinary skills & hospitality management policies

Welcome to the School of Business, IT & Management. We are extremely pleased that you have chosen our program.

This program guide has been developed to introduce you to the options we offer in our programs.

## school administrative policies...

1. Freedom of Information/Protection of Privacy - Pursuant to the Freedom of Information & Protection of Privacy Act, the School of Business, IT & Management Office will not release any personal information regarding a student. This includes academic standing, personal data, timetable information etc.
2. Regular communication between college staff and students is very important to ensure that students stay informed about special events, changes in programming and various deadlines. The School of Business, IT & Management Office will use MyCampus email to alert you to important details about your program. You are requested to visit MyCampus often to view campus-wide announcements and to check your MyCampus email account.
3. Timetables are available online through our intranet – “MyCampus”. You can view and/or print your timetable from any computer with internet access. If you require assistance, please contact the Help Desk : (905) 721-3333
4. Timetable Changes – MyCampus provides students with the ability to modify timetables at specified times as listed in the Academic Calendar (posted on MyCampus). **Please note: students have the responsibility to ensure that all of their required courses are on their schedules.** Assistance is available via your student liaison. Should you find a discrepancy on your timetable, **seek assistance immediately.**
5. Emergency Calls – School of Business, IT & Management staff will accept messages for students in the event of a family emergency. Please make sure that anyone in your life who needs to locate you during class time for reasons other than an emergency has a copy of your timetable (eg. Classmates, family, day care provider, employer). The staff are unable to release your schedule information to anyone due to the Freedom of Information Act.
6. Disclaimer - Because of our commitment to continuous improvement of our curriculum, there may be some changes in courses offered. If this occurs, we will notify those affected.
7. Computer Labs - Computer labs are reserved for coursework. Games are not permitted. Adult materials must not be displayed at any time. Please refer to the Information Technology Acceptable Use policy posted on the Durham College website [www.durhamcollege.ca/policies](http://www.durhamcollege.ca/policies).
8. Graduation Requirements - Students must have a minimum G.P.A. of 2.0 to be eligible for graduation. In addition, a student must have successfully completed all required courses. A student who has a G.P.A. of less than 2.0 should contact the School of Business, IT & Management Office to arrange for academic counselling. Please refer to the academic policies posted on the Durham College website, [www.durhamcollege.ca/policies](http://www.durhamcollege.ca/policies), for more information. At least 25% of the completed program courses and/or weighted credit hours must be completed at Durham College to be eligible for a Durham College diploma. Students must complete an application for graduation on MyCampus or via a paper form in Registration.
9. Final Marks - Final marks will not be released by faculty members or office staff. Grades will be posted on “MyCampus”.
10. Assignments – Students must make arrangements with professors for handing in assignments outside of class time. Assignments will not be accepted by the office staff unless previously arranged by the professor.
11. Exceptions to policies - under exceptional, documented circumstances, exceptions to policies may be made by the dean or associate dean.

## academic policies...

All academic policies are posted on MyCampus under the "DC STUDENT" tab. Students should review and be aware of the policies and procedures in place.

## academic integrity...

Academic integrity refers to the pursuit of scholarly activity in an open, honest and responsible manner. Acts that undermine academic integrity, such as plagiarism, cheating and misrepresentation of work, contradict Durham College's core values.

To ensure the highest academic standards, students are accountable for the work they produce, and student work must be the product of his or her efforts. Durham College has purchased a license with Turnitin.com, an online service to detect unoriginal work and citation errors. The Academic Integrity Policy and Procedure documents (<http://www.durhamcollege.ca/policies>) provide a comprehensive explanation of Durham College's expectations regarding academic integrity.

## requirements for promotion...

### evaluation and promotion...

Academic courses are evaluated using a variety of methods such as tests, essays, labs, written or verbal assignments, in-process activities, group work and/or final examinations. The evaluation criteria for each course are noted in its course outline. Students are advised to familiarize themselves with these criteria early in the semester. Please refer to the Grading and Promotion Policy and Procedures documents (<http://www.durhamcollege.ca/policies>) for a complete overview of grading and promotion practices.

### academic probation...

Students who are not progressing satisfactorily according to criteria published in their respective program guides may be placed on academic probation, at the discretion of the school Dean or designate. Such students may be allowed to continue their studies on a Letter of Permission (an academic student contract) which will specify conditions which must be met to continue in their programs. Students who do not meet the conditions of their academic probation may be required to withdraw from full-time studies.

## policies & expectations for the learning environment...

1. Class attendance and participation will enhance your opportunities for success.
2. Refer to the course outline for specific expectations for each course.
3. All submissions must meet specified guidelines as detailed by the section professor.
4. Students are responsible for regularly checking their "MyCampus" and WebCT areas for messages from professors and college administration. Communication will come in forms of emails, targeted messages and posted documents. Professors will confirm their preferred method of communication.
5. Students should keep back-up copies of all assignments in case the original is lost.
6. Electronic submission of assignments is at the option of the professor. Assignments submitted electronically must be in the software format as stated specifically by your professor. Attachments that will not open are the responsibility of the student and subject to the late penalty.
7. E-mails sent to professors and/or staff must be professional in appearance and content. Inappropriate emails will be retained and a copy forwarded to the dean or associate dean for appropriate action.

## evaluation policy...

Rationale - An effective evaluation policy has many goals and serves many stakeholders. For students, it should be both motivating and rewarding. For professors, it provides a framework for teaching and feedback for improving instruction or modifying curriculum. For the community, it should foster respect for our programs and confidence in our graduates.

Academic courses are evaluated in a variety of ways. These may include tests, written or oral assignments, and group work as well as final examinations. The use of electronic dictionaries, cell phones, pagers and other electronic devices in an invigilation setting is prohibited unless otherwise specified by the professor. The evaluation criteria for each course are included with the course outline. Students are advised to familiarize themselves with these criteria early in the semester. A pass grade in all courses is 50% (unless otherwise indicated in the course outline). Unless otherwise indicated, a student must achieve a passing grade in all courses and maintain a GPA of 2.0 to be eligible to graduate.

## examinations...

In this section, a final examination is defined as an invigilated comprehensive evaluation given just after regularly scheduled classes. Final examinations will be held for courses as specified in the course outline.

A final examination will be comprehensive, and examination questions should reflect the approximate time weighting specified in the course outline.

## aegrotat...

Aegrotat refers to a 'compassionate pass' in a course in which, due to **emergency circumstances** related to health and wellness, a student was unable to complete all of the evaluation requirements. Emergency circumstances that may warrant the designation of an Aegrotat include, but are not limited to: injury, illness and/or bereavement. Documentation supporting the request for an Aegrotat designation may be required.

The awarding of an Aegrotat credit is noted in a student's transcript as AEG and is therefore not included in the calculation of a student's grade point average. A student shall receive Aegrotat standing only once in a five year period.

Further information about Aegrotat standing can be found in the Aegrotat Policy and Procedure documents (<http://www.durhamcollege.ca/policies>).

## missed final examinations...

A final examination is a discretely designed assessment administered in Week 15 of a 14 week semester. Students who, as a result of non-emergency circumstances, miss one or more final examinations during a single examination period may be eligible to apply to defer/reschedule the writing of these assessments.

To be eligible, students must have no less than a cumulative 1.5 GPA, apply for consideration using the appropriate forms and pay a fee. This privilege can only be used by a student once in a five-year period. External accreditation requirements, the availability of appropriate examination facilities and other constraints necessitate that not all courses will be eligible.

For more details, students should speak with their Student Liaisons or review the Missed Final Examination Policy and Procedure documents (<http://www.durhamcollege.ca/policies>).

## exam conflicts...

Exam conflicts are rare. Students who have two or more exams scheduled at the same time, should contact the School of Business, IT & Management office to reschedule their exam(s). Exams rescheduled are scheduled in the next available exam period. Students who have more than two exams scheduled on the same day can apply to have one exam moved to another day as specified by school staff. Exams will not be rescheduled due to travel plans or appointments. See the "Missed Final Examinations" policy.



## class tests and quizzes...

In this section, a class test is defined as a scheduled and invigilated test commonly given in a regularly scheduled class. A quiz is defined as a short duration evaluation of lesser weighting than a test. Quizzes may be unannounced and are usually given during part of a regularly scheduled class. The weighting of tests and quizzes is specified in the course outline. The students and the dean must be notified in writing if changes are made during the teaching schedule. In the case of multiple section courses taught by more than one faculty member, prior approval is required to change the course outline.

1. To reflect established practice in the workplace and demonstrate responsibility, students are required to contact the section professor 24 hours in advance of the test if unable to be in attendance for a test. Voicemail messages and email messages are an acceptable form of contact. A failure to comply will result in a mark of zero for that test.
2. Tests must be written during the scheduled test time.
3. Any missed quiz will be assigned a mark of zero.
4. Some courses may have additional policies which will be clearly stated in the individual course outline.

## assignments, computer labs and group work...

1. Refer to the "Student Rights and Responsibilities" posting on MyCampus for the policy regarding plagiarism.
2. To reflect the fact that the lateness is unacceptable in the workplace, late assignments will be penalized. The late penalty to be applied to a particular assignment will appear in the course outline. The minimum penalty will be a 10% deduction per school day. The maximum penalty will be a mark of zero for the assignment. Assignments should be submitted in regularly scheduled classes. The submission of late assignments should be discussed with the section professor. Assignments should never be left under an office door or in the School of Business, IT & Management Office.

## in the event of an accident...

In the event an accident occurs in the food lab (i.e. cut, burn, fall, strain) the following steps should be followed:

1. Report the accident immediately to the attending faculty or the lab technician.
2. All other students will temporarily cease production until an evaluation of the accident has been completed.
3. The Faculty or lab technician will contact the emergency first aid responder or emergency services (911) as required.
4. Seek medical attention for your injury.
5. Other students will not be permitted to resume production until cleared by the lab lead.
6. All accidents must be reported. Proper documentation must be completed including details of the accident/ injury and any witnesses

## food restrictions / allergies / sensitivity...

Every effort will be made to accommodate students who suffer from specific diagnosed food allergies, dietary sensitivities, or whom are subject to religious restrictions.

It is vital that students identify these issues to their faculty and support staff as soon as possible, so that an individual learning plan may be devised to provide the necessary accommodations.

Recognising the importance of developing a sense of "taste" for the culinary professional, students are encouraged to sample a wide range of food products in their practical labs. In the case of dietary sensitivity or religious restrictions, some students will choose to taste and spit the food out - this allows them to learn what the food should taste like without actually consuming it.

We will not penalize those who are not able to taste certain foods due to social or religious beliefs.

# dress code front of the house food service / restaurant / catering functions

## policy...

To ensure the high standards of professionalism for our culinary programs are maintained consistently.

The objective of Durham College's food service courses is to develop the highest possible standard so that the participants of the program become employable in any hospitality environment. In order to facilitate this objective, this dress code must be adhered to.

## procedure...

### hair...

Must be clean, neat and generally well groomed and properly restrained.

### uniform (culinary students)...

Full Chef's uniform (see lab uniform policy)

Omit Hat, Thermometer, and Towels

### uniform (hospitality students)...

A full, clean server's uniform will be worn at all times while on program related front of the house (FotH) functions, or during FotH training activities.

### full servers uniform...

- White long sleeved Oxford-style dress shirt
- Black servers apron
- Black Dress Pants – Black Belt if required
- Black Tie
- Durham College Hospitality Name Tag
- Waiters Corkscrew
- Pen and Servers Writing Pad
- Black Dress Socks
- Light coloured undergarments free of logos and decals

### footwear...

Safe, comfortable black (leather type) dress shoes. Black Socks.

### jewellery...

No hair ornaments, earrings or facial jewellery. No rings (except wedding band), chains, bracelets, etc.

### make up & body fragrances...

Must be kept to a minimum.

### hands and nails...

Hands must be washed; nails must be trimmed, clean and free of polish while working with food.

Students failing to comply with these standards will be refused admittance to the service, function, or class and a mark of zero will be assigned.

# uniform policy

## all culinary / hospitality students

### practical food labs and in lab demonstrations

#### policy...

To ensure the high standards of professionalism for our culinary and hospitality programs are maintained consistently.

All first semester students must be in full uniform by Week 3.

All other students must be in full uniform by the first day of class.

#### procedure...

##### hair...

Must be clean, neat and generally well groomed and properly restrained.

Men should shave daily; beards must be neat and trim.

##### uniform...

A full, clean chef's uniform will be worn at all times in the lab. Students failing to comply will be refused admittance to the lab, and a mark of zero will be assigned.

##### full chef's lab uniform...

Students will be provided with approved uniform components. It is the student's responsibility to maintain their uniform in good condition, and to ensure that it is laundered and fresh when needed for practical labs

- Pill box style Chef's hat
- Chef's jacket fully buttoned (White with no coloured buttons, cuffs or collars. No Logo's other than a Durham College logo and your name must be on left breast panel of jacket
  
- Chef's pants (striped)
- Neck Tie
- Apron
- Side towels white, non terry cloth type (three)
- Pocket Thermometer

##### footwear...

Safe, comfortable BLACK (leather type) shoes with approved non-slip rubber soles must be worn. Street shoes (shoes worn outside of the college or work place) sandals or clogs are not allowed in any lab situation. Black Socks.

##### jewellery...

No hair ornaments, earrings or facial jewellery to be worn in labs. No rings (except wedding band), chains, bracelets, etc. are allowed.

##### hands and nails...

Hands must be washed; nails must be trimmed, clean and free of polish while working with food.

## food lab rules....

while in the lab...

1. Students will work to industry safety standards. To minimize the occurrence of accidents students will not use a knife, preparation or cooking equipment until they have received proper instruction from the lab chef.
2. If a student has an open wound it must be dressed and properly covered prior to food production or restaurant service
3. Full uniform must be worn. (See uniform policy) Students not in complete uniform will not be admitted to the lab.
4. No personal bags or knapsacks are to be brought into the lab. (knife kits are acceptable)
5. No eating or drinking during production.
6. All students are required to stay until the end of class and participate in the clean up process.
7. Safe food handling practices will be followed at all times.
8. Students are to practice the 'Clean as You Go' procedure at all times.
9. You are responsible to wash and return equipment to the proper storage area.
10. If food is consumed (other than for evaluation purposes), or removed from the lab, it must be purchased. (see your lab instructor)
11. During sit-down tasting sessions, lab participants must adhere to either European or American Dining Etiquette guidelines.
12. Access to walk-in fridge and freezer storage areas is restricted to faculty and technicians, and will remain locked during lab hours.
13. All teams will use the reach-in refrigeration provided in the food lab.
14. Lab Product Bins are clearly labelled and are not to be used by anyone other than the lab for which they are intended.
15. Any products remaining and any product produced will be properly packed, labelled and dated by the students of that lab. Perishable product will be placed in the lab fridge and/or freezer, dry goods will be placed in an appropriate storage bin by the class and be returned to par stock or walk in storage.

## field placement...

Field training provides valuable experience in the workplace. When on field placement, students must realize that their behaviour reflects upon the entire student body and the image of the college. Students are expected to act in a professional manner. This includes punctuality and regular attendance.

1. Field placement pre-requisites require the successful completion of all previously scheduled courses and a cumulative GPA of 2.0 or higher. Students missing any of the pre-requisites for field placement will not be registered in this course and will be required to register and pay for this course once all pre-requisites are completed. Durham College strives to offer alternate formats and deliveries of equivalent courses through Continuing Education. Students are encouraged to discuss options with the student liaison.
2. Students must complete all field placement components. See course outline for details.
3. Students must attend all field placement meetings scheduled by the college field placement coordinator. A mark for attendance at these meetings may be assigned. See course outline for details.
4. Students must complete the required hours for field placement as stated in the course outline.
5. Students must notify both the employer and the college field placement coordinator if unable to report for field placement. A failure to comply is grounds for immediate course failure and termination of the field placement experience.
6. All reports are to be submitted by the due dates.
7. Should the field placement assignment not meet the needs of the student, the student in conjunction with the field placement coordinator will attempt to find another placement company for the student. The student must notify the field placement coordinator within two weeks of the field placement assignment if alternate arrangements need to be made.
8. Students are personally responsible for covering travel expenses to and from the company.
9. Field placement assignments are unpaid positions. Please see the field placement facilitator for credit information.

## prerequisite courses...

Course prerequisites exist to promote student success. Exceptions to the established prerequisite course structure are not permitted. Students who do not have all credits completed from previous semesters may not be eligible for a full-time course load due to required pre-requisites. Students with "non-standard" scheduling needs are urged to review their academic plan with the student liaison each semester.

## repeating courses...

Durham College's grading and promotion policy states that courses may be repeated only once without approval from the Dean or designate. The School of Business, IT & Management approves repeating of courses for all Business, IT & Management students who are repeating a course a second time or more. Students are encouraged to meet regularly with the student liaison if they are struggling with academic success.

## registration & credit related issues

### prior learning assessment & recognition....

Students can apply for PLAR (Prior Learning Assessment & Recognition) when they have previous work and/or life experience in a course and can demonstrate that they are able to meet the learning outcomes of that course. **The PLAR process is designed to recognize learning that has taken place outside of a traditional educational institution.** Students will be asked to demonstrate previous learning. This may involve writing a challenge exam, preparing a number of assignments, an interview, or a portfolio of work and life experience.

Course outlines indicate if a course is eligible for a PLAR challenge (the PLAR notation is near the end of the document). Prior to visiting or calling the PLAR office, individuals should obtain a copy of the course outline for the course being considered for challenge. If the applicant feels he/she can demonstrate competency in the learning outcomes, he/she should contact the PLAR office.

The PLAR office is located in the Continuing Education office in the Gordon Willey Building at the Oshawa Campus. Applicants are asked to complete a registration form in the Continuing Education office and make the appropriate payment at registration.

Applicants will be advised as to the appropriate challenge process for the subject area and be guided through the process. The credit will be granted or not granted based on the outcome of the challenge and a mark will be recorded.

Questions can be directed to (905) 721-3053.

### withdrawing from courses...

All withdrawals must be done within the first two weeks of the start of any module with no record notes on the student's transcript. Students withdrawing from a course during week three, four or five of the start of the module will have the course recorded as a 'W' (withdrawn) on their transcript. Students may not withdraw from a course during the last two weeks of the module in which they are enrolled. After this date, all courses will be graded and recorded on the student's transcript. Please refer to the "Important Dates" section for a listing of withdrawal deadlines.

### course/program changes...

Adding, deleting or changing a program must be done within the first week of course or program commencement.

### application for a course credit...

Applications must be submitted to the Registrar's Office no later than two weeks from the course commencement.

### application for graduation...

Applications for graduation for those wishing to graduate at the June Convocation are available online via MyCampus in January and due by a specified deadline (usually mid-February). A diploma will not be prepared until the application is received. Applications for graduation for the October Convocation are usually due by mid-September. Check MyCampus for deadline dates and updates.

### grade appeals...

Students who do not agree with their marks have 15 days from receipt of that mark to launch a grade appeal. The first step in the appeal is to speak to the professor who issued the grade. For more details on the grade appeal process please consult the procedures regarding grade appeals posted on MyCampus.

## faculty & staff listing

The School of Business, IT & Management Office is located in C223. Our office hours are Monday – Friday 8:00 a.m. – 4:30 p.m. Staff & faculty can be reached by phone by dialing (905) 721-2000 and then the extension as listed on this directory...

### office & administrative staff....

	<i>Office</i>	<i>Extension</i>
Judy Spring, Dean .....	C219	2150
Jackie Bathe, Associate Dean .....	C214	2792
Pam Guida, Administrative Support.....	C223	3064
Heather Dunlop, Student Liaison .....	C215	2151
Lisa Burt, Administrative Coordinator .....	C217	3065

### lead faculty....

	<i>Office</i>	<i>Extension</i>
David Hawey .....	C210	2343
Culinary Skills		
Robert Grieve.....	C210	2227
Hospitality Management		

### faculty...

	<i>Office</i>	<i>Extension</i>		<i>Office</i>	<i>Extension</i>
Aniag, Danny	C132	2054	Knott, Jessica	C210	3818
Brunton, Kolleen	C132	2598	Lee, Peter	C210	3818
Fernandes, Chelston	C210	2675	Nastou, Evangelo	C132	2055
Grieve, Robert	C210	2227	Russell, Lori	C132	2857
Hawey, Dave	C210	2343	Sinclair, Sarah	1112	2807
			Wiseman, Tricia	C210	2384

*Updated lists of offices and phone extensions are posted on the electronic display in C223.*

## course outlines

For each course, a Course Outline that describes course learning outcomes, course content, learning activities, evaluation methods, timelines and support resources is available online.

This is a binding document. Any changes will be agreed upon by students and the professor and requires approval from the Dean of the School. For further details, please refer to the Course Outlines Policy and Procedure documents (<http://www.durhamcollege.ca/policies>). Course outlines are important documents. Please refer to them during the semester and keep them safely afterward. For students who go on to other post secondary institutions or post diploma programs, these will be essential documents.

**Please note** that students are expected to download copies of their course outlines from MyCampus prior to the **first** class in each course. Instructions for downloading are located on MyCampus at [www.durhamcollege.ca/mycampus](http://www.durhamcollege.ca/mycampus).

## general education

General education courses strengthen students' skills in areas such as critical analysis, problem solving and communication in the context of an exploration of topics with broad-based personal and/or societal importance. Normally, programs of instruction leading to either an Ontario College Diploma or an Ontario College Advanced Diploma include three general education courses. Such courses are identified on the program of study using the designation of "G". General Education courses are typically a combination of mandatory and elective courses.

According to Durham College Academic Policy ACAD-103 and as a requirement for graduation, every Durham College student in a two or a three-year diploma program must have successfully completed a minimum of three General Education courses from at least **two different** General Education themes as follows:

- GNED 1100 – Personal Understanding
- GNED 1200 – Arts and Society
- GNED 1300 – Civic Life
- GNED 1400 – Social and Cultural Understanding
- GNED 1500 – Science and Technology

## what are program learning outcomes?

In an effort to maintain a level of quality and consistency of programs in community colleges across the province, the Government of Ontario initiated system-wide program standards in 1993. Similar programs must meet the outlines standards for employability skills, vocational standards and general education standards as deemed appropriate by the Ministry of Training, Colleges and Universities. These standards outline the essential skills and knowledge that a student must demonstrate in order to graduate from their program.

Learning outcomes for each program have been listed in this guide (see Program of Studies section) If you would like to research the program standards and learning outcomes of your preferred program or would like to find out more about how the standards are developed and maintained, please visit the Ministry of Training, Colleges and Universities website: <http://www.edu.gov.on.ca>



## academic advising - student liaison

There are many resources available to support students on this journey. Academic advising is a comprehensive service that is aimed towards meeting students' needs, increasing student satisfaction, improving retention and enhancing the quality of academic life. Each school has a **student liaison** to facilitate academic success. These representatives can assist students to:

- ❖ identify career goals and make sound academic decisions
- ❖ develop academic plans to promote success in the event of failed courses or low grade point average (GPA);
- ❖ make decisions regarding full-time/part-time studies;
- ❖ review graduation requirements;
- ❖ set up academic plans with individual students upon request;
- ❖ find equivalent credits;
- ❖ transfer to another program;
- ❖ select electives and options; and
- ❖ access other college services to support student success.

While drop-ins may be possible for specific answers to short-term questions about courses, schedules, and procedures, it is advisable for students to set up one-on-one appointments with their student liaison. Appointments may be made in person or by phone. Please visit your school office for further information.

***Your student liaison is:***

Name: Heather Dunlop

Office #: C215

E-mail address: [heather.dunlop@durhamcollege.ca](mailto:heather.dunlop@durhamcollege.ca)

Telephone: (905) 721-2000 ext. 2151

Appointment times available: Monday – Friday 9:00am-12:00pm, 2:00pm-4:00pm

Appointments can be made in person or by phone (905) 721-3064.



## top 5 frequently asked questions..

### how do i apply for a course credit?

Visit the Registrar's Office to complete an Application for course credit form. This form must be accompanied by a transcript or grade report and course outline. The process may take approximately 2 weeks. **Attend all classes until credit application is officially approved.** There are deadlines for applications for courses that are currently on your timetable. See MyCampus for details.

### how do i make a timetable change?

Timetable changes can be made via MyCampus. You should ensure that: you have all the necessary pre-requisites, the section you want has spaces available, and there are no conflicts with your timetable before you drop the section that you are in. Technical assistance is available at (905) 721-3333 or visit the staff at the Helpdesk in the Computer Commons. If you need any advice on academic choices, book an appointment with your Student Liaison. **PLEASE NOTE:** students are responsible to ensure that all required courses are on their timetables. The program of studies is listed in this program guide for your information. If you notice any discrepancies, report them immediately to the School Office or the Registration Office. Failure to do so may result in missing courses required for pre-requisites and graduation requirements.

### how do i withdraw from my program?

A Withdrawal form can be obtained in your School Office, please submit your student identification card along with the form. You **MUST OFFICIALLY WITHDRAW** by the deadline in order to ensure your transcript will not show failures in your current semester. The deadlines are posted on MyCampus.

### how do i drop a course?

Dropping a course can be done via MyCampus. It is recommended that you meet with your Student Liaison prior to making any changes to your Program of Studies. Deadlines for dropping courses are posted on MyCampus. **PLEASE NOTE:** Dropping courses may lengthen the time it takes to obtain your diploma and will result in extra fees to complete your course of study.

### how do i change my program or change options?

If you want to enter into another program in the first year, first semester, you must apply through OCAS. Advanced Standing applications can also be made in the Admissions Office if you want previous credits considered for entry into year 2 or 3 of another program. If you want to change from a two-year diploma to a three-year advanced diploma in the same program, arrangements can be made in the Registration Office. You should make an appointment with the student liaison to assess credits and timetable needs.

Note: all of the above questions have deadlines. Policies and procedure are posted on the "DC Student" tab on MyCampus. Please refer to these policies and procedures for more information. The Registrar regularly posts relevant information on the "MyCampus" tab in the "Messages from the Registrar" section. Check this area on a regular basis to stay informed.



## about csd...

The Centre for Students with Disabilities (CSD) at Durham College provides services to students who are blind or have low vision, who are deaf or hard of hearing and those with physical, medical, psychiatric and learning disabilities. These services are designed in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act by ensuring that students with disabilities have equal access to all aspects of the academic environment. Our services are confidential.

## registering for accommodations...

Accommodations are organized in co-operation with the student and as required, with the faculty on an individual basis. They are based on review of the medical or psycho-educational documentation completed by the appropriate medical professional or psychologist familiar with the student's particular diagnosis. The student is responsible for self identifying and submitting documentation of a permanent or temporary disability to the CSD in SW116. The documentation should outline the current impact of the disability. Assistance in obtaining the appropriate documentation may be available.

Accommodations may include extra time and/or technology supports for tests and exams, assistance obtaining records of class lecture material, reduced course load, material in alternate format, assistive technology assessment and training and learning strategies.

## things to remember for tests and final exams...

In order to receive test and exam accommodations through the CSD, students **must** have completed the CSD Registration process including providing appropriate documentation. This can be a timely process – **contact the CSD as early as possible to ensure your accommodations and a seat in the test centre.**

Test Registration forms are available on our [CSD website](#) – **click on Test Centre Request Forms**. The Test Registration forms are also available in the CSD Test Centre (Room B216) as well as our main CSD Office (Room SW 116 ).

Completed test forms and notifications to your professors, **for each test**, need to be submitted to the CSD Test Centre (5) business days before the scheduled test, in order to reserve a space. **Accommodated tests cannot be guaranteed if a student submits the Test Center Form less than 5 business days in advance of the test date.**

CSD Final Exam sign-up **DEADLINES** are **ALWAYS** several weeks **BEFORE** the final exam period. The deadlines as well as the CSD final exam information, explaining our online sign-up process, will be posted on the CSD website each term

It is the student's responsibility to check their My Campus email address frequently as all important test and exam information including registration deadlines will be posted to My Campus.

The CSD may be **unable** to accommodate students who do not sign-up by the final exam sign-up deadline.

## to find out more about csd services...

For further information please call 905-721-3123, drop by at SW116 to set up an appointment or visit our website at:

[www.durhamcollege.ca/csd](http://www.durhamcollege.ca/csd).

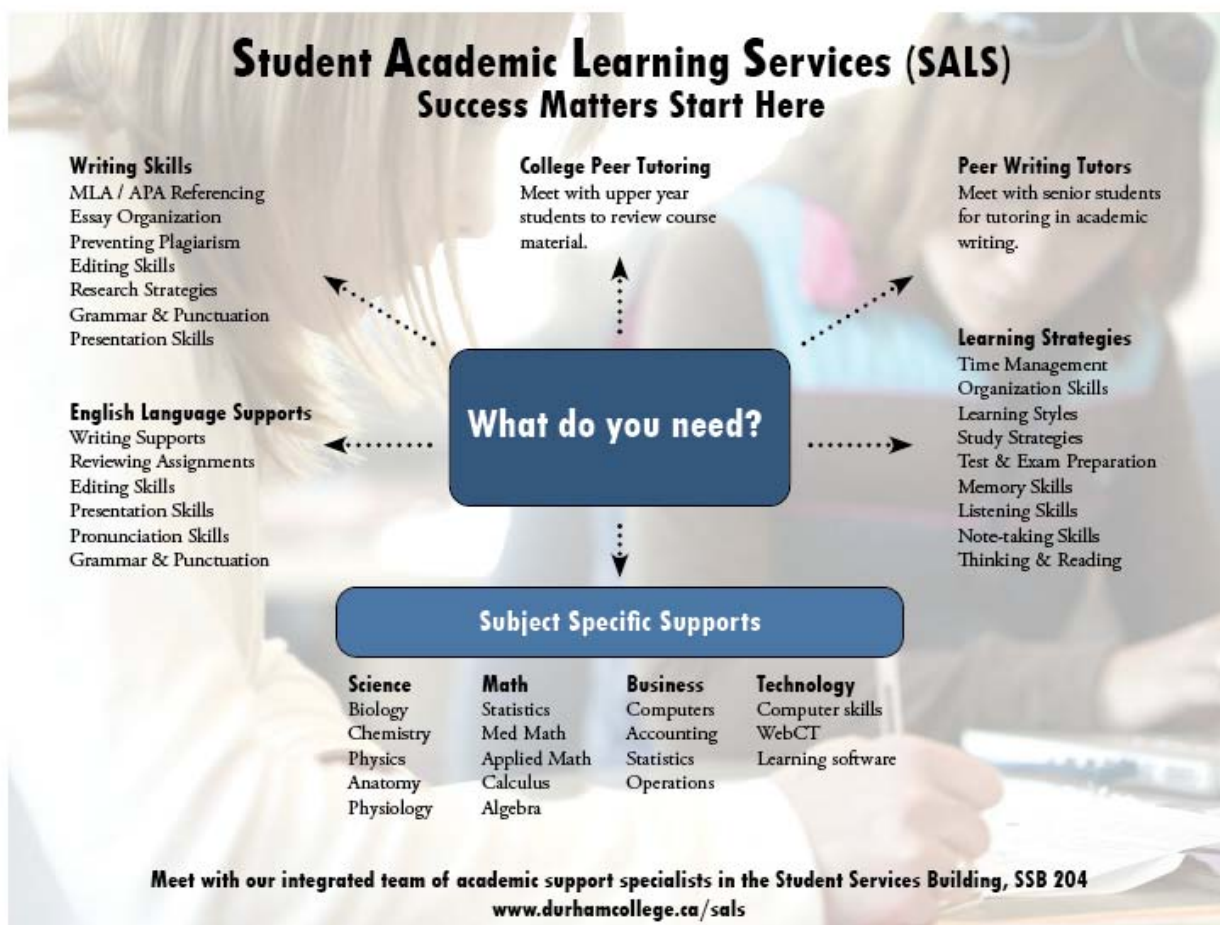
e-mail us at: [disabilities@durhamcollege.ca](mailto:disabilities@durhamcollege.ca)

# student academic learning services

**Success Matters Start Here!** The staff and faculty at the Student Academic Learning Services Centre can help you achieve your educational goals.

You can use the centre to:

- Get peer tutoring help
- Learn how to study smarter, not harder
- Learn to manage your time and prepare for tests
- Improve your reading skills and take better notes
- Use 28 lab computers with learning software
- Increase your English proficiency
- Improve your writing skills
- Have a quiet space to do your work
- Access group study space
- Improve your marks from a 'B' to an 'A'



The Library is here to help you succeed!

Stop by for help to research a topic, complete an assignment, or when you just need a quiet place to study. The Library on the north side of the Polonsky Commons is easy to find. Both wired and wireless computer access is available along with 10 small group study rooms and the *Den* in the basement for group work. Although food is not permitted in the library, drinks in covered containers are allowed and you can buy a Starbucks' coffee to go at the Library Café.

Students & faculty at the Whitby now have a small branch library at their location. They may also use the North Oshawa campus library in person, via internet, or request books to be sent to them at Whitby.

Most of the Library's resources are in digital format and are available 24x7 through the Library's web page. You can access them from on or off campus by logging in with your student number and computer password. The digital resources include e-books, magazines, journals, newspapers, statistical databases.

Visit the library virtually at [www.durhamcollege.ca/library](http://www.durhamcollege.ca/library) to:

- Research a Topic,
- Find books and articles,
- Renew materials,
- Request an interlibrary loan,
- Book a group study room,
- Get online help from a librarian
- Check on the hours the library is open

Your campus photo ID card is also your library card and is required to check out books and Reserves.

The librarians work closely with your professors to provide class presentations directly linked to your assignments. Additional sessions on using specialized resources are also offered throughout the year and help is also available on the library website. You may contact the Reference staff by phone or e-mail, and you are always welcome to visit our Reference desk in person. We look forward to helping you!

Check the website for library hours.

Circulation desk	(905) 721.3082
Reference desk	(905) 721.2000 ext. 2390

email us at: [reference@dc-uoit.ca](mailto:reference@dc-uoit.ca)



At Durham College, several publications provide the information you need before you start classes.

## program guide...

Durham College's Program Guides are a handy reference guide for everything students might want to know about their academic program. The program-specific guides provide essential information related to the program of study, policies, program requirements, faculty contact information, important dates, grading criteria, etc., as well as a starting point to help students find and navigate their way through academic and student support services.

Program Guides are distributed in print format to every registered student in the first class of the Fall semester and are available electronically on the college website. It is important that students read this guide at the beginning of their studies as it contains pertinent information for academic success and will be useful throughout the duration of the program.

*Note:*

- ❖ This guide is not intended to be a complete statement of all procedures, policies, rules and regulations at Durham College.
- ❖ The College reserves the right to change or cancel any provisions, requirements or subjects at any time.
- ❖ Student Liaisons and/or Faculty will assist in planning programs, but it is the student's responsibility to meet the academic requirements for completion of certificates and diplomas.

## continuing education course book...

Continuing Education publishes course calendars – Fall, Winter/Spring, listing courses for credit towards Post-Secondary Programs, and personal and professional development. The same course outlines are used for full-time and Continuing Education courses. Courses may be accessed through classroom setting, correspondence (distance education) or online courses (Internet).

If you are unable to access a day-time course (timetable conflicts, repeat of a course, etc.) or want to get a head start on your next semester, check out Continuing Education's current course book and register at the Office of the Registrar early to ensure a seat is reserved for you.

*Please check our website for comprehensive information @ [www.durhamcollege.ca](http://www.durhamcollege.ca).*



## scholarships...

Scholarships are awarded to students who have achieved academic and personal excellence. Some scholarships are awarded solely on academic performance. Others are based on a combination of academic achievement and proven personal excellence including leadership and community involvement.

## in-course scholarships...

In-Course scholarships are awarded to returning full-time students in post secondary programs who have demonstrated academic excellence in their studies. Students must have been registered in full-time studies in the same program in consecutive years to be considered. In-course scholarships are solely based on GPA and no application is necessary unless otherwise noted. Recipients are notified via MyCampus e-mail.

## bursaries...

Bursaries may be available to full time post secondary students requiring additional financial assistance to cover their educational costs. When students' personal and family resources are not sufficient to cover costs they are expected to apply for OSAP. Before applying for a bursary, students should investigate all other forms of financial assistance. Other resources may include scholarships, family support, student line of credit and part time employment.

Durham College supports access to post secondary education following these principles:

- No qualified Ontario student should be prevented from attending Ontario's public colleges and universities due to lack of financial support programs.
- Students in need should have access to the resources they need for their postsecondary education.

## durham college access bursary program...

This bursary is available to Ontario students offered admission to a full time, first year program at Durham College.

## durham college upper year student bursary program...

Students must complete the Student Financial Profile application for consideration for bursary funding.

## awards...

Awards may be based on scholastic achievement and/or financial need. There may be other requirements for qualification such as membership in certain organizations, enrollment in specific programs, leadership abilities and/or community service. Students must be in good academic standing to be considered.

## eligibility...

Students who are currently enrolled full-time at Durham College are eligible to apply for scholarships and bursaries. Many awards have specific guidelines and students are advised to read all information about the award before applying.

## application process...

Information on all scholarship, bursaries and awards for registered Durham College students including application, submission and deadline details will be posted on the DC Student tab of the MyCampus section of the college website. Students are advised to check MyCampus regularly for updates.

Unless otherwise noted, all students must complete the online Student Financial Profile application for consideration for bursary and award funding. Information, application instructions and submission deadlines for the Student Financial Profile may be found on the MyCampus website under the DC student tab. The student is notified of the application results via MyCampus email.

For further information on scholarships, bursaries and awards, please contact [studentawards@durhamcollege.ca](mailto:studentawards@durhamcollege.ca).

NOTE: Awards, amounts and availability are subject to change at the discretion of the Student Awards office or the donor. All awards are based on information available at the time of publication.

## awards open to students in all programs

Title of Award	Award Value
Albis Award	\$500
Business & Professional Women of Durham Award – <i>In Course (Application Required)</i>	\$500
Campus Living Centre Residence Award	\$250
Canadian Federation of University Women Oshawa and District Award	\$500
CAW Family Auxiliary 27 Award	\$250
Carpenters Union Local 397 Award	\$800
Durham College Access Bursary	Various amounts
Durham College Alumni Association Award	\$1200
Durham College Alumni Association Award – <i>In Course (Application Required)</i>	\$1000
Durham College Bursary	Various amounts
Durham College Endowed Award – <i>In Course</i>	\$1000
Durham College International Student Scholarship	\$1500
Durham College Scholarship – <i>In Course</i>	\$500 or \$1000
Durham Region Chairman's Award	\$1000
Durham Region Chairman's Scholarship	\$1000
Fairfax Financial Holdings Ltd. Scholarship	\$3500
Garfield Weston Award	\$2500 + up
Greenbriar Foundation Award	\$1000
Harold "Pat" Dooley Bursary	\$1300
International Student Emergency Bursary	Various Amounts
June White Memorial Entrance Award	\$500
Lenovo (Canada) Inc. Access Awards	\$500
Lifelong Learning Award – <i>In Course (Application Required)</i>	\$500
Lifelong Learning Bursary	\$500
Lois and Gary Polonsky Award	\$1000
Lois Sleightholm Award	\$2000
Lois Sleightholm 21 <sup>st</sup> Century Award	\$1000
Marjorie Elizabeth Willoughby Award	\$3000
Ontario Aboriginal Bursary	Up to \$3000
Ontario First Generation Bursary	\$3000
Ontario International Educational Opportunity Scholarship	\$2500
OPG Employees and Pensioners Charity Trust	\$1000
Oshawa B'nai Brith Lodge Scholarship	\$300
Oshawa Double B Sports Club Bursary	\$800
Purdue Pharma Award	\$800
Retired Teachers of Ontario District 28 Award	\$500
Ross Mackie Award	\$2000
UA Local 463 Award	\$400
The Central East Community Care Assess Centre Award	\$500&\$750
Wordham Family Award	\$3000
Your Student Association Award	\$400



## awards open to students in business/business administration programs

Title of Award	Program	Award Value (\$)
Award for Excellence in Accounting	Business Administration - Accounting	\$500
BDO Dunwoody LLP Award – <i>In Course</i>	Business Administration - Accounting	\$500
Certified General Accountants Association of Ontario Award	Business Administration - Accounting	\$150 + CGA \$2500 tuition credit
Eva Loraine Cornish Memorial Award	Business Administration	\$800
General Motors of Canada Bursary	Business Administration – Operations Management	\$1000
General Motors of Canada Scholarship – <i>In Course</i>	Business Administration – Operations Management	\$1000
Golf Association of Ontario Award – <i>In Course</i>	Professional Golf Management - Business Administration	\$1000
Human Resources Professionals Association of Durham Award – <i>In Course</i>	Business Administration – Human Resources	\$1250
Greater Oshawa Chamber of Commerce Award	School of Business program	\$800
Ian J. Ball Award – <i>In Course</i>	Business Administration - Marketing	\$500
Jeffrey and Julia Boyce Business Award	All Business Administration programs	\$2000
Messier-Dowty Inc. Award – <i>In Course</i>	Business Administration – Operations Management	\$500
sMillwork Home Centre Award – <i>In Course</i>	Business Administration – Marketing	\$500
Oshawa Community Credit Union Award	Alternates yearly between School of Business & Information Technology students and School of Health and Community Services, Nursing Program students	\$800
Paul Vessey Premier's Award – <i>In Course</i>	Business Administration – Marketing	\$1000
Roberts, Marlowe, Jackson, Jackson & Associates Award – <i>In Course</i>	Business Administration - Accounting	\$500
Rotary Club of Oshawa Award – <i>In Course</i>	Business Administration – Human Resources	\$1000
Xerox Canada Award	School of Business or Information Technology program	\$700

## convocation awards

Title of Award	Award Value (\$)
Founder's Cup	\$200
Durham College Medal: Top Student – Three Year Program	\$500
Durham College Medal: Top Student – Two Year Program	\$500
Durham College Medal: Top Student – One Year Program	\$500
Durham College Medal: Top Student – Apprenticeship Program	\$500
Governor General's Academic Medal and W. Bruce Affleck Memorial Scholarship	\$2000
President's Leadership Award	\$500

# transfer guide

## diploma to degree pathways

### Turn your Durham College diploma into a degree!!

If your post-secondary education plans include a diploma and a degree, you can take advantage of many degree completion programs offered through partnerships negotiated by Durham College with many universities, including UOIT, our campus partner.

A Durham College diploma can earn you credit toward a university degree. University admissions policies and partnership transfer agreements between Durham College and a number of universities facilitate university admission for Durham College graduates from specific programs by giving credit for college study. Graduates may receive credit for several courses or for a year or more toward a university degree. These opportunities are detailed, by program, on the Durham College Transfer Guide ([http://www.durhamcollege.ca/EN/main/programs\\_courses/transferguide.php](http://www.durhamcollege.ca/EN/main/programs_courses/transferguide.php))

Interested students looking for further information are encouraged to consult with their program faculty or the admissions office of the receiving institution.

If you do not see your program on the chart, you may find pathway opportunities and information on collaborative programs, articulation agreements and credit transfers between Ontario universities and colleges available on the Ontario College University Transfer Guide website at [www.ocutq.on.ca](http://www.ocutq.on.ca).

Transfer Institution	Transfer Degree	Min. College Average Req'd	Details	Further Information
<b>Any Two-Year Diploma</b>				
Carleton University	Bachelor of Arts	3.0 grade point average GPA	Five transfer credits awarded	<a href="http://www.carleton.ca">www.carleton.ca</a>
Nipissing University	Bachelor of Arts	B average	Maximum of 18 credits awarded, three courses	<a href="http://www.nipissingu.ca">www.nipissingu.ca</a>
University of Ontario Institute of Technology (UOIT)	Bachelor of Commerce (Honours)	75% average or corresponding letter grade	After completion of a five-course bridging program with a B average, students may apply for direct entry into year three of the four-year degree	<a href="http://www.uoit.ca">www.uoit.ca</a>
Griffith University	Bachelor of Arts/ Bus/ Com/ Criminology/ Environmental/ Info Tech/ Eng/ Human Services/ Photography/ Journalism	65% average	Maximum of one and a half years advanced standing	<a href="http://www.griffith.edu.au/credit">www.griffith.edu.au/credit</a>
University of Western Sydney	Relevant Bachelor's Degree	GPA 2.6	One and a half years advanced standing; degree completion in one and a half years	<a href="http://www.uws.edu.au/international">www.uws.edu.au/international</a> or <a href="mailto:info@komconsultants.com">info@komconsultants.com</a>

## program of studies culinary skills

The one-year Culinary Skills certificate program focuses on providing graduates with the basic theoretical and practical culinary skills required for entry into a wide range of foodservice environments.

### program focus...

An emphasis will be placed on locally grown and produced foods, skilfully prepared to meet the diverse needs of today's diners.

### active learning...

Through activity based classroom instruction and practical application in the culinary lab, students will develop critical practical skills related to a la carte cuisine, pastry, desserts and baking, ethnic cuisine, contemporary cooking and more.

A field placement component will be completed in a local restaurant, hotel, golf course, retirement home, nursing home, or other approved food service facility.

### flexible career options...

Graduates of the program may find work in the food service industry as cooks and bakers for commercial and industrial catering organizations, cruise ships, entrepreneurial enterprises, hotel kitchens, institutions and restaurants.



## culinary skills...

course name	course code	pre-requisite(s)	corequisites	lec hrs	lab hrs	fp hrs
<b>semester 1</b>						
COMMUNICATIONS FOR BUSINESS I	COMM 2204			3	0	0
COMPUTERS FOR HOSPITALITY	COMP 1210			0	3	0
CULINARY THEORY I	CULI 1200		CULI 1201	3	0	0
CULINARY & BAKING TECHNIQUES	CULI 1201		CULI 1200	0	4	0
FOOD SAFETY AND SANITATION	FOOD 1200			1	0	0
PROFESSIONAL DEVELOPMENT STRATEGIES	PDST 1200			3	0	0
DIMENSIONS OF TOURISM AND HOSPITALITY	TOUR 1201			3	0	0
				<b>13</b>	<b>7</b>	<b>0</b>
<b>semester 2</b>						
CUISINE A LA CARTE	CUIS 2201	CULI 1201 FOOD 1200		0	4	0
CULINARY THEORY II	CULI 2201	CULI 1200		3	0	0
FOODSERVICE OPERATIONS	FOOP 2200	CULI 1200 CULI 1201 FOOD 1200		0	5	0
FIELD PLACEMENT-CSK	FWK 2201	PDST 1200		0	0	80
FIELD PLACEMENT WORKSHOP-CSK	FWKW 2000			1	0	0
MENU PLANNING	MENU 2200			2	0	0
CULINARY NUTRITION	NUTR 2200			1	0	0
PRINCIPLES OF KITCHEN MANAGEMENT	PKM 2200			3	0	0
				<b>10</b>	<b>9</b>	<b>80</b>

### NOTES:

G – GENERAL EDUCATION – Subjects marked at the left margin with G are “General Education” subjects.

FIELD PLACEMENT – Students must successfully complete all semester 1 courses and have a cumulative GPA of 2.0 to be eligible for field placement; Field Placement takes place external to the college 1 day per week for 14 weeks.

# culinary skills learning outcomes

Students graduating from this program will have demonstrated the ability to:

- ❖ provide fundamental culinary planning, preparation, and presentation to a variety of food service environments.
- ❖ apply basic and advanced food and bake theories and other related theories to all aspects of food preparation.
- ❖ contribute to the provision of a healthy, safe, and well-maintained kitchen environment and to the service of food and beverage products that are free from harmful bacteria or other contaminants.
- ❖ apply knowledge of kitchen management techniques, as required, to support the goals of the operation and the responsible use of resources.
- ❖ apply fundamental nutritional principles to all aspects of food production.
- ❖ perform effectively as a member of a food and beverage preparations and service team.
- ❖ apply cost control techniques to food-service operations.
- ❖ apply self-management and interpersonal skills to enhance performance as an employee and team member and to contribute to the success of a food-service operation.
- ❖ develop ongoing personal professional development strategies and plans to enhance culinary, leadership, and management skills for the hospitality environment

# program of studies hospitality management

This two year diploma program focuses on the management of hotel, restaurant and tourism enterprises and is designed to provide students with a thorough foundation in the professional skills required to begin a career in these sectors.

## key themes...

The program of study is built on three key themes: responsible business management, exemplary customer service and an appreciation of eco-friendly hospitality management practices. Courses take students on an exploration of the various business aspects of the hospitality service industry including foodservice and hotel operations, customer service, marketing, regional tourism, financial and human resource management, as well as catering and event planning.

## essential skills and abilities...

Team-work, effective decision-making, critical thinking and leadership skills are explored in year one and their application is emphasized throughout the second year of the program.

Practical knowledge is provided through an 80-hour placement component completed in a hotel, restaurant, catering, institutional foodservice operation, golf course, tourism operation or other approved location, during semester 4.

Further practical skills are refined through participation in a capstone course in semester 4. The capstone course is designed to provide opportunities for students to apply the skills they have acquired the program to the planning and implementation of a significant, complex hospitality event.

To develop a better affiliation with the industry and to further develop practical skills, students are encouraged to participate in a hospitality internship in the break between year one and year two.

## hands on learning:

Given the hands-on nature of the hospitality industry, courses are designed to provide students with active learning opportunities including labs for food and beverage preparation and service, and front desk operations, as well as numerous case studies and simulations exercise in a variety of other courses.

In addition to their diploma graduates will leave the program with several industry certifications that will be welcomed by hospitality employers.



# hospitality management...

course name	course code	pre-requisite	co-reqs	lec hrs	lab hrs	alt del hrs	fp hrs
<b>semester 1</b>							
ACCOUNTING I	ACCT 1200			3	0	0	
COMMUNICATION FOR BUSINESS I	COMM 2204			3	0	0	
COMPUTERS FOR HOSPITALITY	COMP 1210			0	3	0	
CULINARY & BAKING TECHNIQUES	CULI 1201			0	4	0	
FOOD SAFETY AND SANITATION	FOOD 1200			1	0	0	
FOOD THEORY	FOOD 1201			2	0	0	
DIMENSIONS OF TOURISM AND HOSPITALITY	TOUR 1201			3	0	0	
				<b>12</b>	<b>7</b>	<b>0</b>	
<b>semester 2</b>							
BEVERAGE OPERATIONS	BEV 2200			1	2	0	
CUSTOMER SERVICE	CSRV 2200			3	0	0	
HOTEL OPERATIONS – ROOMS DIVISION	HOOP 2200			3	0	0	
HUMAN RESOURCE MANAGEMENT	HRM 1200			3	0	0	
MENU PLANNING	MENU 2200			2	0	0	
CULINARY NUTRITION	NUTR 2200			1	0	0	
REGIONAL TOURISM	REGT 2200			2	0	0	
				<b>15</b>	<b>2</b>	<b>0</b>	
<b>semester 3</b>							
CAREER PLANNING	CAPL 4200			3	0	0	
CATERING AND EVENT PLANNING	CEP 3200			3	0	0	
<b>G</b> ENVIRONMENTAL PROTECTION AND GLOBAL WELLNESS	ENVP 3200			3	0	0	
FOOD SERVICE OPERATIONS	FOOP 2200	CULI 1200 CULI 1201	FOOD 1200	0	5	0	
<b>G</b> GENERAL EDUCATION ELECTIVE	GNE0 0000			3	0	0	
HOSPITALITY MANAGEMENT	HOSM 3200			3	0	0	
				<b>15</b>	<b>5</b>	<b>0</b>	
<b>semester 4</b>							
FIELD PLACEMENT	FWK 3200	SEMS 1, 2 & 3 & GPA 2.0	FWKW 3200	0	0	0	
FIELD PLACEMENT WORKSHOP	FWKW 3200	SEMS 1, 2 & 3 & GPA 2.0	FWK 3200	1	0	0	
<b>G</b> GENERAL EDUCATION ELECTIVE	GNE0 0000			3	0	0	
HOSPITALITY CAPSTONE PROJECT	HCAP 4200			4	0	0	
HOSPITALITY FINANCE	HOSF 3200	ACCT 1200		3	0	0	
BUSINESS LAW	LAW 1213			3	0	0	
MARKETING	MKTG 1200			3	0	0	
				<b>17</b>	<b>0</b>	<b>0</b>	

## NOTES:

G – GENERAL EDUCATION – Subjects marked at the left margin with G are “General Education” courses.

FIELD PLACEMENT – Students must successfully complete all 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> semester courses and have a cumulative GPA of 2.0 or more; Field Placement takes place external to the college 1 day per week.

HOSPITALITY CAPSTONE PROJECT – Students must successfully complete ALL semester 1, 2, and 3 courses and have a GPA of 2.0 or more.



# hospitality management—january intake...

course name	course code	pre-requisite	co-reqs	lec hrs	lab hrs	alt del hrs	fp hrs
<b>semester 1 (winter 2012 )</b>							
BEVERAGE OPERATIONS	BEV 2200			1	2	0	
CUSTOMER SERVICE	CSRV 2200			3	0	0	
FOOD SAFETY & SANITATION	*FOOD 1250			1	0	0	
HOTEL OPERATIONS – ROOMS DIVISION	HOOP 2200			3	0	0	
HUMAN RESOURCE MANAGEMENT	HRM 1200			3	0	0	
MENU PLANNING	MENU 2200			2	0	0	
CULINARY NUTRITION	NUTR 2200			1	0	0	
REGIONAL TOURISM	REGT 2200			2	0	0	
				<b>16</b>	<b>2</b>	<b>0</b>	
<b>semester 2 (spring/summer 2012 – May 7 – Jun 22 / Jul 2 – Aug 17)</b>							
ACCOUNTING	ACCT 1250			3	0	0	
COMMUNICATION FOR BUSINESS I	COMM 2204			2	1	0	
COMPUTERS FOR HOSPITALITY	COMP 1210			0	3	0	
<b>G</b> GENERAL EDUCATION ELECTIVE	GNE0 0000			3	0	0	
<b>G</b> GENERAL EDUCATION ELECTIVE	GNE0 0000			3	0	0	
MARKETING I	MKTG 1200			3	0	0	
				<b>14</b>	<b>4</b>	<b>0</b>	
<b>semester 3 (fall 2012)</b>							
CAREER PLANNING	CAPL 4200			3	0	0	
CATERING AND EVENT PLANNING	CEP 3200			3	0	0	
<b>G</b> ENVIRONMENTAL PROTECTION AND	ENVP 3200			3	0	0	
CULINARY & BAKING TECHNIQUES	CULI 1201			0	4	0	
FOOD THEORY	FOOD 1201			2	0	0	
HOSPITALITY MANAGEMENT	HOSM 3200			3	0	0	
DIMENSIONS OF TOURISM	TOUR 1201			3	0	0	
				<b>17</b>	<b>4</b>	<b>0</b>	
<b>semester 4</b>							
FOOD SERVICE OPERATIONS	FOOP 2200	CULI 1200 CULI 1201 FOOD 1200		0	5	0	
FIELD PLACEMENT	FWK 3200	SEMS 1, 2 & 3 & GPA 2.0	FWKW 3200	0	0	0	80
FIELD PLACEMENT WORKSHOP	FWKW 3200	SEMS 1, 2 & 3 & GPA 2.0	FWK 3200	1	0	0	
HOSPITALITY CAPSTONE PROJECT	HCAP 4200			4	0	0	
HOSPITALITY FINANCE	HOSF 3200	ACCT 1200		3	0	0	
BUSINESS LAW	LAW 1213			3	0	0	
				<b>11</b>	<b>5</b>	<b>0</b>	<b>80</b>

## NOTES:

G – GENERAL EDUCATION – Subjects marked at the left margin with G are “General Education” courses.

\*FOOD 1250 – will be offered in the evenings for 2hrs/week Jan 2 – Feb 16. We’ve listed 1 LEC hr above as it references the credit weighting of this course.

Spring/summer semester is comprised of two-seven-week modules – May 7 – June 22 & July 3 – August 17. Students will take ½ the courses for double the hours in each module to cover the course content within the seven-week format.

FIELD PLACEMENT – Students must successfully complete all 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> semester courses and have a cumulative GPA of 2.0 or more; Field Placement takes place external to the college 1 day per week.

HOSPITALITY CAPSTONE PROJECT – Students must successfully complete ALL semester 1, 2, and 3 courses and have a GPA of 2.0 or more.

# hospitality management learning outcomes

Students graduating from this program will have demonstrated the ability to:

- ❖ ensure a high degree of customer satisfaction by anticipating customer needs and providing hospitality services in a professional manner.
- ❖ identify the various Canadian tourism industry sectors and analyse their interdependence.
- ❖ apply human resources, management, and leadership knowledge and skills to enhance performance as an employee, and team member, and to contribute to the management of a hospitality enterprise.
- ❖ apply basic cost control, basic revenue management, and other basic financial knowledge and skills to the operation of a hospitality enterprise.
- ❖ contribute to marketing and sales effectiveness to promote successful operation of a hospitality enterprise.
- ❖ support the provision of healthy, safe, secure, and well-maintained hospitality environments.
- ❖ develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality industry.
- ❖ adapt to various changing technologies, systems, and computer applications for the hospitality industry.
- ❖ perform effectively as an accommodation operations team member.
- ❖ perform effectively as a member of a food and beverage team.
- ❖ promote regional tourism products and services.

## culinary skills...

**COMMUNICATIONS FOR BUSINESS 1 COMM 2204** This introductory communications course emphasizes the development of reading, writing, listening and speaking business communication skills at a college level. Students write for various purposes and audiences and deliver short presentations to small groups. Students' research, analyze, summarize and document information. Students self and peer evaluate written documents and oral presentations. Through reading, media response and discussion exercises, students improve their communication skills. Communicating in diverse teams and across cultures is emphasized.

**COMPUTERS FOR HOSPITALITY COMP 1210** This subject enables the learner to use the computer as a tool for writing, research, and file management. It includes the basics of hardware and software, use of the Windows 7 environment, preparation and editing of documents using Microsoft Word 2010 software, preparation and editing of spreadsheets and workbooks using Microsoft Excel 2010 software, and preparation and editing of presentations using PowerPoint 2010.

**CUISINE A LA CARTE CUIS 2201** In this practical lab setting students prepare, taste, compare, and evaluate a variety of products including: breakfast items, salads, starches, vegetables, meats, poultry and fish. Students will learn modern and traditional methods of preparation and presentation of food for sale in a la carte and retail outlets. Whenever possible, emphasis is placed on the use of local ingredients and the preparation of healthy products.

**CULINARY & BAKING TECHNIQUES CULI 1201** Over the course of this practical lab component, students develop the fundamental skills of safe food handling, professional knife skills, food preparation & production and baking preparation & production. Students prepare, taste and evaluate basic stocks and soups, yeast dough products, quick breads, sweet and savoury pastry items and cakes. Use of local food products and ingredients is emphasized.

**CULINARY THEORY I CULI 1200** This course provides an exposure to the fundamental theories and concepts related to food and baking preparation. Students learn about the organization of a professional kitchen, kitchen positions, culinary terminology, professional cooking equipment and the classification, origin and quality of basic ingredients with an emphasis on local ingredients, weights and measures, production requirements and cooking and baking methods.

**CULINARY THEORY II CULI 2201** This course builds on the foundational knowledge acquired in Culinary Theory I. Students explore more advanced theories and concepts including culinary terminology, meat cuts and related cooking methods, various fowl and poultry, beverages, the role of wine in cooking, as well as the use of contemporary and traditional garnishes in food presentation. Students also investigate regional food products and cuisine, the relationship between food and culture, and contemporary food trends.

**DIMENSIONS OF TOURISM AND HOSPITALITY TOUR 1201** Dimensions of Tourism and Hospitality provides students with an overview of the eight sectors that constitute the Canadian Hospitality and Tourism industry, paying specific attention to the Accommodations and Food and Beverage sectors. Students explore hospitality trends and issues and their social, political, and economic impact. The course also focuses on environmental challenges and opportunities facing this industry. Students gain an appreciation of the roles, skills and professional attitudes and behaviours required for various hospitality careers, enabling them to make informed decisions about their future careers.

**FIELD PLACEMENT FWK 2201** To gain further practical culinary experience under the supervision of industry professionals, students participate in a field placement in a professional kitchen environment. Under the guidance of college staff, students pursue appropriate placement opportunities from a variety of approved foodservice enterprises including restaurants, hotels, resorts, golf courses, retirement residences, or other locations offering an appropriate culinary experience. Eligibility for field placement is dependent upon successful completion of all first semester program courses or permission of the program team. This is an unpaid placement and students are responsible for transportation to and from their placement site.

**FIELD PLACEMENT WORKSHOP FWKW 2000** This workshop is designed to provide students with an opportunity to share and evaluate their field placement experience, and determine how the experience could be improved from the perspective of the student and the employer. Students also revisit their professional development plan to determine its validity in light of their recent experience. They also participate in an evaluation of their college program with an emphasis on providing recommendations for future improvements.

**FOOD SAFETY AND SANITATION FOOD 1200** In this course students explore the essential knowledge, skills and attitudes required for the provision of safe, quality food products, free from food borne contaminants, prepared in safe, well maintained environments. Students learn the role government regulations, temperature control, eco-friendly facility maintenance, and personal hygiene play in safe food service. The use of preventative HACCP protocols is emphasized.

**FOOD SERVICE OPERATIONS FOOP 2200** In Foodservice Operations students continue the development of their practical culinary skills with a focus on preparation of a la carte menu items. During the last half of this course students operate in a restaurant environment where they participate in both front-of-house and back-of-house operational responsibilities. Students provide comprehensive guest service from initial contact to guest departure. Emphasis is placed on working cooperatively and collaboratively in a team environment to provide guests with an exemplary foodservice experience.

**MENU PLANNING MENU 2200** In this course, students gain experience writing various types of menus. Working in teams, students design a menu from nutritional, sales, and cost point of view for a food and beverage operation.

**CULINARY AND NUTRITION NUTR 2200** In this course students investigate both nutrition and menu planning and their application in hospitality environments. After developing a foundational knowledge of basic nutrition and the affects of food on the human body, students make decisions about suitable menu offerings for a range of diverse situations and events while considering factors such as meal period, access to quality products and ingredients, costs, and guest tastes and dietary requirements.

**PRINCIPLES OF KITCHEN MANAGEMENT PKM 2200** In this course students engage in operational scenarios focused on the financial and managerial aspects of a professional kitchen. On the financial side, students learn how to purchase products, store and control inventory, calculate recipe costs, recommend appropriate pricing, and calculate and control food and labour costs. On the managerial side, students develop quality assurance tools, determine basic staffing requirements, determine what constitutes appropriate work performance within the parameters of existing standards and expectations, articulate an approach to effective supervision and define the role and behavioral expectations of a kitchen supervisor or manager.

**PROFESSIONAL DEVELOPMENT STRATEGIES PDST 1200** This course reinforces industry awareness as established in Dimensions of Tourism and Hospitality. It enables students to find, and prepare for their upcoming field placement experience and to situate themselves positively for future employment by exploring workplace opportunities using current job search techniques, preparing a resume or portfolio, and practicing interview skills. Students also write a professional development plan that identifies their career or educational goals and the actions required to achieve their stated goals.

## hospitality management...

**ACCOUNTING I ACCT 1200** This course introduces students to fundamental accounting concepts. With these concepts students learn how to keep a simple set of books for a small business, including journalizing, posting, trial balance, adjusting entries and the preparation of financial statements. Other topics include petty cash, bank reconciliations, internal control, and payroll.

**BEVERAGE OPERATIONS BEV 2200** In this course students are introduced to both the theoretical and practical aspects of beverage preparation and service. The course explores the role of beverage service and the role of the bartender in hospitality enterprises. Students learn about the qualities of a variety of beverages including beer, wine and spirits, as well as non-alcoholic beverages. In order to enhance product knowledge and bartending skills, students participate in the preparation and sampling of a range of beverages. During the course, emphasis is placed on the responsible service of beverages and students receive Smart Serve training. This course also looks at the skills required to operate a bar including inventory control, sanitation, and equipment maintenance.

**BUSINESS LAW LAW 1213** This course is intended to provide a general background and overall understanding of those areas of law related to business. Business students will learn the importance of individual contribution both in creating good corporate citizenship and in enhancing their civic duties as Canadians. Students will link the Canadian legal system to the broader study of the historical development of law. The course will further assist business students in learning Canada's constitutional separation of powers as well as the Charter of Rights and Freedoms, the common law and the court system and procedure. Business students will gain an ability to identify potential legal problems including those based in contract and tort as well as human rights, health and safety, employment standards and the privacy of information within a business environment for which proper legal advice should be sought.

**CAREER PLANNING CAPL 4200** This course is designed to enable students to successfully transition from college to the workplace or to additional education. Students further expand their awareness of the industry initially established in Dimensions of Tourism and Hospitality. They engage in a full range of work preparation practices including identification of current employment opportunities, application of contemporary job search techniques, resume or portfolio development, and refinement of interview skills.

**CATERING AND EVENT PLANNING CEP 3200** In this course, students learn to function effectively in a catering or event management environment. The course explores a variety of events including meals, meetings, weddings, conferences, and exhibitions. With an emphasis on case studies, students work through a full event planning cycle

including sales and marketing, client interaction, planning, budgeting, risk management, implementation, after service, and evaluation.

**COMMUNICATIONS FOR BUSINESS 1 COMM 2204** This introductory communications course emphasizes the development of reading, writing, listening and speaking business communication skills at a college level. Students write for various purposes and audiences and deliver short presentations to small groups. Students research, analyze, summarize and document information. Students self and peer evaluate written documents and oral presentations. Through reading, media response and discussion exercises, students improve their communication skills. Communicating in diverse teams and across cultures is emphasized.

**COMPUTERS FOR HOSPITALITY COMP 1210** This subject enables the learner to use the computer as a tool for writing, research, and file management. It includes the basics of hardware and software, use of the Windows 7 environment, preparation and editing of documents using Microsoft Word 2010 software, preparation and editing of spreadsheets and workbooks using Microsoft Excel 2010 software, and preparation and editing of presentations using PowerPoint 2010.

**CULINARY & BAKING TECHNIQUES CULI 1201** Over the course of this practical lab component, students develop the fundamental skills of safe food handling, professional knife skills, food preparation & production and baking preparation & production. Students prepare, taste and evaluate basic stocks and soups, yeast dough products, quick breads, sweet and savoury pastry items and cakes. Use of local food products and ingredients is emphasized.

**CUSTOMER SERVICE CSRV 2200** This course provides students with an in depth appreciation of the essential nature of exemplary service in all aspects of the hospitality industry. Emphasis is placed on the interpersonal skills required to develop rapport with diverse guests and how to contribute effectively as part of a guest service team. Through use of case studies and scenarios students learn to identify and meet guests' needs. Students develop service policies and standards for a variety of environments, determine guest satisfaction levels, and respond appropriately to guest dissatisfaction.

**DIMENSIONS OF TOURISM AND HOSPITALITY TOUR 1201** Dimensions of Tourism and Hospitality provides students with an overview of the eight sectors that constitute the Canadian Hospitality and Tourism industry, paying specific attention to the Accommodations and Food and Beverage sectors. Students explore hospitality trends and issues and their social, political, and economic impact. The course also focuses on environmental challenges and opportunities facing this industry. Students gain an appreciation of the roles, skills and professional attitudes and behaviours required for various hospitality careers, enabling them to make informed decisions about their future careers.

**ENVIRONMENTAL PROTECTION AND GLOBAL WELLNESS ENVP 3200** Learn more about the prominent environmental issues of our time. This course will focus on timely issues in the environmental field that present varying degrees of risk to the health of humans, ecosystems and our planet. It will be a look beyond the media headlines at the policies, politics and basic science of our most interesting environmental challenges. Topics include climate change, arctic ecosystems, water conservation and water quality, endocrine disrupting substances (gender benders), renewable energy, resource depletion, the dilemma of pesticide use and natural toxins. The course begins with a brief look at the responsibilities of the federal, provincial and municipal governments as they relate to environmental matters. Then, each issue will be considered in the Canadian and global context.

**FIELD PLACEMENT FWK 3200** To gain further practical hospitality experience under the supervision of industry professionals, students participate in an 80 hours (over 2 weeks) field placement in a hospitality environment. Under the guidance of college staff, students pursue appropriate placement opportunities from a variety of approved hospitality enterprises including restaurants, hotels, resorts, golf courses, retirement residences, or catering, event, or tourism operation. Eligibility for placement requires successful completion of all year one courses or permission of the program team. This is an unpaid placement and students are responsible for transportation to and from their placement site.

**FIELD PLACEMENT SEMINAR FWKS 2200** This course provides students an opportunity to engage in a structured approach to seeking and gaining an appropriate field placement. The process includes exploration of placement opportunities, resume preparation, development of strategies for employer contact, completion of required placement forms and documentation, identification of appropriate placement behavior, and an awareness of how field placement is evaluated.

**FIELD PLACEMENT WORKSHOP FWKW 3200** This 4 hour workshop is designed to provide students with an opportunity to share their field placement experiences, evaluate the experience, and determine how the experience could have been improved from the perspective of the student and the employer. Students also develop an initial professional development plan to be revisited and revised in Career Planning.

**FOOD SAFETY AND SANITATION FOOD 1200** In this course students explore the essential knowledge, skills and attitudes required for the provision of safe, quality food products, free from food borne contaminants, prepared in safe, well maintained environments. Students learn the role government regulations, temperature control, eco-friendly

facility maintenance, and personal hygiene play in safe food service. The use of preventative HACCP protocols is emphasized.

**FOOD SERVICE OPERATIONS FOOP 2200** In Foodservice Operations students continue the development of their practical culinary skills with a focus on preparation of a la carte menu items. During the last half of this course students operate in a restaurant environment where they participate in both front-of-house and back-of-house operational responsibilities. Students provide comprehensive guest service from initial contact to guest departure. Emphasis is placed on working cooperatively and collaboratively in a team environment to provide guests with an exemplary foodservice experience.

**FOOD THEORY FOOD 1201** Students in this course are introduced to basic concepts related to professional food preparation through an overview of the organization of a professional kitchen, kitchen terminology, tools and equipment, weights and measurements, classification and origin of major food products, appreciation for local ingredients and food products, and basic cooking and preparation methods.

**HOSPITALITY CAPSTONE PROJECT HCAP 4200** This is currently under development.

**HOSPITALITY FINANCE HOSF 3200** This course is currently under development.

**HOSPITALITY MANAGEMENT HOSM 3200** This course is designed to help students integrate knowledge and insights gained in several other courses through a critical consideration of hospitality operations from a management and leadership perspective. Students study the skills required to manage people in a range of hospitality environments. They begin by exploring various management styles and how these are impacted by organizational culture and structure. Functions such as planning, decision making, communication, conflict resolution, motivation, and control in diverse workplaces, including unionized and non-unionized organizations, are explored from a management perspective. Students also define and discuss the concepts of management and leadership.

**HOTEL OPERATIONS – ROOMS DIVISION HOOP 2200** In Hotel Operations students are introduced to the essential concepts required to function within the rooms division of hotel or other accommodation environments. Students learn what constitutes exemplary guest service from pre arrival to post departure. The students also explore how the functioning and interaction of various Rooms Division departments contribute to an exceptional guest experience. They research and develop alternative eco-friendly operational practices related to energy efficiency, waste reduction and recycling, cleaning products and practices, and air quality. As well, students are trained to use a hotel property management system.

**HUMAN RESOURCE MANAGEMENT HRM 1200** This course introduces students to the management aspects of Human Resources in preparation for advanced, specialized studies in the second and third years of the HR program. Specific focus is on the factors that affect the overall atmosphere in the workplace and that which contributes to an environment conducive to maximum productivity. Students will be introduced to effective strategies for hiring, motivating, managing, training, and retaining staff. Students will study the following topics: the strategic importance of Human Resources and the role of the H.R. Manager; competitive challenges facing Human Resources; job analysis and design; Human Resources planning; recruitment and selection; orientation and training; and employee relations. Successful completion of this course and HRM 2200 (with a minimum combined grade of 65%) will qualify as an approved credit towards the academic component of the Certified Human Resources Professionals designation (CHRP) granted by the Human Resources Professionals Association of Ontario (HRPAO).

**MARKETING MKTG 1200** This course is aimed at giving students a practical introduction and understanding of the marketing process and the activities of marketers. The material covered will teach the student the basis of marketing planning and principles which are necessary for any type of successful business enterprise—product or service, large or small, profit or not-for-profit. The creation of customer value, an analysis of the changing business environment and its impact, identification of the customer, and an understanding of their decision making, as well as marketing research methods and their linkage to effective marketing strategies will be examined.

**NUTRITION AND MENU NMP 2200** In this course students investigate both nutrition and menu planning and their application in hospitality environments. After developing a foundational knowledge of basic nutrition and the affects of food on the human body, students make decisions about suitable menu offerings for a range of diverse situations and events while considering factors such as the meal period, access to quality product and ingredients, costs, and guest's tastes and dietary equipments.

**REGIONAL TOURISM REGT 2200** In Regional Tourism, students investigate the interaction and interdependence that exists between tourism and hospitality taking into consideration global, national, provincial and regional markets, specifically looking at the social, economic and political impact of tourism. Students will gain valuable insights into regional tourism enterprises. Students develop a rapport with regional operations by addressing local tourism issues through consultative and collaborative processes.