

H&TM WIL (Work Integrated Learning) Courses

Some of the CLOs (Course Learning Outcomes) are replicated in various WIL courses. It is expected the student will increase competency as they progress through the program. The goal is for each student to have all CLOs for each course assessed at the scoring standard indicated. If any criterion is assessed below the scoring standard, please identify specific areas of development to meet scoring standard.

IF the 'Area of assigned WIL duties' is not aligned with the current WIL course learning outcomes/criterion, assess specific criterion in the appropriate HTM ### WIL course. All CLO/criterion must be assessed and met to the applicable scoring standard to be eligible for program completion.

Performance Assessment

- Student will self-assess progress mid-way through, and at culmination of WIL experience.
- Supervisor/Mentor will assess student progress mid-way through, and at culmination of WIL experience.
- A progress meeting is recommended mid-way through, and at culmination of WIL experience to discuss.
- Reference student *WIL Learning Objectives* to guide the performance assessment reflection criterion.

HTM 120_A_ Work Integrated Learning I (3 credits – 4 weeks @ 35 hrs/wk) YEAR 1 FALL

Practical application of academic studies under the supervision of an industry mentor. Primary responsibilities will be assigned in entry level hospitality and tourism organizations.

WIL placement organization: _____

WIL placement Supervisor/Mentor: _____

Area where the majority of WIL duties assigned: _____

Courses taken prior to HTM 120:

- HTM 100 Introduction to Hospitality & Tourism
- HTM 101 Safety & Security Operations
- HTM 102 Customer Service Management

Performance rating scale:

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
1. Participate as a member of customer service teams, fostering collaboration, completing tasks, adapting priorities, and enhancing customer experiences.						
2. Perform entry level job functions within the tourism and hospitality industries.						
3. Convey willingness, enthusiasm, and pleasure in serving others.						
4. Treat others with courtesy, respect, and empathy.						
5. Perform individual tasks as assigned in a timely and effective manner.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
6. Be punctual, reliable and maintain composure in stressful situations and set an example of professional behaviour.						
7. Adhere to industry and workplace standards, policies, procedures, and safe work practices.						
8. Detect and respond proactively to health and safety hazards and security concerns in the workplace.						
9. Reflect upon one's work placement and set goal(s) for continuous improvement.						

Scoring standard: You must achieve a rating of at least "2" on each criterion to demonstrate competence.

HTM 121 Work Integrated Learning II (4 credits – 6 weeks @ 35 hrs/wk)

YEAR 1 WINTER

Practical application of academic studies under the supervision of an industry mentor. Primary responsibilities will be assigned by hospitality and tourism organizations to apply theoretical concepts covered to date in the program.

WIL placement organization: _____

WIL placement Supervisor/Mentor: _____

Area where the majority of WIL duties assigned: _____

Courses taken prior to HTM 121:

- HTM 104 Front Office, Product and Reservation Fundamentals
- HTM 103 Business Communications & Technologies
- HTM 105 Financial Management

Performance rating scale:

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
1. Adapt as necessary to flexible work hours and seasonal employment.						
2. Perform job functions as assigned by organization.						
3. Adhere to organizational policies, procedures, and safe work practices.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
4. Deliver excellence in customer service.						
5. Use appropriate language, etiquette, format, tone and/or body language when communicating in person, via telephone, online or through other digital means with customers, colleagues, and other industry participants.						
6. Use basic industry and trade terminology as appropriate in communications with customers, colleagues, and supervisors.						
7. Use appropriate technologies, equipment, software, and applications to complete tasks.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
8. Use effective organizational and time-management skills to prioritize and complete tasks on time and do a proper shift turnover.						
9. Work across a variety of technology platforms and information systems specific to relevant industry specializations, such as reservations, point of sale (POS), property management, and inventory systems.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
10. Process all forms of customer monetary transactions in a timely, accurate and courteous manner using the POS (Point of Sale system). (e.g., cash, foreign currency, cheques, travelers' cheques, credit and debit cards, bank drafts, etc.).						
11. Reflect upon one's work placement and set goal(s) for continuous improvement.						

Scoring standard: You must achieve a rating of at least "2" on each criterion to demonstrate competence.

HTM 122 Work Integrated Learning III (6 credits – 8 weeks @ 35 hrs/wk) YEAR 1 WINTER

Practical application of academic studies under the supervision of an industry mentor. Primary responsibilities will be assigned by hospitality and tourism organizations to apply theoretical concepts covered to date in the program.

WIL placement organization: _____

WIL placement Supervisor/Mentor: _____

Area where the majority of WIL duties assigned: _____

Courses taken prior to HTM 122:

- HTM 106 Food & Beverage Operations & Services
- HTM 108 Culinary Arts Management
- HTM 107 Housekeeping Operations

Performance rating scale:

CLO - criterion	4 Demonstrates mastery, performs with confidence with adaptability to special problem situations and be able to lead others in performing it.	3 Demonstrates skill in meeting criterion, without assistance or supervision.	2 Demonstrates moderate skill in meeting criterion, although will require periodic assistance and/or supervision	1 Does not meet criterion, will require assistance and/or supervision to perform the entire skill.	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
1. Perform job functions as assigned by organization						
2. Adhere to organizational policies, procedures, and safe work practices.						
3. Deliver excellence in customer service.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
4. Maintain cleanliness of guestrooms and public areas based on established standards.						
5. Use appropriate language, etiquette, format, tone and/or body language when communicating in person, via telephone, online or through other digital means with customers, colleagues, and other industry participants.						
6. Work across a variety of technology platforms and information systems specific to relevant industry specializations, such as reservations, point of sale (POS), property management, and inventory systems.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
7. Process all forms of customer monetary transactions in a timely, accurate and courteous manner (e.g., POS (Point of Sale), cash, credit and debit cards, room charges etc.).						
8. Perform effectively as a member of a service team and contribute to the success of operations by applying self-management and interpersonal skills.						
9. Conduct inspections to ensure organizational standards and health and safety regulations are being met.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
10. Contribute to and monitor adherence of others to the provision of a safe and well-maintained kitchen environment and to the service of food and beverage products that are free from harmful bacteria or other contaminants, adhering to health, safety, sanitation, and food handling regulations.						
11. Gain supervisory skills and attitudes within hospitality and/or tourism organizations.						
12. Reflect upon one's work placement and set goal(s) for continuous improvement.						

Scoring standard: You must achieve a rating of at least "2" on each criterion to demonstrate competence.

HTM 220 Work Integrated Learning IV (6 credits – 8 weeks @ 35 hrs/wk)

YEAR 2 SUMMER

Practical application of academic studies under the supervision of an industry mentor. Primary responsibilities will be assigned by hospitality and tourism organizations to apply theoretical concepts covered to date in the program.

WIL placement organization: _____

WIL placement Supervisor/Mentor: _____

Area where the majority of WIL duties assigned: _____

Courses taken prior to HTM 220:

- HTM 200 Event & Project Management
- HTM 201 Marketing & Sales
- HTM 202 Travel & Destination Fundamentals

Performance rating scale:

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
1. Adapt as necessary to flexible work hours and seasonal employment.	Demonstrates mastery, performs with confidence with adaptability to special problem situations and be able to lead others in performing it.	Demonstrates skill in meeting criterion, without assistance or supervision.	Demonstrates moderate skill in meeting criterion, although will require periodic assistance and/or supervision	Does not meet criterion, will require assistance and/or supervision to perform the entire skill.		
2. Perform job functions as assigned by organization.						
3. Adhere to organizational policies, procedures, and safe work practices.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
4. Deliver excellence in customer service.						
5. Perform effectively as a member of a service team and contribute to the success of operations by applying self-management and interpersonal skills.						
6. Contribute to the customer experience by providing customers with information on local/regional attractions and activities and local hospitality and tourism products and services.						
7. Apply basic project management and scheduling skills to manage tasks, resources, and contingencies effectively and efficiently.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
8. Apply sales and revenue management strategies in the promotion and sale of hospitality & tourism services, products, and guest experiences.						
9. Follow procedures associated with an organization's risk management plan.						
10. Gain supervisory skills and attitudes within hospitality and/or tourism organizations.						
11. Reflect upon one's work placement and set goal(s) for continuous improvement.						

Scoring standard: You must achieve a rating of at least "3" on each criterion to demonstrate competence.

HTM 221 Work Integrated Learning V (6 credits – 8 weeks @ 35 hrs/wk)

YEAR 2 FALL

Practical application of academic studies under the supervision of an industry mentor. Primary responsibilities will be in supervisory management roles, as assigned by hospitality and tourism organizations, to apply theoretical concepts covered in the program.

WIL placement organization: _____

WIL placement Supervisor/Mentor: _____

Area where the majority of WIL duties assigned: _____

Courses taken prior to HTM 221:

- HTM 203 Human Resource Management
- HTM 204 Leadership & Management
- HTM 205 Regional Trends in Hospitality & Tourism

Performance rating scale:

CLO - criterion	4 Demonstrates mastery, performs with confidence with adaptability to special problem situations and be able to lead others in performing it.	3 Demonstrates skill in meeting criterion, without assistance or supervision.	2 Demonstrates moderate skill in meeting criterion, although will require periodic assistance and/or supervision	1 Does not meet criterion, will require assistance and/or supervision to perform the entire skill.	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
1. Perform supervisory level job functions as assigned by organization.						
2. Adhere to organizational policies, procedures, and safe work practices.						
3. Lead by example in a diverse workforce.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
4. Co-ordinate and/or assign work activities of hospitality and tourism staff.						
5. Arrange training of hospitality and tourism staff.						
6. Use leadership skills and qualities, including the ability to develop a team, motivate, empower, and recognize the achievement of others.						
7. Supervise hospitality and tourism staff.						
8. Adapt to differences in organizational culture, protocols, systems, and practices to support organizational effectiveness and enhance work performance.						

CLO - criterion	4	3	2	1	Evaluation Notes and/or Supporting Skills Demonstrated (If criterion is assessed below the scoring standard, please identify specific areas of development to meet standard.)	Evaluator initials
9. Contribute to the continuous improvement of an organizational practices, policies, and procedures (e.g., standard operating procedures (SOPs)) related to health, safety, security, and accessibility in the workplace, and support efficient, effective, and safe hospitality operations.						
10. Reflect upon one's work placement and identify areas for ongoing career development, including development of product knowledge, service excellence, teamwork, leadership, and management skills.						

Scoring standard: You must achieve a rating of at least “3” on each criterion to demonstrate competence.