



**EFFECTIVE: JANUARY 2012**  
**CURRICULUM GUIDELINES**

**A.** Division: Academic Effective Date: **January 2012**

**B.** Department / Commerce & Business Admin. Revision  New Course   
Program Area: Hospitality Management

**M: Course Objectives / Learning Outcomes:**

The student will be able to:

1. outline the importance of sound human resource management practices to organizational effectiveness, especially as they relate to the service sector;
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10. Labour legislation and public policy. B.C. Labour Code and guide. Employment Standards Act. Impact of Human Rights Legislation.
11. Reasons employees join unions. The certification process. Collective bargaining. Contract administration. Grievances. Arbitration. Conciliation. Mediation. Strikes and lockouts.

**O: Methods of Instruction:**

Methods will include lectures, seminars, text and reading assignments, role-playing and classroom discussion. Guest speakers and audio-visual materials will be used where appropriate. All students will participate in a collective bargaining simulation.

**P:**