



Global On Education Inc.

Glenn College

298-1199 W Pender St. Vancouver, BC, V6E2R1

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www.gcib.ca

Glenn College is designated by the Private Training Institutions Branch (PTIB)

STUDENT INFORMATION

Last Name

First Name & Middle Name

Usual First Name

Personal Education Number (if available)

Mailing Address

Mailing Address in Canada (if available and different from above)

Student Telephone Number

Student Email Address

International Student:

Yes

No

Citizenship: _____

Do you have a study permit?

Yes

No

If you do not have a study permit, do you have a permit, visa or other written authorization to study in Canada other than a study permit? Yes No

Date of Birth:

Y	Y	Y	Y	M	M	D	D		

Gender

Female

Male

PROGRAM INFORMATION

Program Title

Hours of Instruction
During Contract Term

Program Duration in Weeks

Contract Start Date

Contract End Date

Approved Program

Non - Approved Program

Program Not requiring Approval

Credential Issued on Graduation

Diploma

Certificate

Program Delivery: **IN CLASS** **Online Class**

Instruction of Program Delivery: **ENGLISH**

PROGRAM ADMISSION REQUIREMENTS & PROGRAM OUTLINE

Please see the attached for the admission requirements and program outline.

PROGRAM COSTS

Total tuition payable during contract term	\$ _____
Application fee	\$ _____
Fees for textbooks or other course materials, including equipment and uniforms	\$ _____
Other mandatory fees (fees students must pay that are <u>not</u> in relation to an approved program)	\$ _____
Domestic student application fees cannot exceed \$250 and international student application fees cannot exceed \$1,000. Assessment fees cannot exceed \$250.	
TOTAL PROGRAM COSTS	\$ _____

PAYMENT TERMS

Method of payment: Cash Cheque Credit Card Other: _____

REFUND POLICY

Circumstances when Refund Payable	Amount of Refund
Before program start date, institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> At least 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.

<ul style="list-style-type: none"> • More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	<p>Institution may retain up to 20% of tuition, to a maximum of \$1,300.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)</p>	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	<p>Institution may retain up to 30% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	<p>Institution may retain up to 50% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> • Student does not attend the first 30% of the program. 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	
<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance. 	<p>100% tuition and all related fees, other than application fee.</p>
<p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> • Student completed up to 30% of the program. 	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>

Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees
Circumstances when Refund Payable	Amount of Refund
Institution does not provide a work experience	
<ul style="list-style-type: none"> The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	100% tuition and all related fees, other than application fees

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

Notice of Withdrawal	REFUND ENTITLEMENT
Before the IN-CLASS Program begins:	
3.1. The student submits and the College receives a Notice of Withdrawal <u>no later than</u> seven (7) calendar days after the effective contract date, but before the start date of the Program.	Student is entitled to one hundred percent (100%) of paid tuition; other than application fees.
3.2. The student has signed the enrolment contract <u>seven (7) or less</u> calendar days before the Program start date and has submitted a Notice of Withdrawal which the College has received between the date on the enrolment contract and the start date of the Program.	
3.3. The student submits and the College receives a Notice of Withdrawal more than seven (7) calendar days after the effective contract date and thirty (30) days or more before the Program start date.	The College will retain ten percent (10%) of the tuition due under the enrolment contract, up to a maximum of \$1000.
3.4. The student submits and the College receives a Notice of Withdrawal <u>more than</u> seven (7) calendar days <u>after</u> the effective contract date and <u>less than</u> thirty (30) calendar days before the Program start date.	The College will retain twenty percent (20%) of the tuition due under the enrolment contract, up to a maximum of \$1300.
After an IN-CLASS Program begins (excludes online programs):	
3.5. After the Program start date, the student submits and the College receives a Notice of Withdrawal before the student has received up to and including ten percent (10%) of hours of instruction.	The College will retain thirty percent (30%) of the tuition due under the enrolment contract.

3.6. The student submits and the College receives a Notice of Withdrawal after the student has been provided more than ten percent (10%) but less than thirty percent (30%) of hours of instruction in the Program.	The College will retain fifty percent (50%) of the tuition due under the enrolment contract.
3.7. The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.	Student is entitled to one hundred percent (100%) of paid tuition.
3.8. The College delivers a Notice of Dismissal to the Student and, as of the date on the notice, has provided less than ten percent (10%) of Program instruction hours.	The College will retain thirty percent (30%) of the tuition due under the enrolment contract.
3.9. The College delivers a Notice of Dismissal and, as of the date on the notice, has provided the student more than ten percent (10%) but less than thirty percent (30%) of Program instruction hours.	The College will retain fifty percent (50%) of the tuition due under the enrolment contract.
3.10. The student does not attend any of the first thirty percent (30%) of hours of instruction of an approved Program.	The College will retain fifty percent (50%) of the tuition due under the student enrolment contract.

After an **ONLINE (LIVE) Program begins:**

Notice of Withdrawal OR Notice of Dismissal	REFUND ENTITLEMENT
4.1. The College receives the student's Notice of Withdrawal or the College delivers a Notice of Dismissal to the student and the student has completed less than thirty percent (30%) of the Program.	The College will retain thirty percent (30%) of the tuition due under the enrolment contract.
4.2. The College receives the student's Notice of Withdrawal or the College delivers a Notice of Dismissal to the student and the student has completed thirty percent (30%) but less than fifty percent (50%) of the Program.	The College will retain fifty percent (50%) of the tuition due under the enrolment contract.

PRIVATE TRAINING INSTITUTIONS BRANCH

This institution is certified by the Private Training Institutions Branch and as such, must comply with regulatory requirements relating to, among other things, student enrolment contracts, tuition refunds and instructor qualifications. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.

Please be advised that under section 61 of the *Private Training Act*, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar's regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

STUDENT DECLARATION

I consent to the Institution sharing my personal information with the Ministry of Advanced Education and Skills Training for research purposes and statistical analysis under the authority of sections 6(2)(a) and 10(1)(a) of the Personal Information Protection Act (PIPA).

I consent to the sharing, in accordance with Provincial privacy legislation, of my enrolment and reporting information between Global College and Immigration, Refugees and Citizenship Canada, as necessary, for the purposes of the International Student Program.

Should you have any questions about the collection, disclosure and use of personal information you may contact: Director, Policy and Institution Certification, Private Training Institutions Branch, Governance, Legislation and Corporate Planning Division, Ministry of Advanced Education and Skills Training, 203 - 1155 W. Pender St, Vancouver, BC V6E 2P4 or by telephone at (604 569-0019).

Student Signature

Date Signed

Signature of Parent or Legal Guardian

Date Signed

INSTITUTION SIGNATURE

Signature of Institution Representative

Date Signed



GC HOSPITALITY MANAGEMENT DIPLOMA PROGRAM OUTLINE

Glenn College's Hospitality Management Diploma is an AHLEI recognized, two-year, 12 course diploma that prepares students with the knowledge, skills and hands-on experience to undertake future employment in the hospitality and food and beverage management industry. The first part of the course focuses on providing the ground for the key concepts and skills required of a hospitality management professional while the second provides knowledge of managing specific hospitality sectors including the management of front office, housekeeping, sales and marketing, and human resources. The program will conclude with students' successful completion of cooperative placement ('co-op'), getting an opportunity to apply the knowledge and skills you've gained through the program and gain experience.

Upon completion of this program, the successful student will have reliably demonstrated the ability to:

1. Be able to communicate as a hospitality industry manager with both staff and customers.
2. Demonstrate expertise in leadership skills in the hospitality sector.
3. Identify and assess financial information and its implications on business with regard to developing a hospitality enterprise.
4. Effectively market and provide appealing, responsible, and professional food and beverage services to your customers.
5. Be able to manage front-of-the-house and back-of-the-house hotel and restaurant operations.
6. Manage and resolve human relations conflicts and safety issues in the context of the hospitality sector.
7. Analyze and understand emerging hospitality industry trends and innovations.
8. Apply principles of sustainable decision-making and practices in the context of the hospitality business.
9. Apply critical thinking and problem-solving techniques to make sound management decisions and recommendations.
10. Apply principles and practices of guest and customer services in a hospitality setting.
11. Successfully apply the skills and knowledge learned from class and adapt in a professional setting in co-op.
12. Showcase dependability, resourcefulness, creative problem-solving, professionalism at a workplace under supervision.



At the end of Glenn College's Hospitality Management Diploma Program, students will be able to demonstrate a knowledge of management operations in the hospitality industry; including food and beverage, financial management, supervision and leadership, human resources, housekeeping, marketing and sales.

Instructional Activities, Design and Delivery Mode

The program has been designed to involve students in a variety of learning environments and instructional delivery methods. Throughout the lecture component of the program students participate in lectures, seminars, small group discussions, guest speakers, role plays, hotel and restaurant settings, and computer labs.

Most of the classroom time exposes students to both the theory and practical application of hospitality management concepts and skills. Course projects such as reports and term paper assignments strengthen the understanding of course topics and give students opportunities to apply effective management practices. Guest speakers and guided tours of successful hotels and restaurants will further enhance the program curriculum. Some projects require students to choose their own topic, allowing them to research information and ideas that are of interest and in keeping with their own career goals.

Every student will be required to complete 960 hours of co-op to get a chance to apply the knowledge and skills they've received in a professional setting and gain valuable hands-on experience in the field of hospitality.

Program Outline

Program Organization

Students must complete all of:

Title of Course	# of Hours
HOSP 100 The Lodging and Food Service Industry	80
HOSP 241 Management of Food and Beverage Operations	80



HOSP 261 Hotel and Restaurant Accounting	80
HOSP 387 Security and Loss Prevention Management	80
HOSP 250 Supervision in the Hospitality Industry	80
HOSP 304 Leadership and Management in the Hospitality Industry	80
HOSP 281 Hospitality Facilities Management and Design	80
HOSP 472 Hospitality Sales and Marketing	80
HOSP 333 Managing Front Office Operations	80
HOSP 357 Managing Hospitality Human Resources	80
HOSP 338 Managing Housekeeping Operations	80
HOSP 374 Maximizing Revenue in Hospitality Operations	80
Work Experience Term (Co-op)	960

Program and Homework Duration

Total program hours: In-class (960 hours) + Work Experience (960 hours)

= 1920 hours = 96 weeks = 2 year

Homework hours per week: 6 – 18 hours



Required Program Materials

List of course textbooks:

Title of Textbook
The Lodging and Food Service Industry, 8e
Hospitality Facilities Management and Design, 4e
Managing Front Office Operations, 9e
Managing Housekeeping Operations, Revised 3e
Security and Loss Prevention Management, 3e
Management of Food and Beverage Operations, 6e
Hotel and Restaurant Accounting, 8e
Hospitality Sales and Marketing, 6e
Revenue Management: Maximizing Revenue in Hospitality, 2e
Supervision in the Hospitality Industry, 5e
Managing Hospitality Human Resources, 5e
Leadership and Management in the Hospitality Industry, 3e

Admissions Requirements

- Minimum 18 years old.
- Proof of English proficiency through one of the following:
 - BC English 12 with a minimum C+ grade
 - IELTS 5.5 or TOEFL band 46 - 59 or TOEC band 605 - 780
 - Glenn College English Proficiency Test with an 80% minimum
 - Glenn College Level 5 PST course



Methods of Evaluation

- Individual assignments
- Group assignments
- Weekly course chapter tests
- Final course examinations
- Student Performance Evaluation (completed by workplace supervisors after co-op)
- Final Work Experience Report

Delivery Method

- In-class instruction, seminar format
- Co-op

Graduation Requirements

- Minimum of 70% grade per course of the program to obtain the AHLEI Hospitality Management Diploma
- Successful completion of the co-op component of the program, accompanied by a student performance evaluation completed by workplace supervisors and a work term review completed by students.

Career Occupations

- Banquet Manager, Food and Services Manager, Operations Manager, Events Manager, Front Desk Manager, Guest Services Manager, Public Relations Manager, Room Service and Housekeeping, Restaurant Manager,