

FACULTY OF GLOBAL AND COMMUNITY STUDIES SCHOOL OF TOURISM MANAGEMENT COURSE OUTLINE			
Term:	Spring 2017	Instructor:	
Course No (Section):	TOUR 255	Office:	
Course Name:	Management Concepts in the Adventure Industry	Telephone:	
Credits:	3	E-mail:	
Schedule		Office Hours:	

COURSE FORMAT: 3 hours lecture per week, plus fourth hour activities
PREREQUISITES: 15 credits of 100 level or higher course work
FOURTH HOUR: There are fourth hour components as part of this class for completion outside of class time.

COURSE DESCRIPTION: This course focuses on theoretical and applied management concepts for leading an adventure business. Students will develop an awareness of the role of management functions in adventure tourism businesses today through the study of the current business environment. The focus will be on the four primary management functions of planning, organizing, leading and controlling. Students will learn how to lead small group meetings within a formal context.

REQUIRED TEXT: Reading package as determined by the instructor

RECOMMENDED READINGS: Robbins, S., Coulter, M., Leach, E. & M. Kilfoil. Management (11th edition). ISBN 9780133357271

Other readings will be supplied in class or on the Moodle site.

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

LEARNING OUTCOMES
1. Explain how effective management influences of the adventure tourism experience
2. Analyze management within the outdoor adventure industry and reflect on the skills required to manage effectively
3. Apply decision-making and planning models to adventure tourism business issues discussed in class
4. Critique the organizational structure of an adventure related business
5. Discuss management control methods that are relevant to adventure related businesses
6. Confidently lead a small group meeting within a formal context

EVALUATION PROFILE:

Assessment	% of Final Grade	Individual/Group
Mini-Essays on Management Concepts	Total: 40%	I
#1 - Planning	10%	
#2 - Organizing	10%	
#3 - Leading	10%	
#4 - Controlling	10%	
Guest Speaker or Field Trip Reflections	15%	I
Meeting Leadership	20%	G
Final Exam	25%	I
Total:	100%	

GRADING PROFILE:

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

GRADING STANDARDS:

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

Course Content (details of content provided in course syllabus):

COURSE CONTENT/SCHEDULE:

WEEK	TOPIC(S)
1	Course Introduction <ul style="list-style-type: none"> - Course outline and assignments - Review of Adventure Industry - Brief overview of content of course
2	Planning concepts <ul style="list-style-type: none"> - Introductory concepts - Strategic Planning
3	Planning concepts <ul style="list-style-type: none"> - Decision-making models - Effects of seasonality on planning - Case study
4	Organising concepts <ul style="list-style-type: none"> - Introductory concepts - Organizational structure - Guest speaker
5	Organising concepts <ul style="list-style-type: none"> - Organizational structure in adventure businesses - Effects of seasonality on organizing - Case study
6	Field trip "Management Principles in Practice"
7	Leadership concepts <ul style="list-style-type: none"> - Introductory concepts - Leaders in the adventure industry - Case study - Guest speaker
8	Leading formal meeting (workshop) <ul style="list-style-type: none"> - Scheduling a meeting - Agenda & Minutes - Roberts Rules of Order
9	Controlling Concepts <ul style="list-style-type: none"> - Introductory concepts - Control methods - Examples of control methods in the adventure industry
10	Controlling Concepts <ul style="list-style-type: none"> - Case study - Effects of seasonality in controlling - Guest speaker
11	Field trip "Management Principles in Practice"
12	Assignment 3 <ul style="list-style-type: none"> - Small group meetings delivery
13	Course summary and final exam preparation
14 - 15	FINAL EXAM PERIOD

UNIVERSITY POLICIES: Capilano University has policies on academic appeals (including final grade appeal), student conduct, cheating and plagiarism, academic probation, and other educational issues. These and other policies are available on the University website.

FACULTY POLICIES:

Attendance:

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

Professional Behaviour:

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

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

Cheating and Plagiarism:

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

Penalties for Cheating & Plagiarism:

A grade of '0' for an examination, quiz or assignment or 'F' for the course may be assigned if cheating or plagiarism has taken place. First incidents deemed by the instructor to be particularly serious or second or subsequent incidents of cheating and plagiarism will be dealt with under the provisions of the University Policy on Cheating and Plagiarism (see the University website). All students should familiarize themselves with the University Policy on Cheating and Plagiarism as such behaviour can result in suspension from the University.

Missed Exams & Quizzes:

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

English Usage:

All assignments are marked for correct English usage, proofreading and formatting, **up to a maximum of 20% of the total mark for that assignment.**

- Assignments:** Homework assignments are due as per deadlines on your assignment detail. Late assignments will be penalised 10% per day.
- Programmable Tools:** The use of programmable items such as calculators and dictionaries, etc. is forbidden during tests, quizzes, and exams unless authorized by the instructor. Cell phones are not to be brought to any test, quiz or exam.
- Incomplete Grades:** Incomplete grades will not be given unless special arrangements have been made with the instructor prior to the date set by University Administration.
- Copyright Policy:** Students are expected to familiarize themselves with and abide by the University's Copyright Policy. The University's Copyright Policy is published in the University website.
- Emergency Procedures:** Students are required to familiarize themselves with emergency procedures posted in the classroom.

SPECIFIC COURSE POLICIES:

- **Use of Electronics:** For this class, please turn cell phones to silent. A laptop/cell phone/iPad is permitted for note taking and may be required for class exercises.
- **Punctuality** is expected: classes are short, some doors automatically lock, and it is disruptive to the class to have students showing up late. Lateness affects your participation & professionalism. Late students may not be admitted into class unless & until it is convenient for the instructor to let the student in.
- **Come prepared:** Do your homework assignments and your readings regularly. There may be a few pop quizzes or homework checks. All material in the textbook is examinable, and tests are cumulative.
- **Three before me rule:** In order to ensure that you are sourcing out information and ensuring your own success in this course. Before you ask me any questions regarding assignments, test or materials you are to source three other avenues to find the information.
- **Actively participate:** you should ask thoughtful questions, and contribute to discussions with examples and facts to back up personal opinions (do your homework, apply concepts to your own experiences).
- **Show respect for others:** by not talking or interrupting when someone is talking, listening so we don't have to waste class time repeating, and please use appropriate language during all conversations and correspondence.
- **Show respect for yourselves** by getting the most out of your class, making worthwhile contributions, and turning in quality work that you are proud of.
- **Show appreciation to our guest speakers:** for sharing their insights and experiences with us on their own time and at their own expense. Reviewing their profile in advance, actively participating, and giving them an enthusiastic welcome and send off are a few examples of how we can thank our speakers.
- **Missed classes:** If you are absent for a class, please consult with a classmate about anything you might have missed. Do not ask the instructor for handouts.
- **Keep on top of things:** please check your Capilano email account **daily**, as well as your Moodle site.