



Hotel and Hospitality Program Student Guidebook

(Hotel and Hospitality Services | Hospitality Management)

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Welcome

Welcome from the Dean

Dear Students,

On behalf of the faculty and staff, I am excited to extend a warm welcome to all of you as you start your journey here at MITT. As the Dean, Health, Hospitality, Human Services and Post-Graduate Studies, it is my privilege to invite you into our learning community.

As you attend our campuses, you will become part of a diverse and vibrant community of individuals that are passionate about learning, personal development, and making a positive impact in Manitoba. Here at the Manitoba Institute of Trades and Technology, we strive to create an environment that fosters academic excellence, personal growth, and the exploration of innovative ideas. I hope your time at the Manitoba Institute of Trades and Technology will be a time of immense growth, many memorable experiences, and the beginning of lifelong connections. Welcome again and thank you for choosing the Manitoba Institute of Trades and Technology, I wish you all a successful and fulfilling academic year.

Sincerely,

Curtis Aab

Dean, Health, Hospitality, Human Services and Post-Graduate Studies

Curtis.Aab@mitt.ca

Welcome from the Program Manager

Welcome to the Department of Health, Human Services and Applied Business at the Manitoba Institute of Trades and Technology. We are very excited to have you begin your academic journey with MITT and start your program. On behalf of our talented instructional and academic support team, Welcome!

While at MITT, you will have the opportunity to learn and develop the skills to prepare you for your future. Whether you are studying to enhance your current career or beginning training for a new one, this is a very exciting time in your life. We appreciate that you have chosen to pursue your training with MITT. Our goals are to both help you learn new skills to increase your success in your career and inspire a love of learning to encourage your professional development regardless of your chosen profession.

I encourage you to explore all the resources available before starting your program including this student guidebook and information on our MITT website. I look forward to seeing you in our classroom this upcoming term.

David Noorden

Program Manager Health, Human Services and Applied Business

Pembina Campus

david.noorden@mitt.ca

Welcome from the Academic Coordinator

Congratulations on your acceptance into the Manitoba Institute of Trades and Technology – Hotel and Hospitality Program! On behalf of the Department of Human Services, we are thrilled that you will be joining us! My name is Ephraim John 'EJ' Zarzuela and I am the Academic Coordinator of the program. I speak for all faculty when I say, we are looking forward to getting to know you. Please stay tuned on communication from our team as we are holding a New Student Orientation. At that time, we will provide you with program information, student communication, and many other tricks and tips that will help you make a smooth transition to our school. I also wish to advise you that the program delivery is Blended meaning that there are components that will be delivered online and there are components that will be done on-campus (please refer to the program overview table that is included in this welcome package for further information).

If you need any assistance as you prepare to enter, or throughout your time in our program, please feel free to contact me at Ej.Zarzuela@mitt.ca. We have a superb team of instructors and many friendly and helpful faculty behind the scenes who are dedicated to helping you succeed.

Kind regards,

*Ephraim John 'EJ' Zarzuela (He/Him), WSET 3
Academic Coordinator, Health, Human Services and Application
Manitoba Institute of Trades and Technology
1551 Pembina Highway, Winnipeg, Manitoba, R3T 2E5*

About MITT

Manitoba Institute of Trades and Technology

MITT is a post-secondary institute offering industry-driven, student-focused education in the areas of skilled trades, business and information technology, health care, and human services. We provide affordable, timely, skills-based education for learners seeking career entry as well as those looking to acquire relevant, in-demand competencies at any point in life.

Land Acknowledgement

MITT is situated on Treaty 1 land and the traditional territories of the Anishinaabe, Cree, Anisininew, Dakota, and Dene peoples and the homeland of the Red River Métis. We honour the sacredness of these lands and waters and dedicate ourselves to reconciliation and partnership today and in the future.

MITT Mission, Vision, and Values

MISSION provides innovative pathways to quality high school, post-secondary education, and apprenticeship training in partnership with industry and the communities we serve. MITT is dedicated to ensuring that graduates can successfully transition to employment or further education.

VISION to be a bridge to success in life, school, and work by delivering industry-driven, student-focused, lifelong learning opportunities.

VALUES

- **Student-Centred:** Encouraging the personal and professional growth of individuals and their pathways to employment in a student-centred environment.

- **Academic Excellence and Innovation:** Striving for excellence and high standards in technical education, and encouraging innovation, creativity and entrepreneurship.
- **Respect and Diversity:** Embracing diversity and providing our students, staff and partners an inclusive, safe and respectful environment.
- **Support Employees:** Valuing, respecting and investing in our teachers and employees.
- **Prudent Management:** Ensuring fiscal responsibility, accountability, and corporate social responsibility.
- **Partnerships:** Building partnerships with industry, business, government, other educational institutions and community.
- **Connection to Labour Market:** Reaching out and responding to industry and the needs of the labour market.

Language Use

In this program, the language used in learning activities (e.g., lectures, group activities, class discussion, and demonstrations) and assessments (e.g., assignments, tests, etc.) is English. To support an inclusive learning environment in this course, students are expected to speak in a common language in group learning activities so everyone can participate equally. Students are welcome to use their home language where common language is not otherwise required.

MITT Student and Academic Policies

Students are responsible for reviewing and observing all student policies while engaged in any form of academic activity with the Institute and should refer to the MITT website for all policy information.

Please review Student and Academic Policies here: [Student and Academic Policies | Manitoba Institute of Trades and Technology \(mitt.ca\)](https://mitt.ca/Content/Images/uploaded/policies/ac-2-10-academic-standards.pdf)

Note: MITT reserves the right to revise the policies without prior notice. Please refer to MITT.CA for most current information and policy updates.

MITT Policies:

Students are required to review MITT policies to ensure they are aware of the student expectations. If a student has any concerns or issues with the courses, they are to bring the concern to the instructor. If they feel they are unable to speak to the instructor, they can contact the Academic Coordinator for the program, EJ Zarzuela, at ej.zarzuela@mitt.ca.

Students are responsible for reviewing and observing all MITT Student Policies while engaged in any form of academic activity with the Institute. Below are the key policies in relation to this course. Please review the policies to ensure you are well aware of MITT's expectations of you as a student.

- Academic Standards - <https://mitt.ca/Content/Images/uploaded/policies/ac-2-10-academic-standards.pdf>
- Academic Integrity Policy - <https://mitt.ca/Content/Images/uploaded/policies/ac-1-4-academic-integrity-policy.pdf>
- Student Concerns - <https://mitt.ca/Content/Images/uploaded/policies/ac-2-9-student-concerns.pdf>
- Student Discipline - <https://mitt.ca/Content/Images/uploaded/policies/ac-1-7-student-discipline.pdf>
- Student Behaviour - <https://mitt.ca/Content/Images/uploaded/policies/ac-1-1-student-behaviour.pdf>
- Student & MITT Expectations - <https://mitt.ca/Content/Images/uploaded/policies/ac-1-2-student-and-mitt-expectations.pdf>
- Equity, Diversity & Inclusion Statement - <https://mitt.ca/Content/Images/uploaded/policies/cc-7-diversity-inclusion-statement.pdf>
- Course Outline Policy - <https://mitt.ca/Content/Images/uploaded/policies/ac-2-3-course-outline-policy.pdf>
- Work Practicum and Work Co-op Policy - <https://mitt.ca/Content/Images/uploaded/policies/ac-2-4-work-practicum-and-work-co-op-policy.pdf>
- MITT Computer and Telecommunication Usage Policy - <https://mitt.ca/Content/Images/uploaded/policies/it-1-computer-and-telecom-usage-policy.pdf>

A full listing of all MITT policies can be found on the [MITT website](#).

Accessibility

MITT is committed to creating a learning environment that meets the needs of its diverse student body. If students have a disability, or think they may have a disability, it is strongly recommended to meet with Student Advisor – Accessibility (please contact studentservices@mitt.ca), to begin this conversation or request an official accommodation. More information about the Accessibility Services, including contact information, can be found at: www.mitt.ca/student-success/accessibility-services. If students do not have a documented disability, please remember that other support services, including the Learning Support advisor, peer tutors and clinical services are available to all students through MITT Student Services.

Purpose of this Guidebook

This guidebook was designed to assist you in navigating your studies at the Manitoba Institute of Trades and Technology and to support a positive learning experience in this program. This guidebook includes general information about campus services, relevant academic policy information, and academic supports to help you achieve success in your studies in this program.

As a new or returning MITT student to this program, please take the time to familiarize yourself with the contents of this manual and relevant [academic policies listed on the MITT website](#). It should also be noted that MITT reserves the right to change any information appearing in this guidebook at any time.

Program Curriculum and Course Information

Program Location

Your program will be of a hybrid nature (on-line and in-class). Please refer to your course schedule for more detailed information.

Please note: Classes are subject to change and can be held at other campuses or locations. Students will be notified in advance of room and/or campus changes.

Location	Contact	Hours
Pembina Campus 1551 Pembina Hwy	204-989-6500 csr@mitt.ca	Monday to Friday 8:30 a.m. to 4:30 p.m. *Building will be accessible to evening students until 9:30pm

Program Description

Hotel and Hospitality Services (1-year certification)

Individuals who love to work with the public and provide outstanding customer service, who work well as part of a team, and who want a career that offers them the flexibility to work and travel around the world. Develop the knowledge and skills you need for a range of career opportunities in Canada's booming tourism sector— from front desk to housekeeping, food and beverage service to line cook duties—as well as an introduction to management training to position you for future career advancement. Classes run from 8:45am to 3:15pm, Monday to Friday, with 2-15 minute breaks and 1 hour of lunch break.

Hospitality Management (2-year diploma)

This program is ideal for individuals who are experienced in the hospitality sector, enjoy working with people, and interacting with the public, and who genuinely take pride in helping others enjoy their travel experiences. This intensive, two-year diploma is tailored to hospitality services professionals looking to take their next career step as supervisors or managers and provides a practical approach to business training rooted in leadership theory, hands-on training, and professional work exposure. Classes run from 8:45am to 3:15pm, Monday to Friday, with 2-15 minute breaks and 1 hour of lunch break.

Program Course Overview Table
Hotel and Hospitality (certification) and Hospitality Management (diploma) – Year 1

Course Code	Course Pre-requisite	Course Name and Description	Minimum Final Percentage Required for Graduation
HOSP-010	NONE	Principles of Service Sector Management	50%
HOSP-020	NONE	Introduction to Tourism and Hospitality	50%
HOSP-040	NONE	Business Software Applications	50%
HOSP-030	NONE	Business Communications –	50%
HOSP-050	NONE	Business Math Essentials	50%
HOSP -070	HOSP-020	Beverages 1 - Beer, Wine & Spirits	50%
HM -190	HOSP 020	Lodging Operations and Property Management	50%
HOSP -080	HOSP 020	Food Service 1 – Kitchen	50%
HOSP -090	HOSP 020	Recreation and Entertainment –	50%
HOSP - 060	HOSP 010, 030	Customer Service	50%
HOSP -100	HOSP 060, 070	Beverages 2 – Service	50%
HOSP -110	HOSP 020, 030, 040, 060 HM-190,	Lodging Services (Front/House/Guest Services)	50%

HOSP -120	HOSP 080, 060	Food Service 2 - Restaurants & Banquets	50%
HOSP -130	HOSP 050	Budgeting and Transaction Management –	50%
HOSP -140	HOSP 020, 030, 040	Marketing and Digital Media Practices –	50%
HOSP -150	HOSP 020, 030, 130, 040, 060	Hospitality Entrepreneurship	50%
HOSP -160	HOSP 030, 040, 060	Leadership and Organizational Culture	50%
HOSP-180 / HOSP-190	All preceding courses	Hospitality Practicum 1 / Hospitality Capstone 1	Pass (P)

Program Course Overview Table
Hospitality Management (2-year diploma) – Year 2

Course Code	Pre-requisite	Course Name and Description	Minimum Final Percentage Required for Graduation
HM-230	HOSP 020	Trends and Issues in Global Tourism	50%
HM-250	HOSP 060, 160	Managing the Guest Experience	50%
HOSP-270	HOSP 130	Managerial Accounting	50%
HM-280	HOSP 140,	Brand Management	50%
HOSP-290	HOSP 110, 150, 160, HM 190, 250	Strategic Hotel Management	50%
HM-320	None	Legality and Risk Management in Hospitality Industry	50%
HM-310	HOSP 160	Managing Teams in Diverse Environments	50%
HM-300	HOSP 160	Hospitality Human Resource Management	50%
HM-260	HOSP 030	Dynamic Communication Skills	50%
HM-240	HOSP 060, 070, 080, 100, 120, 050, HM 250	Food and Beverage Management	50%
HM- 330	HOSP 060, 090, HM 250	Integrated Event Management	50%
HOSP-280	All preceding courses	Hospitality Practicum 2	Pass (P)

Graduation Requirements for Hotel and Hospitality Services Certificate Program

- Students must successfully complete the Work Skills Foundations course which will be scheduled prior to the program start.
- Students must receive a passing grade of D (50%) on the following 17 courses stated on the Hotel and Hospitality Services Program Course Overview Table.
- Students must receive a grade of P (Pass) in Hospitality Practicum 1 (HOSP-180) or Hospitality Capstone 1 (HOSP-190)

Graduation Requirements for Hotel Management Diploma Program

- Students must successfully complete the Work Skills Foundations course which will be scheduled prior to the program start.
- Students must receive a passing grade of D (50%) on the following 17 courses stated on the Hotel and Hospitality Services Program Course Overview Table.
- Students must receive a grade of P (Pass) in Hospitality Practicum 2 (HOSP-280)

Program Progression Requirements

- Students must meet all course pre-requisites for progression.
- Students must receive their practicum requirements (i.e., certificates, clearances, permits, etc.) by the following academic scheduled terms (or due date stated by the program), otherwise they will be put under probation and subject to be ineligible for program completion:
 - Fall = start of Term 2B
 - Winter = start of Term 3B
- For international students, they must apply for their co-op work permits within the academic scheduled terms below (or due date stated by the program), otherwise they will be put under probation and subject to be ineligible for program completion:
 - Fall = start of Term 1A
 - Winter = start of Term 2A

Course Eligibility Requirements for Work Integrated Learning Credit(s)

Students must demonstrate acceptable professionalism, comprehension and employability skills in the Hotel and Hospitality Program to receive a work practicum. Technical skills are evaluated according to a student's in-class performance on both theory and practical assessment. Employability skills are evaluated on an ongoing basis throughout the program. Critical employability skills in the industry are attendance/punctuality, communication, teamwork, professionalism, and safety. The following points also apply to the work practicum:

- **For international students:** Students must present a valid co-op/work permit before the start of their work practicum or co-op placement. Where a work permit has not been issued in time, participation in the originally scheduled work practicum/co-op may not be possible. Lack of a work permit will result in ineligibility to proceed with the program's practicum course. Depending on the program, a capstone course maybe taken in lieu of practicum because of co-op/work permit delays. It is highly recommended to apply for student co-op/work permits during the 2nd week of the program.
 - MITT's Immigration Services Advisor is available online. Book one-on-one online consultation by emailing immigrationservices@mitt.ca. Refer to this webpage for information [Permits, Visas and More | Manitoba Institute of Trades and Technology \(mitt.ca\)](#)
- MITT will be providing the following certificate and students must successfully pass the assessment to acquire the certification. In an event that the student failed on their first attempt, it will be their responsibility to source their own certifications. Instructor will be assisting in this process.

- WHMIS certificate – to be scheduled on HOSP 110 – Lodging Services (Front/House/Guest Services) course
- Food Handlers – to be scheduled on HOSP 080 – Food Service 1 - Kitchen
- Smart Choices – to be scheduled on HOSP 070 – Beverages 1 – Beer, Wine & Spirits
- First Aid + CPR - to be scheduled on HOSP 110 – Lodging Services (Front/House/Guest Services) course
- Students must pass all courses in the Hotel and Hospitality program (Letter Grade = D / 50%) to qualify for a work practicum placement as well as actively participate and attend the (4) Work Skill session that Career Services will be scheduling throughout the program
 - Work Skill Foundation – Will be scheduled prior to program start
 - Bridging to Work Module 1 (Resume Development) – will be scheduled in HOSP 030 - Business Communications course
 - Bridging to Work Module 2 (Interview Skills) and 3 (Transition to Work) – will be scheduled prior practicum for preparation
- Students must provide clearance requirements as instructed by the work practicum site.
- **Hotel and Hospitality Year 1**
 - Students must complete the work practicum course or the capstone course to receive a certificate from MITT.
- **Hospitality Management Year 2**
 - Hospitality Management Year 1 students must complete the work practicum or the capstone course in their year 1
 - Hospitality Management Year 2 students must complete the work practicum in year 2 to receive a diploma from MITT

Program-specific Policy

Attendance and Lateness

Students in the Hotel and Hospitality Program are expected to attend classes and complete their academic requirements on a regular basis. However, there may be instances when a student is unable to attend classes due to personal or medical reasons. Excused and unexcused absences are considered for this policy. Students are expected to communicate lateness and absenteeism to their instructor prior to the start of classes or assessment. In the event of a missed assessment, school policy will take in effect.

Communication and Language

Students are expected to check their MITT email on school days, respond to instructor requests that are sent during class hours, participate in discussion forums with their classmates, and respond to group members in the MS Teams group chat. Students are expected to communicate in a clear, respectful and professional way using their student email to their instructor, to respect office hours. Expectations of professional and respectful email communication will be taught in the course and throughout the program.

The language used in learning activities and assessments in this program is English. Group activities, discussions, exams, lectures, and demonstrations will be conducted in English and assignments are to be prepared in English. To ensure diversity and inclusion in this course and in the program overall, students are expected to speak in a common language with fellow classmates in group learning settings so that all individuals can participate, as this represents the diversity found in the workplace. Students are expected to use English settings for learning platforms and Microsoft Office applications to enhance their English skills in technical applications. Students are welcome to use their first language(s) in class/on campus outside of group learning activities and group and/or individual assessments, however they

are encouraged to network in a common language on campus to form new connections with students and staff and continue enhancing English communication skills for the workplace.

Academic and Student Contracts

In academic situations where disciplinary documentation is involved, academic contracts will be formed between students, instructors and academic coordinators. This document will contain flagged behaviors and expected improvement of performance by the student that will be closely monitored by their respective instructor. Students' academic, behavior and punctuality performance may be reviewed by the end of every term and student contracts may be formed as per the academic team's recommendation.

Academic contracts will be kept by the program academic coordinator for filing and for monitoring.

Refer Student Discipline Policy: [ac-1-8-student-discipline.pdf \(mitt.ca\)](#)

Securing Resources and Learning Technologies

Students are required to secure their resources and learning technologies such as laptops while taking in-person or online classes. The following policy is established to ensure that all students are able to access the necessary resources for successful participation in their courses:

1. Students are responsible for obtaining and maintaining their required resources and learning technologies for each course.
2. Students must have access to their resources and learning technologies prior to the start of the course and are expected to bring them to class or have them available for online classes.
3. If a student does not have access to the required textbooks or learning technologies, they must inform their instructor as soon as possible to make alternative arrangements.
4. Instructors have the right to prohibit a student from participating in the class delivery if they do not meet the requirements stated in this policy.
5. This policy is subject to the institution's academic standard policy.

Technology Etiquette

As this course is being delivered in a blended environment, student participation relies on active engagement using videoconferencing software, which includes the use of a microphone and a webcam. While in a Zoom call in class, students must:

- Ensure they are dressed appropriately for a classroom environment. If students are unsure if their attire is appropriate for the classroom or workplace, refer to the MITT Student Dress Code policy for more information.
- Mute their microphone if they are not speaking and there are distracting noises in the background of their home; and

- Use the ‘raise hand’ feature in the videoconferencing software to ensure classmates and the instructor are not interrupted while they are talking; and
- Use the “reactions” features to show support of other students during discussions; and
- Use the microphone and/or chat “chat” feature to respond to the instructor and other students in class.
- All students are required to use their official school email address when creating online resource accounts for school-related purposes.
- The school email address is considered the official form of communication between the student and the school. It is necessary to ensure that all students receive important school-related information in a timely manner.

Students may not use cell phones or other electronic devices in a manner which may interfere with classes or private study or work being done in the lab. This does not apply to students who require such equipment for medical reasons.

Referencing & Citation

This course uses APA style for all citation and referencing. Visit the [Purdue Writing Lab website](#) for the APA style guide and instructions on how to cite sources APA citation must be used when referencing the work of others to avoid academic dishonesty and potential disciplinary action. See the Academic Integrity policy for more details.

Use of Artificial Intelligence (AI) Tools

Artificial intelligence (AI) tools (such as ChatGPT, Google Bard, GrammarlyGO, etc.) can be useful learning resources to help students brainstorm ideas and grammar/spell check their academic work. However, students must exercise extreme caution when using these technologies for academic purposes, especially with AI-generated assignment content. Unauthorized use of such AI tools, especially in cases in which the student gains an unfair academic advantage, represents a form of academic dishonesty.

MITT expects students to submit original work for all graded assessments. To create original content for their academic work, students must research the topic, present their perspective on the topic in their own words, build on the ideas of others, and acknowledge all sources of information. Furthermore, students must discuss intended use of AI assistance with their instructor before assignment submission to obtain consent for use of specific AI tools and clarify potential restrictions.

Instructors may permit use (or limited use) of AI tools in specific courses depending on learning and assessment objectives.

If not otherwise authorized, MITT may treat undeclared AI-generated content in student assessment as a form of academic misrepresentation and inappropriate collaboration. Such infringements will be subject to the MITT Academic Integrity and Student Discipline policies.

Assessments

All courses will include a variety of different assessments including individual and/or team assignments, presentations, research papers, case studies, and tests/quizzes/exams that align directly with course learning outcomes. Assessments will be communicated to students through the course outlines or together with

the details of the assignments and posted in MyLearning. Instructors and staff will develop the assignments and assessments, determine the weighting of grades, mark all assessments and assign a final grade. The grades for all courses assignments and tests will be posted by the instructor in the Grades feature in the MyLearning system. The final grade will be reported on your transcript as a percentage and letter grade. Only final grades will be available on the student portal.

Grading Scale

All of the student evaluation is based on the following grading scale

Letter Grade	Grade Point Value	Accumulated Evaluation Percentage
A+	4.5	90 – 100%
A	4.0	80 – 89%
B+	3.5	75 – 79%
B	3.0	70 – 74%
C+	2.5	65 – 69%
C	2.0	60 – 64%
D	1.0	50 – 59%
F	0.0	0 – 49%

Other notations: CT – Credit Transfer; CC – Credit Challenge; P – Pass; NP – No Pass; W – Withdrawal

Missed Assessments

Students are required to submit all items of work (including assignments, projects, etc.); to write tests and examinations; and to complete practical assessments on the date assigned by the instructor. Any assessment item, not completed by the deadline, will receive a mark of zero. Instructors may, at their discretion or by directive of Academic Coordinators, make academic accommodations for a valid reason. All requests will be considered on a case-by-case basis and accommodation is not guaranteed. Supporting documents might be requested.

Weighted Grading

Final grades are based upon a weighted averaging of the grades that students obtain on the assessments. This means that the total course is graded out of 100% and each assignment is given a value out of 100%. More important assignments are given a higher value or weighted more heavily. For example:

- Participation=10%
- Mid-term Quiz=20%
- Case Study=25%
- Presentation=15%
- Final Exam=30%

All courses will be weighted at the discretion of the instructor and will be based on the student's ability to maintain academic rigor. Students should not expect an instructor to adjust the weighting of a course to accommodate the requests of the students. Should you wish to appeal a final grade, please review [ac-2-2-student-appeals.pdf \(mitt.ca\)](#) and review eligibility criteria carefully.

Course Outlines

Students will be provided with a course outline for each course (posted to MyLearning). The course outline contains important information including a summary of the course topics, the assignment details, deadlines and other important course information. It is the responsibility of the student to read and understand the course requirements. Please review each outline carefully as they will provide guidance through successful completion of courses. Course outlines can also be used to assess transfer of credit requests at the college and at other institutions. It is a good idea to retain course outlines in case students are, or will, consider pursuing additional studies at MITT or another institution and may need to receive credit for the courses completed as part of this program.

Online Learning

MITT offers programs delivered through a blended model of in-person and online learning. Courses are hosted on a learning management software system developed by Desire2Learn (D2L), also known as Brightspace. This software platform for virtual learning and training provides 24/7 web-based access to provide flexibility for students.

Online learning features instructors, lectures, assignments and group discussions. Instructors may also use collaboration and gamification tools such as Kahoot, Quizlet, Google Classroom, Moodle and LinkedIn Learning to engage and challenge students. You will be given your access and password prior to the start of classes via school email.

You may login to your D2L accounts via [Homepage - MITT](#)

MITT will be providing all students with a variety of digital learning tools including Student email addresses, Brightspace Online Classroom, Microsoft programs and others. ***Communication between student and school faculty will be done through the MITT email addresses and MS Teams Office school accounts.***

These learning tools are carefully selected for their educational value and compatibility to support and enhance learning. Some digital learning tools require that the MITT share limited personal information such as the student's name and email address for the purpose of creating an account to use the tool or service. Personal information (name and email address) is used and shared by the MITT for the above-noted purposes.

There will also be occasions that students will be required to upload a photo or video of themselves in connection with an assessment. This file will then be stored in the Brightspace content library under the direction of their respective instructors. Students will have access to their courses in MyLearning within 7 days of the scheduled start date. Access to courses closes at the end of the program however, assignment uploads and engagement in the course will be closed on the end date of the course. It is recommended that students download and save any information they require prior to that time.

To be successful in an online study environment, there is a particular need for students to be independent, self-motivated, resourceful and organized. It is important to consider your computer skills, quality of internet connection and other technical requirements before you enroll. We offer students support with account and/or technical issues. Below is a link to our MITT website that discusses Online Learning Support. This link also contains more information on how to access your accounts:

[Online Learning Support | Manitoba Institute of Trades and Technology \(mitt.ca\)](#) Life Hack! Use the [Quick Links for Logging In](#) page for easy access to student system login pages.

Textbooks

You are required to purchase textbooks for this program. Below is a link and a step-by-step order form. Be advised textbook information is typically available 4-weeks prior to the start of classes. Check back often. Textbooks may be purchased through other online sources if the materials have the same ISBN number. Consult the textbook list to find the ISBN numbers. Unless otherwise stated, a hardcopy or e-book is acceptable. [The University of Winnipeg New, Used, Rental and Digital Textbooks \(bkstr.com\).](#)

Below is an overview list of the textbooks needed for the program for reference.

Course Code	Course Name	Textbook	Ed	ISBN	Author	Supplier	Format
HOSP-010	Principles of Service Sector Management	Service Management Principles for Hospitality and Tourism	4th	979-8385115129	Kandampully, Solnet, D.	Kendall Hunt	Any format offered
HOSP-020	Introduction to Tourism and Hospitality	Snapshots: an introduction to tourism	6th	978-0132605168	Nickerson, Kerr, Murray	Pearson	Any format offered
HOSP-030	Business Communications	Writing in the technical fields: A Practical Guide	3rd	Softcover = 978-0199036851	Ewald, T.	Oxford	Any format offered
HOSP-040	Business Math Essentials	No Text Required					
HOSP-050	Business Software Applications	Online Resource Required – *please note* Instructors to give out the details of the on the first day. This will need to be purchased from the resource website: SIMnet Microsoft Office Training McGraw-Hill Canada (mheducation.ca)					
HOSP-060	Customer Service	The World of Customer Service	3rd	978-0840064240	Gibson, P.	Cengage	Any format offered
HOSP-080 (2 resources required)	Food Service 1 – Kitchen	Line Cook	4th	978-1553047513	Emerit	Canadian Tourism Human	eMerit / online version

						Resources Council	
		FOODSAFE: Level 1: Participant Workbook (2016)		9780772670014	Province of BC	QUEEN'S PRINTER BRITISH COLUM	Any format offered
HOSP-070	Beverages 1 - Beer, Wine & Spirits	The Beverage Manager's Guide to Wines, Beers and Spirits	4th	978-0134655307	Laloganes, Schmid	Pearson	Any format offered
HOSP-090	Recreation and Entertainment	Introduction to Recreation and Leisure	4th	978-1492562733	Tapps, Wells	Human Kinetics Inc.	E-Book
HOSP-130	Budgeting and Transaction Management	Financial Accounting	7th	978-0135432969	Harrison, Horngren	Pearson	E-Book
HOSP-120	Food Service 2 - Restaurants & Banquets	Food & Beverage Server Workbook	4th	978-1553048541	Emerit	Canadian Tourism Human Resources Council	eMerit / online version
HOSP-100	Beverages 2 – Service	The Beverage Manager's Guide to Wines, Beers and Spirits (selected chapters)	4th	978-0134655307	Laloganes, Schmid	Pearson	Any format offered
HM-190	Lodging Operations and Property Management	Foundations of Lodging Management	2nd	978-0132560894	Hayes, Ninemeier	Pearson	Any format offered
HOSP-110	Lodging Services (Front/House/Guest Services)	Front Desk Agent/Housekeeping	4th		Emerit	Canadian Tourism Human Resources	eMerit / online version
HOSP-140	Marketing and Digital Media Practices	Marketing for Tourism, Hospitality and Events	2nd	9781529628081	Hudson	Sage	Any format offered

HOSP-150	Hospitality Entrepreneurship	Small Business Entrepreneur's Plan - digital version with MindTap (required)	7th	978-0-17-670347-9	Knowles, Ron, Castillo, Chris	Cengage	Digital platform with MindTap
HOSP-160	Leadership and Organizational Culture	ORGB	3rd	9781774746974	Debra L. Nelson/James Campbell Quick/Ann Armstrong/Chris Roubeas/Joan Condie	Cengage	Any format offered
HM-280	Brand Management	Strategic Brand Management	5th	9780134892498 // e-text 9780134877952	Keller, Swaminathan	Pearson	Any format offered
HM-250	Managing the Guest Experience	Welcome to Hospitality	3rd	978-1428321489	Chon, Maier	Cengage	Any format offered
HM-230	Trends and Issues in Global Tourism	Tourism: A Modern Synthesis	5th	978-0367437367	Page, Connell	Routledge	Any format offered
HM-270	Managerial Accounting	Hospitality Management Accounting		978-1989003190	Pryznyk, Van Roestel	AME Learning	Any format offered
HM 300	Hospitality Human Resource Management	Understanding Human Resources Management A Canadian Perspective	2nd	SBN-13: 9780176935597	Peacock, Stewart, Belcourt	Cengage	Any format offered
HM-310	Managing Teams in Diverse Environments	ORGB	3rd	9781774746974	Debra L. Nelson/James Campbell Quick/Ann Armstrong/Chris Roubeas/Joan Condie	Cengage	Any format offered

HM-290	Strategic Hotel Management	Strategic Management: Concepts & Cases Competitiveness and Globalization	13th	978-0357033838	Hitt, Ireland, Hoskisson	Cengage	Any format offered
HM-320	Legality and Risk Management In Hospitality	Canadian Hospitality Law	3rd	9781774126264	Longchamps, Wright	Nelson	Any format offered
HM-240	Food and Beverage Management	The Menu and The Cycle of Cost Control;	6th	978-1792468933	Marshall, McVety	Kendall Hunt	Any format offered

Work Skills Foundations

All MITT students enrolled in this program must complete Work Skills Foundations. The Work Skills Foundations consists of 10 self-directed modules, which should take approximately 30 hours to complete on your own time. Students are expected to successfully complete the Work Skills Foundations prior to program start and to meet the program graduation requirements. See the [FAQ](#) for more information on the Work Skills Foundations delivery and assessment process. Refer to the [MITT Academic Schedule](#) for an overview of other important dates (including orientation, holiday closures, program start/end dates, and convocation).

Technical Requirements

Most MITT post-secondary programs are delivered through a blended learning format (e.g., on-campus or online) and, as such, embed a variety of web-based technologies and tools may be used throughout this program to support the diverse learning needs of our students. During your studies, you will be required to use technology to complete online learning activities to be successful in your studies. This includes learning about different hardware and software used to complete your courses and/or hardware and software related to your field of study.

Refer to [About Online Learning | Manitoba Institute of Trades and Technology \(mitt.ca\)](#) for detailed information on the technical requirements for online and blended learning. Students are required to have a laptop/computer that meets the specifications as outlined in this webpage.

MITT Email, MyLearning and Online Tools

During your studies at MITT, students will have access to the following tools during your active period of study:

- a MITT Student Email account
- MyLearning, a learning management software system
- a free web-based version of Microsoft Office 365 (including Word, Excel, Outlook, etc.)
- MITT Student Portal

Respondus - Lockdown Browser

During your studies at MITT, you will be required to take assessments within the MyLearning platform while using Respondus – Lockdown Browser. Students are required to download this application on their laptops as a requirement to take the test.

MITT Student Email

All MITT students will be issued a student email account, which you can access through the following link. <http://student.mail.mitt.ca>.

This email account will be the official communication channel for all student information; therefore, we encourage you to check your email daily.

When communicating with MITT:

- Include your name and student ID number in the email subject line and within the body of the email to help instructors and the administrative team support your academic needs.
- Include relevant program or course details including the name of your program, intake start date, etc.
- Send all email communication through your MITT email address.

MyLearning

MyLearning is an on-line tool designed for students to access all course-based information, including course content, course outlines, assessments, grades, electronic learning materials, guidance documents, announcements and instructor bio.

To log in to MyLearning:

1. Go to mylearning.mitt.ca
2. Click on the Sign in with MITT Email button
3. Log in using your student email (...@student.mitt.ca) and your new password
4. Click “yes” to stay signed in if you are using your own computer. Click “no” if you are using a public computer.
5. Enjoy your courses!

Microsoft Office 365

1. Check your personal email* for login instructions from MITT (*the email you indicated in your MITT application).
3. Navigate and head to > [Login | Microsoft 365 \(office.com\)](https://login.microsoftonline.com/office.com)
4. Log into you MITT email (...@student.mitt.ca) using the default password.
4. Type your default password and enter a new password into the “Update Your Password form”.
5. Provide your phone number or personal email.
6. Submit the verification code provided to activate your account.
7. Go to Outlook in your Office 365 to access your emails.

Student Portal

The Student Portal is the place for administrative tasks that include:

- Update your contact information.

- Enter your SIN for T2202 tax form.
- View your final grades.
- Print an unofficial transcript.
- View your attendance record.
- View your tuition and fee balance.

Students receive an email with login information to access the Student Portal after receiving their LOA. [Click here to login](#) to the Student Portal. Step-by-step instructions for logging in are posted [here](#). If you have trouble accessing the Student Portal, [use this help form](#).

Students can find the Introduction to MyLearning and Online Tools step-by-step tutorial on how to log in to Microsoft Office 365 and MyLearning here: <https://mitt.ca/student-services/online-learning-support>.

All students must have Microsoft Office 365 downloaded and installed onto their computer to be able to use Jasperactive and GMetrix. MITT is providing all students with access to Microsoft 365 for their studies. Jasperactive and GMetrix will not speak to Microsoft Office if the applications are not fully installed onto students' computers.

Students must first log in to their MITT student Microsoft Office accounts to access the download and install feature. Student MITT email login credentials are the same as the credentials needed to access your Microsoft Office account.

The link [Supply Lists | Manitoba Institute of Trades and Technology \(mitt.ca\)](#) below will lead you to our MITT website Supply Lists. Please select the program and the intake that you are a part of.

Cameras and Recording Devices

Unless otherwise indicated, Zoom Class Sessions will not be recorded for later viewing. Students should ensure they have a way to take notes. In most cases, a copy of any PowerPoint presentation offered will be uploaded to MyLearning after the virtual session.

In order to comply with MITT policies and protect student and instructor privacy, cameras and other recording devices are not to be used by students, unless authorized by the course instructor for learning activities and assessments.

Below are some common examples of when recordings might be required in the course for learning purposes:

- The course instructor may record student presentations (individual and teams) for to review privately in order to ensure a complete and fair assessment is made. It is possible the recording will be shared with that individual or team as part of the assessment feedback and reflection process for student learning. In this case, audience members (those not presenting) may wish to keep their camera off.
- Students may be asked to record/film themselves (individual and teams) completing a learning task or assignment. This would be viewed by the instructor and sometimes be shared with the class for discussion and other assessments.
- Recordings belonging to course participants (students and the instructor as a representative of MITT) must not be shared outside the course unless permission is given by the owner and the recording's participants.

Used Computers

For secondhand or preowned computers, you **must complete a full factory reset** on the machine before downloading and installing software to ensure you have full administrator rights to the computer. Full administrator rights mean the user can make any changes to the computer, including installing or changing software.

MyLearning: Technical Support for Students

There are **two** main ways students can get help with MyLearning.

1. **For MyLearning login or password recovery and student email access support, or if one of your courses is missing in MyLearning:**
 - Email mylearning@mitt.ca and [provide a summary on the nature of the issue requiring support.](#)
2. **For additional MyLearning guidance:**
 - Consult your instructor first in case the issue is related to a course-specific tool or feature.
 - Use the Virtual Assistant by clicking the button that appears on your MyLearning pages
 - Use the D2L Helpdesk if you require assistance beyond what the Virtual Assistant can provide. This is available 24-7 with how-to-use instructions, videos, and a chat box. Every student should have the *D2L Brightspace Support* [widget](#) at the bottom of their MyLearning homepage and within courses. [How to access.](#)
 - Refer to the FAQs and video [tutorials](#) for navigating the Brightspace/MyLearning platform.

Campus Life

Parking

- Parking at the campus is maintained and monitored by Impark.
- Monthly parking passes for Henlow, Pembina, 7 Fultz, and Scurfield campuses are available and cost \$25 per month. Students interested in monthly parking can learn more or [register through impark.](#)
- Daily parking is also available at campuses through the HangTag app. Please visit <https://mitt.ca/parking>.

Public Transportation

Winnipeg Transit is readily available to all MITT campuses. For detailed Winnipeg Transit information and schedules, please visit: <http://winnipegtransit.com/en>. MITT students may purchase a Peggo bus card at the Henlow or Pembina building General Offices. For further information and/or to make an appointment to purchase a PEGGO card, please email csr@mitt.ca.

Food Services

Food is available for purchase at the Pembina campuses and services include “grab & go” food options. There are also several off-site fast food and dine-in restaurants nearby. Microwaves and vending machines are available.

Student Advisors

All members of the MITT Student Advising team are available to assist students with identifying and meeting student's educational and career goals, working through any academic or personal issues, referrals to MITT supports and off-campus resources, and help students make informed decisions by understanding all of their options. Students can arrange to meet with a student advisor by E-mail studentservices@mitt.ca

- Student Advising: The Student Advisors facilitates the growth and development of a strong and supportive community at MITT. They help students connect their MITT program and student experience to their community, personal goals and career development. They work with students, their families, sponsors, and other resources. Included in student advising is the Indigenous Student Advisors and can be a resource for students who may need their services.
- Accessibility Services Advisor: The Accessibility Services advisor coordinates accessibility supports for students with permanent or temporary disabilities, leads the MITT support team to develop a comprehensive education plan and acts as a student advocate and liaison with sponsors and other off-campus supports. Contact the Student Advisor – Accessibility to begin this conversation or request an official accommodation.
- International Student Advising: Offers support, advice and resources unique to International Students. They help MITT International students with guidance for successfully adapting to Canadian academic and work culture.
- Immigration Services Advisor: Offers support and advice in relation to immigration issues and questions. Email immigrationservices@mitt.ca
- Social Worker/Counsellor: Offers counselling support in relation to academic and personal issues.

MITT student advisors know how to help students:

- Identify and meet their education and career goals
- Work through academic or personal issues
- Create realistic time management and financial plans
- Make informed decisions and know all of their options
- Your advisor is a resource; they can offer advice, listen and refer you to academic support if needed.
- Your advisor can also assist with aligning your academic goals with personal and career goals.
- Your advisor can help you project ahead as much as the program will allow when helping you plan your academic schedules.

You can send an email to studentservices@mitt.ca to reach out to their team.

Below is a link for our website containing more information on Student Services:

[Student Advisors, Counselling, Learning Support | Manitoba Institute of Trades and Technology \(mitt.ca\)](https://mitt.ca/student-services/career-development-services)

Career Services

Post Graduate program students at MITT have access to the Career Development Services Department through our Career Services Officers. For more information on how to contact please visit: <https://mitt.ca/student-services/career-development-services>

Enrolment Services

Students who require confirmation of enrolment, transcripts or graduation packages can e-mail a request to enrolment@mitt.ca

Students should provide Please an Educational Document Request Form, which can be downloaded from the MITT website <http://mitt.ca/admissions/forms>. There is a fee for the service. Please include a proof of payment together with your request. *Please be sure to specify the preferred pick-up location on the Educational Document Request Form as the default location will otherwise be 7 Fultz. Please allow 5-7 business days for processing of the request.*

Financial Services

For all tuition payment and fee inquiries please E-mail finance@mitt.ca. Please allow 3-5 business days for response.

International Student Health Insurance

MITT has partnered with guard.me as provider of the MITT International Student Health Insurance plan, called “guard.me @ Manitoba.” MITT’s International Student Health Insurance plan provides full coverage for basic health care. MITT has made enrolment in the guard.me @ Manitoba plan mandatory for all international students. International students are charged for an individual-coverage plan. For more information on the International Student Health insurance plan: <http://mitt.ca/current-students/international-student-health-insurance>.

Frequently Asked Questions (FAQ):

- How will my courses be delivered?
 - It will be delivered online and in-person which we call blended learning. It is an approach to education that combines online educational materials and opportunities for interaction online with traditional place-based classroom methods. Detailed information about blended learning can be found in [About Online Learning | Manitoba Institute of Trades and Technology \(mitt.ca\)](#)
- Where can I find information regarding online or in-class delivery?
 - You can find information if a course will be online or delivered in-person in this document under the Program Overview Table. This will also be communicated by your instructor.
- Where can I find the full school website for information?
 - You can go to [Manitoba Institute of Trades and Technology \(mitt.ca\)](#)
- Where is the Hospitality Program classroom and office located?
 - The Hospitality Program is located in MITT Pembina Campus on address 1551 Pembina Hwy, Winnipeg, MB R3T 2E5. Please note that it is highly suggested to connect with the departments within the school via email first to inquire and make an appointment.
- What if I cannot attend a live on-campus class?
 - Kindly coordinate with your instructor regarding absences and class policies in-place. It is highly suggested to give advance notice.
- Where can I purchase my textbooks and course requirements?
 - You can find information here in this document under blended learning and textbook quick links.
- When can I access my courses in MyLearning?
 - Courses can be accessed within 7 days of the start date of the course.
- When can I expect my final grades in MyLearning and the student portal?
 - You can expect your final grades to be uploaded in MyLearning ([Homepage - MITT](#)) and your student portal ([Student Portal Login \(mitt.ca\)](#)) within 10 business days from the course end date.

- Where can I get a discounted PEGGO card?
 - You can email CSR@mitt.ca. Manitoba Institute of Trades and Technology students save 20% on monthly bus passes if a PEGGO card is purchased through them
- Where can I get my student ID?
 - You can email CSR@mitt.ca regarding student ID's and coordinate an in-person visit to arrange this.
- Where can I find contact information on other departments within the school?
 - You can go to [Contact Us | Manitoba Institute of Trades and Technology \(mitt.ca\)](#).
- Where can I find information on Student Health Insurance?
 - You can go to [Manitoba Institute Of Trades And Technology | guard.me](#).
- How can I pay my fees?
 - You can go to [Tuition & Fees | Manitoba Institute of Trades and Technology \(mitt.ca\)](#) and [Fee Payment | Manitoba Institute of Trades and Technology \(mitt.ca\)](#) for further information.
- Where can I get information COVID-19 school policy?
 - You can go to [Updates from MITT regarding COVID-19 \(Coronavirus\) | Manitoba Institute of Trades and Technology](#) for the most up-to-date information on school policies and procedures.