

GOLF FACILITIES OPERATION MANAGEMENT

Program: GLFO

Credential: Ontario College Diploma, Co-op

Delivery: Full-time

Work Integrated Learning: 1 Co-op Work Term

Length: 4 Semesters, plus 1 work term

Duration: 2 Years

Effective: Fall 2019

Location: Barrie

Description

This program is designed to prepare students for exciting employment opportunities in the golf sector of the hospitality industry. Theoretical concepts taught in the classroom are blended with practical learning opportunities gained through exposure to various golf facilities in North America. Students are exposed to all aspects of golf operations from turf care and maintenance to the operation of retail outlets and golf event planning. Students also gain professional and entrepreneurial skills for industry and self-employment, as well as real life experience through participation in a work term and extensive field trips to golf courses in Canada and the U.S.

Career Opportunities

Graduates of this program are prepared for a competitive employment environment and are equipped with the necessary competencies to achieve employment in a variety of positions. Positions may include but are not limited to Pro Shop Manager, Tournament Director, and Golf Equipment Tech Representative.

Program Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. identify the inherent risks associated with operating a healthy and safe golf and recreational club environment;
2. apply contemporary business administration skills to the management of golf and recreational club facilities;
3. contribute to the effective coordination of golf and recreational club operations;
4. apply the principles of marketing, sales and merchandising as it relates to various business operations with club facilities;
5. contribute to the implementation of ongoing strategies for optimal customer service and relations;
6. apply the fundamental principles and techniques necessary for maintenance and sustainability of golf and recreational club facilities;
7. research and plan strategically for the effective operation of golf and recreational club facilities;
8. contribute to strategies for effectively managing the performance and development of staff and volunteers;
9. develop entrepreneurial strategies for the operation and management of golf and club facilities;
10. provide effective food and beverage service delivery and management, including customer service and coordination of special events;

11. adapt to various and changing technologies, systems and applications for the golf and club management industry;
12. support the maintenance, care regime needed in order to manage the turf and garden areas of the golf and/or recreational club facility in an environmentally sustainable fashion;
13. develop game improvement strategies and rules of golf knowledge.

Practical Experience

Co-operative Education is a mandatory component of all Co-op programs at Georgian College; it has been designed as a process by which students integrate their academic education with work experience related to their programs of study. This integration affects much more than simply earning a salary, including the adjustment to the work environment and the development of professionalism. It also reinforces skills and theory learned during academic semesters, develops professional contacts, job knowledge and career path, improves human relations and communication skills, and promotes personal maturity and financial independence.

Students are requested to register, attend and participate in their scheduled co-operative education classes. These classes are scheduled for all first year students and are expected to be completed in order for students to proceed successfully to their first co-op work experiences. To ensure students are eligible to proceed onto any co-op work experience, students should refer to Promotional Status and Eligibility for Co-op as outlined in the College Calendar. Co-op policies and procedures can be located on our website:

www.georgiancollege.ca/student-services/co-op-and-career-services/students-tab/ (<http://www.georgiancollege.ca/student-services/co-op-and-career-services/students-tab/>)

Georgian College follows the Co-operative Education guidelines set out by the Canadian Association for Co-operative Education (CAFCE) and Education at Work Ontario (EWO) by supporting the learning outcomes designed for the program specific graduate profile and curriculum as set out by the Ministry of Advanced Education and Skills Development.

The Program Progression

Fall Intake

Sem 1: Fall 2019

Sem 2: Winter 2020

Work Term: Summer 2020

Sem 3: Fall 2020

Sem 4: Winter 2021

Articulation

A number of articulation agreements have been negotiated with universities and other institutions across Canada, North America and internationally. These agreements are assessed, revised and updated on a regular basis. Please contact the program co-ordinator for specific details if you are interested in pursuing such an option. Additional information can be found on our website at <http://www.georgiancollege.ca/admissions/credit-transfer/>

Admission Requirements

OSSD or equivalent with

- Grade 12 English (C or U)

Mature students, non-secondary school applicants (19 years or older), and home school applicants may also be considered for admission. Eligibility may be met by applicants who have taken equivalent courses, upgrading, completed their GED, and equivalency testing. For complete details refer to: www.georgiancollege.ca/admissions/policies-procedures/ (<http://www.georgiancollege.ca/admissions/policies-procedures/>)

Applicants who have taken courses from a recognized and accredited post-secondary institution and/or have relevant life/learning experience may also be considered for admission; refer to the Credit Transfer Centre website for details:

www.georgiancollege.ca/admissions/credit-transfer/ (<http://www.georgiancollege.ca/admissions/credit-transfer/>)

Graduation Requirements

- 19 Program Courses
- 2 Communications Courses
- 3 General Education Courses
- 1 Co-op Work Terms

Graduation Eligibility

To graduate from this program, the passing weighted average for promotion through each semester, from year to year, and to graduate is 60%. Additionally, a student must attain a minimum of 50% or a letter grade of P (Pass) or S (Satisfactory) in each course in each semester unless otherwise stated on the course outline.

Program Tracking

Semester 1		Hours
Program Courses		
GOLF 1000	Introduction to Golf, History and Rules	42
GOLF 1003	Industry Relationships	42
GOLF 2001	Fundamentals of the Golf Swing	42
TOUR 1008	Introduction to Hospitality Services	42
Communications Course		
Select 1 course from the communications list during registration.		42
General Education Course		
Select 1 course from the general education list during registration.		42
Hours		252
Semester 2		
Program Courses		
COMP 1100	Computer Essentials for Golf Industry	42
GOLF 1001	Golf Equipment, Storage and Repair	42
GOLF 2002	Golf Operations, Policies and Procedures	42
MKTG 1000	Introduction to Marketing	42
Communications Course		
Select 1 course from the communications list during registration.		42
TOUR 1007	Hospitality Industry Certifications	42
Hours		252
Semester 3		
Program Courses		
ACCT 1013	Accounting Fundamentals	42
BUSI 2005	Customer Service	42

ENTR 2009	Entrepreneurship and Small Business	42
GOLF 1002	Golf Skills Improvement	42
GOLF 2000	Turf, Renovation and Construction	42
General Education Course		
Select 1 course from the general education list during registration.		42
Hours		252
Semester 4		
Program Courses		
FNCE 2013	Financial Management for Hospitality and Tourism	42
GOLF 2003	Introduction to Golf Facilities	84
GOLF 2004	Issues and Trends in Golf Operations	42
GOLF 3000	Corporate Golf Event Planning	42
MGMT 2001	Principles of Management	42
General Education Course		
Select 1 course from the general education list during registration.		42
Hours		294
Total Hours		1050
Co-op Work Term		
COOP 1048	Golf Facilities Operation Management Work Term (occurs after Semester 2)	560
Hours		560
Total Hours		560

Graduation Window

Students unable to adhere to the program duration of two years (as stated above) may take a maximum of four years to complete their credential. After this time, students must be re-admitted into the program, and follow the curriculum in place at the time of re-admission.

Information contained in College documents respecting programs is correct at the time of publication. Academic content of programs and courses is revised on an ongoing basis to ensure relevance to changing educational objectives and employment market needs. The college reserves the right to add or delete programs, options, courses, timetables or campus locations subject to sufficient enrolment, and the availability of courses.