



South Granville Business College
GRANVILLE COLLEGE
Suite 600 & 700 - 549 Howe Street Vancouver, BC V6C 2C2
Ph: 604-683-8850 | Fax: 604-682-7115
Email: info@granvillecollege.ca

Diploma in Hospitality Management without CO-OP Diploma Enrolment Agreement

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

STUDENT INFORMATION

Chhabra
Last Name

Raman
First Name & Middle Name

Usual First Name

Personal Education Number (if available)

H. No. 405, Ground Floor, Sector 40 A
Mailing Address

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

9779225731
Student Telephone Number

ramanchhabra2407@gmail.com
Student Email Address

International Student: ☒ Yes ☐ No

If you are an international student:
Citizenship: Indian

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:	2	0	0	4	0	7	2	4
	Y	Y	Y	Y	M	M	D	D
Gender	<input type="checkbox"/> Female <input checked="" type="checkbox"/> Male <input type="checkbox"/> Non-Binary							

Voluntary Disclosure

***You may voluntarily provide the personal information listed below:**

Do you identify yourself as an Indigenous person, that is, First Nations, Métis, or Inuit? ☐ Yes ☒ No

If you answered "Yes", please indicate if you are: ☐ First Nations ☐ Métis ☐ Inuit

Do you have a long-term physical or mental health condition that limits the kind of activity that you can perform on a daily basis? ☐ Yes ☒ No

PROGRAM INFORMATION

Diploma in Hospitality Management without CO-OP Diploma

Program Title

1200

49

2024/05/13

2025/04/18

Hours of Instruction
During Contract Term

Program Duration in Weeks
(Including Christmas Break)

Contract Start Date

Contract End Date

Credential Issued on Graduation

☒ Diploma

☐ Certificate

Program Delivery Method

☐ In-
class

☐ Distance –
Synchronous*

☐ Distance –
Asynchronous*

☐ Distance – Both
Synchronous and
Asynchronous*

☒ Combined:

The program will consist of balanced distribution, with 50% being delivered in class and the remaining 50% online. More information regarding the schedule will be communicated during the orientation session.

Language of Instruction: English

Required course materials and technological resources not provided by the institution (if applicable):

PROGRAM ADMISSION REQUIREMENTS – MAY NOT BE WAIVED BY THE STUDENT OR THE INSTITUTION

- Provide the College with a transcript and a current resume evidencing the student has graduated from Grade 12 (or equivalent) **OR**
- Provide the College with a current resume evidencing the student has a minimum of five years' work experience. **OR**
- Must complete an Admissions Interview and Granville College Entrance Evaluation minimum score of 60%;

For International students or students whose first language is not English, in addition to the admission requirements listed above, the student must also meet one or more of the following language proficiency requirements:

- Provide evidence the student has completed a Test of English as a Foreign Language (TOEFL) with a minimum score of CBT 240 OR iBT 91; **OR**
- Provide evidence the student has completed an International English Language Testing System (IELTS) with a minimum score of 6.0 **OR**
- Provide evidence the student has completed a Canadian English Language Proficiency Index Program (CELPIP) – General Test with a minimum score of 7.0 **OR**
- Provide evidence the student has completed a Test of English for International Communication (TOEIC) with a minimum score of 780 **OR**
- Provide evidence the student has completed a Pearson Test of English (PTE) Academic: the computer-based English test with a minimum score of 46. **OR**
- Provide evidence the student has successfully completed grade 12 or post-secondary education in an English instructional school system.
- In addition, all international students are required to obtain a valid study visa to complete the Program.

PROGRAM OUTLINE

See Diploma in Hospitality Management attached to this contract as Schedule "A"

START DATE CHANGE/ LOCATION CHANGE NOTICE

See Start Date Change/ Location Change Notice attached to this contract as Schedule "B"

STATEMENT OF STUDENT RIGHTS

Granville College is certified with the [Private Training Institutions Branch \(PTIB\)](#) of the British Columbia Ministry of Post-Secondary Education and Future Skills.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>

WORK EXPERIENCE (if applicable)

Requirements for participation:

Estimate of the costs to complete:

Geographic area or region of the Province where the work experience will be provided:

Date(s) on which work experience is intended to be provided:

Number of hours of the work experience:

PROGRAM COSTS

Total tuition payable during contract term	\$ 20,500
Application fee	\$ 1000
Administrative fee	\$ 110
Textbook Fee	\$ 2000
Other	\$ 40
International Student Scholarship	(\$ 14,550)
TOTAL PROGRAM COSTS	\$ 9,100.00

PAYMENT TERMS

Method of payment: ☐ Cash ☐ Cheque ☐ Credit Card ☒ Other: Bank Transfer

Note:

The international tuition fee scholarship (discount) is for financial assistance expecting the student to focus on studies without monetary difficulty. It is offered for the contract period. In case the student withdraws before the end of the contract period or completion of contractual instruction hours, discount/scholarship will be considered NIL and refund calculation will be based on program total cost as mentioned above. In the event that a refund is due, it will be processed and returned to the original form of payment.

REFUND POLICY

APPROVED PROGRAMS – IN-CLASS OR COMBINED DELIVERY	REFUND DUE
Before program start date, institution receives a notice of withdrawal:	
<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.
<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: <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 20% of tuition, to a maximum of \$1,300.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than distance-education-only programs):	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition.

<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. 	Institution may retain up to 50% of tuition.
<ul style="list-style-type: none"> After the program start date, and 30% or more of the hours have been provided. 	No refund due.
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> A student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition paid.
Institution receives evidence a study permit was denied (applies to international students requiring a study permit):	
<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"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
APPROVED PROGRAMS – DISTANCE DELIVERY	REFUND DUE
<p>Before program start date, institution receives a notice of withdrawal:</p> <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.
Student has completed no more than 30% of the program.	Institution may retain up to 30% of the tuition paid.
Student has completed more than 30% but less than 50% of the program.	Institution may retain up to 50% of the tuition paid.
Student has completed 50% or more of the program.	No refund due.
completed means the student has received an evaluation of their performance for the specified percentage of hours of instruction. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.	
PRIVATE TRAINING INSTITUTIONS BRANCH (PTIB)	
This institution is certified by the PTIB of the Ministry of Post-Secondary Education and Future Skills. Certified institutions 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.privateinstitutions.gov.bc.ca .	
Please be advised that under section 61 of the <i>Private Training Act</i> , 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 Post-Secondary Education and Future Skills 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 institution sharing my personal information with Immigration, Refugees and Citizenship Canada for the purposes of the International Student Program under the authority of section 6(2)(a) and 10(1)(a) of the *Personal Information Protection Act (PIPA)*.

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 Post-Secondary Education and Future Skills, 310-601 Cordova Street W, Vancouver, BC V6B 1G1 or by telephone at (604 569-0019).

Raman Chhabra

2024-04-13

Student Signature

Date Signed

Signature of Parent or Legal Guardian

Date Signed

INSTITUTION SIGNATURE

Chamara Perrera

2024-04-27

Signature of Institution Representative

Date Signed

Brief Program Description:

Granville College's Hospitality Management Program is based on the American Hotel And Lodging Educational Institute's Hospitality Management course materials. This program provides an excellent overview from a management perspective of all areas of the hospitality industry.

The program consists of 1200 hours of on-campus training.

Successful completion of this program will provide students with a **Hospitality Management (without Co-Op) Diploma** from Granville College.

In addition, the American Hotel and Lodging Educational Institute will provide students with a **Rooms Division Specialization Certificate** upon completion of:

- Course 250 - Supervision in the Hospitality Industry
- Course 333 – Managing Front Office Operations
- Course 338 – Managing Housekeeping Operations
- Course 387 – Security and Loss Prevention
- Course 468 – Managing Technology in the Hospitality Industry.

and, a **Hospitality Operations Certificate** upon completion of:

- Course 250 – Supervision in the Hospitality Industry
- Course 333 – Managing Front Office Operations
- Course 338 – Managing Housekeeping Operations
- Course 472 – Hospitality Sales and Marketing
- Course 103 – Hospitality Today: An Introduction
- Course 241 – Management of Food and Beverage Operations
- Course 260 – Hospitality Industry Financial Accounting
- Course 468 – Managing Technology in the Hospitality Industry

Career Occupation

Graduate students will be able to enter the Hospitality and Tourism Industry in a variety of entry level positions, such as:

- Food and Beverage Server for Restaurants & Convention Centres
- Reservation Agent
- Restaurant Supervisor
- Tourism Administration
- Hotel Front Front Office Supervisor
- Housekeeping Supervisor
- Hospitality Sales & Marketing
- Hospitality Finance & Accounting
- Hospitality Security and Loss Prevention Administration

Admission Requirements:

- Provide the College with a transcript and a current resume evidencing the student has graduated from Grade 12 (or equivalent) **OR**
- Provide the College with a current resume evidencing the student has a minimum of five years' work experience. **OR**
- Must complete an Admissions Interview and Granville College Entrance Evaluation minimum score of 60%;
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- Provide evidence the student has completed an International English Language Testing System (IELTS) with a minimum score of 6.0 **OR**
- Provide evidence the student has completed a Canadian English Language Proficiency Index Program (CELPIP) – General Test with a minimum score of 7.0 **OR**
- Provide evidence the student has completed a Test of English for International Communication (TOEIC) with a minimum score of 780 **OR**
- Provide evidence the student has completed a Pearson Test of English (PTE) Academic: the computer-based English test with a minimum score of 46. **OR**
- Provide evidence the student has successfully completed grade 12 or post-secondary education in an English instructional school system.
- In addition, all International students are required to obtain a valid study visa to complete the Program.

Learning Objectives*

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

- Understand front office procedures considering the key functions of the front office department, guest stay characteristics, the reservations process, front office accounting procedures, management issues affecting the front office area, and key positions in the front office area.

- Understand the accommodation and beverage sectors of the tourism industry considering the industry as a whole, the lodging industry, the rooms division, the food service industry, and the functional areas of major hotels.
- Communicate effectively both orally and written considering business presentations, correspondence, preparing for and chairing meetings and writing formal reports.
- Understand American and Canadian laws that apply to the hospitality industry considering potential legal problems, and rights and liabilities within the hospitality industry.
- Understand accounting considering basic terminology, concepts and principles, and preparing, analyzing and interpreting financial statements.

Method(s) of Evaluation*

Each course within the program will evaluate students as follows:

One quiz	20%
One Assignment	10%
One written mid-course exam	25%
One final course exam	35%
Attendance & participation	10%
	<hr/> 100%

Completion Requirements*

In order for students to graduate from the program and receive a Diploma in Hospitality Management they must:

1. Attain at least a 70% grade average in each individual course
2. Attain an overall grade average of at least 70% for the entire program
3. Attend and successfully complete the Co-op work experience

Program Duration:

Instructional Hours: 1200 (48 weeks)

Homework Hours:

1-2 hours per week.

Delivery Method(s):

Indicate how the program is delivered

- ☐ In-class instruction
- ☐ Distance education
- ☒ Combined delivery (both in-class and distance)

Required Course Materials:

American Hotel and Lodging Educational Institute textbooks as follows:

- Hospitality Today: An Introduction (Eighth Edition)
- Management of Food and Beverage Operations (Sixth Edition)
- Supervision in the Hospitality Industry (Sixth Edition)
- Hospitality Industry Financial Accounting (Sixth Edition)
- Hospitality Facilities Management and Design (Fourth Edition)
- Leadership and Management in the Hospitality Industry (Third Edition)
- Managing Front Office Operations (Ninth Edition)
- Housekeeping Management (Third Edition)
- Managing Hospitality Human Resources (Fifth Edition)
- Security and Loss Prevention (Third Edition)
- Managing Technology in the Hospitality Industry (Seventh Edition)
- Hospitality Sales and Marketing (Sixth Edition)

Program Organisation*

Title of Course / Work Experience Component		# of Hours
103	- Hospitality Today: An Introduction	100
241	- Management of Food and Beverage Operations	100
250	- Supervision in the Hospitality Industry	100
260	- Hospitality Industry Financial Accounting	100
281	- Hospitality Facilities Management and Design	100
304	- Leadership and Management in the Hospitality Industry	100
333	- Front Office Operations	100
338	- Housekeeping Management	100
357	- Managing Human Resources	100
387	- Security and Loss Prevention	100
468	- Managing Technology in the Hospitality Industry	100
472	- Hospitality Sales and Marketing	100
Total Program Hours		1200



Schedule B

Information about Possible Start Date Change/Location Change

I, the undersigned, Raman Chhabra understand that the start date for my –
Diploma in Hospitality Management – that I am enrolled for, may be subject to change due to classroom capacity and availability.

I also understand that there might be a change in location for my college premises in future and I have no issues with the same. I shall attend the classes at the new location as informed by the college. By signing below, I consent to the above.

Student Name: Raman Chhabra
Signature: Raman Chhabra
Date: 2024-04-13



Student's Handbook Acknowledgement

I (Student-Please print:) Raman Chhabra have read this handbook entirely and hereby accept the rules and regulations noted within.

Signature (Student) Raman Chhabra Date: 2024-04-13

Witness (School authority) Chamara Perrera Title: COO

Signature: Chamara Perrera Date: 2024-04-27