

CAREER AND CERTIFICATE PROGRAMS

Program Outcomes

Students completing the HVACR Program will be able to:
Advance their knowledge in the field for employment as HVACR technicians, estimators, installer, inspectors and mechanical engineers.

Be prepared to take the EPA Certification test for refrigerants or the NATE Certification test for proficiency in the field of HVACR.

CERTIFICATE OF ACHIEVEMENT

Required Courses*

Course			Units
Computer Use in Technology	CHT	A100	(3)
Air Conditioning & Refrigeration Principles	HVAC	A100	(3)
Basic Electrical for HVACR	HVAC	A101	(3)
Refrigeration Service	HVAC	A102	(3)
Air Conditioning Service	HVAC	A103	(3)
Air Balance	HVAC	A104	(3)
Air Conditioning & Refrigeration Controls	HVAC	A105	(3)
Non-Residential Application for HVACR	HVAC	A106	(3)
Pneumatic Controls 1	HVAC	A110	(3)
Building Automation	HVAC	A140	(3)

Total: **(24)**

*A math competency level equivalent to Tech A040 is strongly recommended or satisfactory score on math competency examination.

ASSOCIATE DEGREE

Complete the Certificate of Achievement and Associate in Science Graduation Requirements as outlined in the Graduation Requirements section of the catalog.

HOTEL MANAGEMENT

—See *Hospitality, Travel & Tourism*

HOSPITALITY, TRAVEL & TOURISM

The Hotel, Travel & Tourism programs at Orange Coast College are designed for employment or career advancement within the hospitality industry. Whether an individual is a novice or currently employed, these programs strengthen the opportunity for success within the fastest growing industries in southern California.

Career opportunities abound as growth of the hospitality industry continues throughout the United States and the world requiring trained individuals to fill the multitude of varied positions. Students may choose individual courses, certification in areas of specialization, as well as, completion of an Associate in Science Degree.

The Hotel, Travel & Tourism, and Spa Management programs at Orange Coast College use materials from the Educational Institute of the American Hotel & Lodging Association, the world leader in hospitality education and training. Students who successfully complete these courses earn globally recognized certificates from the American Hotel & Lodging Association in addition to college credits applicable toward a Certificate or Associate's Degree at Orange Coast College.

To earn a certificate, complete the required coursework as listed with a "C" or better. At least 50% of all Airline, Hotel, Spa, Meeting/Event, Travel & Tourism coursework must be completed at Orange Coast College.

Students are encouraged to complete the requirements for an Associate in Science degree. Graduation requirements for an Associate degree can be found in the college catalog under Graduation Requirement. With additional coursework, students can prepare for a Bachelor's Degree in this field. For more department information, call (714) 432-5835 x6 or visit the School of Hospitality website at <http://orangeoastcollege.edu>.

Note: Curriculum may be adjusted to meet the needs of students with extensive industry related experience. Evening and weekend courses are available.

AIRLINE AND TRAVEL CAREERS

This program prepares men and women of all ages for the highly competitive customer service careers including flight attendant in the airline and travel industry. Courses include a career survey, hiring qualifications and requirements, communication skills, appearance and image standards, oral interviewing techniques, written employment seeking skills, and airline, airport, and travel terminology and codes. Students will work on campus and at John Wayne Airport, and community and charity events to gain the public contact experience considered valuable in the travel industry.

Program Outcome

The outcome for the Certificate of Achievement is to prepare students for entry-level employment in airline travel careers and to prepare students for the Associate in Science Degree.

CERTIFICATE OF ACHIEVEMENT

Required Courses

Course			Units
Flight Attendant Qualifications and Opportunities	ARLN	A112	(1.5)
Airline Operations and Terminology	ARLN	A116	(1.5)
Travel Safety Inflight/Ground	ARLN	A119	(1.5)
Airline Service Excellence	ARLN	A120	(1.5)
First Aid/CPR	HLED	A112	(2)
Intro to Hospitality	HTT	A100	(3)
Public Service	HTT	A105	(4)
(Two semesters at 2.0 units each or one semester at 4.0 units)			
Communication Connection	HTT	A114	(1.5)
Interviewing Techniques	HTT	A115	(1.5)
Internship	HTT	A116	(3)
Destination United States	HTT	A122	(1.5)
Cultural Awareness & Etiquette	HTT	A132	(1.5)
Computing for Hospitality/Travel/Tourism	HTT	A134	(1.5)
Homeland Security	HTT	A135	(2)

Subtotal: **(27.5)**

Select at least three (3) units from the following:

Success Strategies	HTT	A133	(3.0)
Internship 2	HTT	A279	(3.0)

(30.5)

Select at least three (3) units from the following:

Destination Northern Europe	HTT	A123	(1.5)
Destination Africa	HTT	A124	(1.5)
Destination The Americas	HTT	A125	(1.5)
Destination Southern Europe	HTT	A126	(1.5)
Destination Eastern Europe	HTT	A127	(1.5)
Destination Pacific Rim	HTT	A128	(1.5)

(3)

Total: **(33.5)**

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Suggested electives:

Conversational Language			(3)
Computer Reservation Systems - APOLLO	HTT	A129	(2.5)
Computer Reservation Systems - SABRE	HTT	A131	(2.5)
Internship 2	HTT	A279	(3)
Interpersonal Communication	SPCM	A100	(3)

ASSOCIATE DEGREES

The outcome of the Associate in Science Degree level is to prepare students for employment as supervisor or manager within the airline industry. In addition, the outcome of this level is for students to transfer.

Complete the Certificate of Achievement and either the Associate in Arts or Associate in Science Graduation Requirements as outlined in the Graduation Requirements section of the catalog.

CORPORATE/CONTRACT FLIGHT ATTENDANT

Corporate aviation is one of the largest growing entities within the aviation community. Since 2001, the corporate side of aviation has flourished, with an increased demand for larger aircraft and "Third Crew" member responsibilities and placements.

CERTIFICATE OF ACHIEVEMENT

Program Outcome

The outcome for the certificate of achievement is to prepare students for entry-level employment as a corporate/contract flight attendant.

Required Courses

Course			Units
Arline Operations/Terminology	ARLN	A116	(1.5)
Travel Safety Inflight/Ground	ARLN	A119	(1.5)
Service Excellence	ARLN	A120	(1.5)
Corporate/Contract Flight Attendant	ARLN	A136	(1)
Culinary Principles 1	CA	A120	(3)
Sanitation & Safety	FSM	A160	(3)
Intro to the Hospitality Industry	HTT	A100	(3)
Public Service	HTT	A105	(4)
(Two semesters at 2.0 units each or one semester at 4.0 units)			
Communication Connection	HTT	A114	(1.5)
Interviewing Techniques	HTT	A115	(1.5)
Internship	HTT	A116	(3)
Destination United States	HTT	A122	(1.5)
Destination the Americas	HTT	A125	(1.5)
Cultural Awareness & Etiquette	HTT	A132	(1.5)
Computing for Hospitality/Travel/Tourism	HTT	A134	(1.5)
Catering Design & Management	HTT	A278	(1)
Supervisory Skill Development	HTT	A282	(1.5)

Total: (33)

HOTEL MANAGEMENT

These courses have been recommended by industry to provide essential preparation to supervise and manage within operational areas in a hotel. Courses have been organized to provide understanding of techniques and knowledge necessary in developing effective leadership and decision making skills and successful communication among all departments contributing to positive guest experiences.

CORE CURRICULUM

Required Courses

Course			Units
Intro to the Hospitality Industry	HTT	A100	(3)
Interviewing Techniques	HTT	A115	(1.5)
Internship 1	HTT	A116	(3)
Cultural Awareness & Etiquette	HTT	A132	(1.5)
Computing for Hospitality/Travel/Tourism	HTT	A134	(1.5)
Enhancing Guest Service	HTT	A180	(3)
Supervisory Skill Development	HTT	A282	(1.5)

Total: (15)

FRONT OFFICE SPECIALIST

Develop essential skills necessary for advancement or employment in a service sector role within the hospitality industry.

Program Outcome

The outcome for the certificate of achievement is to prepare students for entry-level employment within the hotel industry in front office, human resources, sales and marketing careers, and certificate of specialization for meeting & event careers and to prepare students for the Associate in Science Degree.

CERTIFICATE OF ACHIEVEMENT

Required Courses

Course			Units
Hotel Core Curriculum			(15)
Front Office Operations	HTEL	A110	(3)
Guest Services	HTEL	A130	(1)
Internship 2	HTEL	A279	(4)
Housekeeping/Property Operations	HTT	A120	(3)
Reservation/Revenue Management	HTT	A140	(1.5)
E-Marketing and Sales	HTT	A240	(3)
Hospitality Operations	HTT	A285	(3)

Total: (33.5)

HUMAN RESOURCE MANAGEMENT

Gain insight into decision making skills, and organizational understanding for advancement or employment in a human resource role within the hospitality industry.

Program Outcome

The outcome for the certificate of achievement is to prepare students for entry-level employment within the hotel industry in front office, human resources, sales and marketing careers, and certificate of specialization for meeting & event careers and to prepare students for the Associate in Science Degree.

CERTIFICATE OF ACHIEVEMENT

Required Courses

Course			Units
Hotel Core Curriculum			(15)
Supervision & Training Tech	HTEL	A260	(3)
Internship 2	HTT	A279	(4)
Leadership Development	HTT	A281	(2)
Hospitality Operations	HTT	A285	(3)
Hospitality, Travel & Tourism Law	HTT	A286	(3)
Human Resource Management	HTT	A288	(3)
California Labor Law	HTT	A290	(3)
Total:			(36)

SALES AND MARKETING SPECIALIST

Develop essential skills necessary for advancement or employment within a sales or marketing role in the hospitality, event, or meeting management industries.

Program Outcome

The outcome for the certificate of achievement is to prepare students for entry-level employment within the hotel industry in front office, human resources, sales and marketing careers, and certificate of specialization for meeting & event careers and to prepare students for the Associate in Science Degree.

CERTIFICATE OF ACHIEVEMENT

Required Courses

Course			Units
Hotel Core Curriculum			(15)
Principles Event/Meeting Mgmt	HTEL	A265	(1.5)
E-Marketing and Sales	HTT	A240	(3)
Organize/Manage Events & Meetings	HTT	A266	(1.5)
Managing Business Risks	HTT	A267	(1.5)
Incentive Travel	HTT	A268	(1)
Destination Management	HTT	A269	(1)
Meeting/Event Marketing & Sales	HTT	A270	(1.5)
Internship 2	HTT	A279	(4)
Hospitality Operations	HTT	A285	(3)
Total:			(33)

ROOM OPERATIONS SPECIALIST

Associate in Science Degree

These courses have been recommended by industry to provide essential preparation to supervise and manage within operational areas of a hotel. Courses have been organized to provide understanding of techniques and knowledge necessary in developing effective leadership and decision making skills for successful communication among all departments contributing to positive guest experiences.

Program Outcome

The outcome of the Associate in Science Degree level is to prepare students for employment as a supervisor or manager within the hospitality industry and/or to transfer to selected four-year colleges.

ASSOCIATE IN SCIENCE DEGREE PROGRAM

Required Courses

Course			Units
Front Office Specialist (Certificate of Achievement)			(33.5)
Sanitation & Safety	FSM	A160	(3)
Supervision & Training	HTEL	A260	(3)
Hospitality Accounting	HTT	A118	(3)
Internship 2	HTT	A279	(4)
Leadership Development	HTT	A281	(2)
Hospitality, Travel & Tourism Law	HTT	A286	(3)
Human Resource Management	HTT	A288	(3)
Subtotal:			(54.5)

Select a minimum of six (6 units) from the following:

Restaurant Management	FSM	A285	(3)
System - APOLLO	HTT	A129	(2.5)
(Or)			
Computer Reservation System - SABRE	HTT	A131	(2.5)
Homeland Security	HTT	A135	(2)
Destination Management	HTT	A269	(1)
Corporate Meetings & Events	HTT	A271	(1)
Meeting & Conference Practices	HTT	A272	(1)
California Labor Law	HTT	A290	(3)
Conversational Language			(3)
Total:			(60.5)

ASSOCIATE DEGREE

In addition to completion of the required courses this program requires completion of the Associate in Science Graduation Requirements as outlined in the Graduation Requirements section of the catalog.

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MEETING AND EVENT MANAGEMENT

The Meeting and Event Management program focuses on the planner's practical "need to know" tools and skills. Participant's may choose individual courses that meet their needs and interests or complete four core courses, three areas of specialization classes, and a practicum to earn the Certificate of Specialization.

Learn from well-known experienced industry professionals who are eager to share the practical "need to know" tools and skills essential to every successful meeting and event planner. Attain a solid understanding of the myriad details and behind-the-scenes considerations needed to assure your meeting or event is the success you and your clients hoped for.

Convenient online and weekend classes are designed to provide a dynamic learning experience with extensive interaction between students and instructors-through case studies, real-life examples, group work and hands-on activities. Special features include "behind the scenes" visits to hotel meeting facilities and development of a hands-on project.

CERTIFICATE OF SPECIALIZATION

Program Outcome

The outcome for the certificate of specialization is to prepare students for entry-level employment within the hotel industry in front office, human resources, sales and marketing careers, and certificate of specialization for meeting & event careers and to prepare students for the Associate in Science Degree.

Required Courses

Course			Units
Principles Event/Meeting Mgmt	HTT	A265	(1.5)
Organize/Manage Events & Meetings	HTT	A266	(1.5)
Managing Business Risks	HTT	A267	(1.5)
Meeting/Event Marketing & Sales	HTT	A270	(1.5)
Leadership Development	HTT	A281	(2.0)
Supervisory Skill Development	HTT	A282	(1.5)

Subtotal: (9.5)

Select three specialization courses (3 units) from the following:

Incentive Travel	HTT	A268	(1)
Destination Management	HTT	A269	(1)
Corporate Meetings & Events	HTT	A271	(1)
Meeting & Conference Practices	HTT	A272	(1)
Sport Event Management	HTT	A273	(1)
Establish & Operate Event Business	HTT	A274	(1)
Event Fund-Raising/Sponsorship	HTT	A275	(1)
Expo & Trade Show Management	HTT	A276	(1)
Wedding Planning as a Business	HTT	A277	(1)
Catering Design/Management	HTT	A278	(1)

(3)

Take this course after completion of twelve (12) units:

Internship	HTT	A116	(3)
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Total: (15.5)

SPA MANAGEMENT

The popularity of spas in the U.S. has increased dramatically over the past few years and shows no signs of slowing. According to a recent international Spa Association study, the spa industry generated over \$9.7 billion in revenue in 2005. Each year, more spas are being opened across the country creating new jobs for spa professionals.

Orange Coast College is one of the first community college's to offer Spa Management certification. The greater Orange County area is thriving with spas and our program is in a unique position to provide students access to numerous world-class resorts and spas – right in our own back yard.

Coursework in the program provides comprehensive business education and industry input to create a well-rounded educational experience for career success in the Spa market. You will acquire business and management strategies, desirable skills for successful day-to-day operations, combined with long-range strategies necessary for growth and profitability.

With increasing integration of spas in the hotel, resort, medical, healthcare, and tourism industries, spa management professionals are in demand. Our graduates will have the knowledge and skills needed to become leaders in the spa industry.

To earn a certificate, complete the required courses with a minimum grade of "C." At least 50% of all coursework must be completed at Orange Coast College.

CERTIFICATE OF ACHIEVEMENT

Program Outcome

The outcome of this certificate of achievement is to prepare students for entry level employment as a supervisor, manager, director or owner in the spa industry.

Required Courses

Course			Units
Computing Hospitality/Travel/Tourism	HTT	A134	(1.5)
Intro to Spa & Hospitality Operations	HTT	A160	(1.5)
Spa Industry Services & Treatments	HTT	A165	(1.5)
Spa Industry Finance	HTT	A170	(1.5)
Spa Marketing & Retailing	HTT	A175	(1.5)
Enhancing Guest Service	HTT	A180	(3)
Event/Meeting & Spa Practicum	HTT	A280	(3)
Supervisory Skill Development	HTT	A282	(1.5)
Human Resource Management	HTT	A288	(3)

Subtotal: (18)

Choose nine (9) units from the following:

Taking Off in Travel	HTT	A150	(1.5)
Corporate Travel	HTT	A152	(1.5)
Cruise Industry	HTT	A154	(1)
E-Marketing & Sales	HTT	A240	(3)
Managing Business Risks	HTT	A267	(1.5)
Incentive Travel	HTT	A268	(1)
Leadership Development	HTT	A281	(2)
Hotel Operations	HTT	A285	(3)
Hospitality, Travel & Tourism	HTT	A286	(3)

(9)

Total: 27