BMIH4010

Hotel & Hospitality Management

Personnel Resourcing and Development

Week 1 – Introduction to the Module

HOSPITALITY
AND
TOURISM
MANAGEMENT

Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Aims For Today

For you to learn about **me** as your Module Tutor.

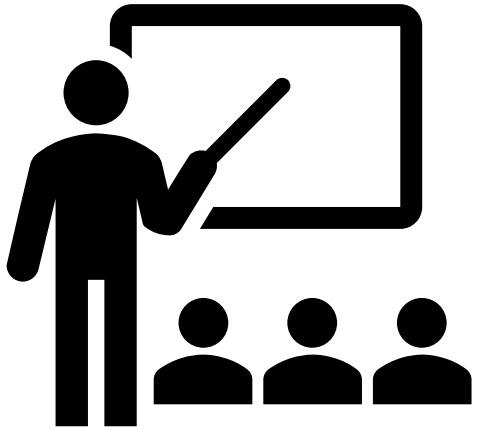
For me to get to know about **you**.

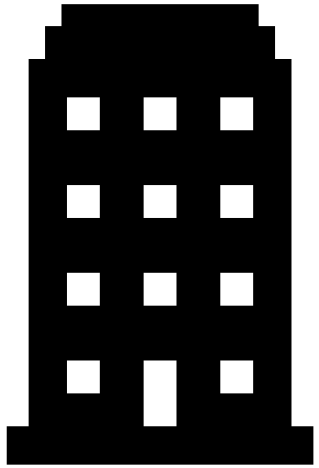
For **all of us** to have an understanding of the Module content.

Let me introduce myself……

Welcome on- board

- Personnel Resourcing & Development
- Scott James
- scott.james@uwtsd.ac.uk

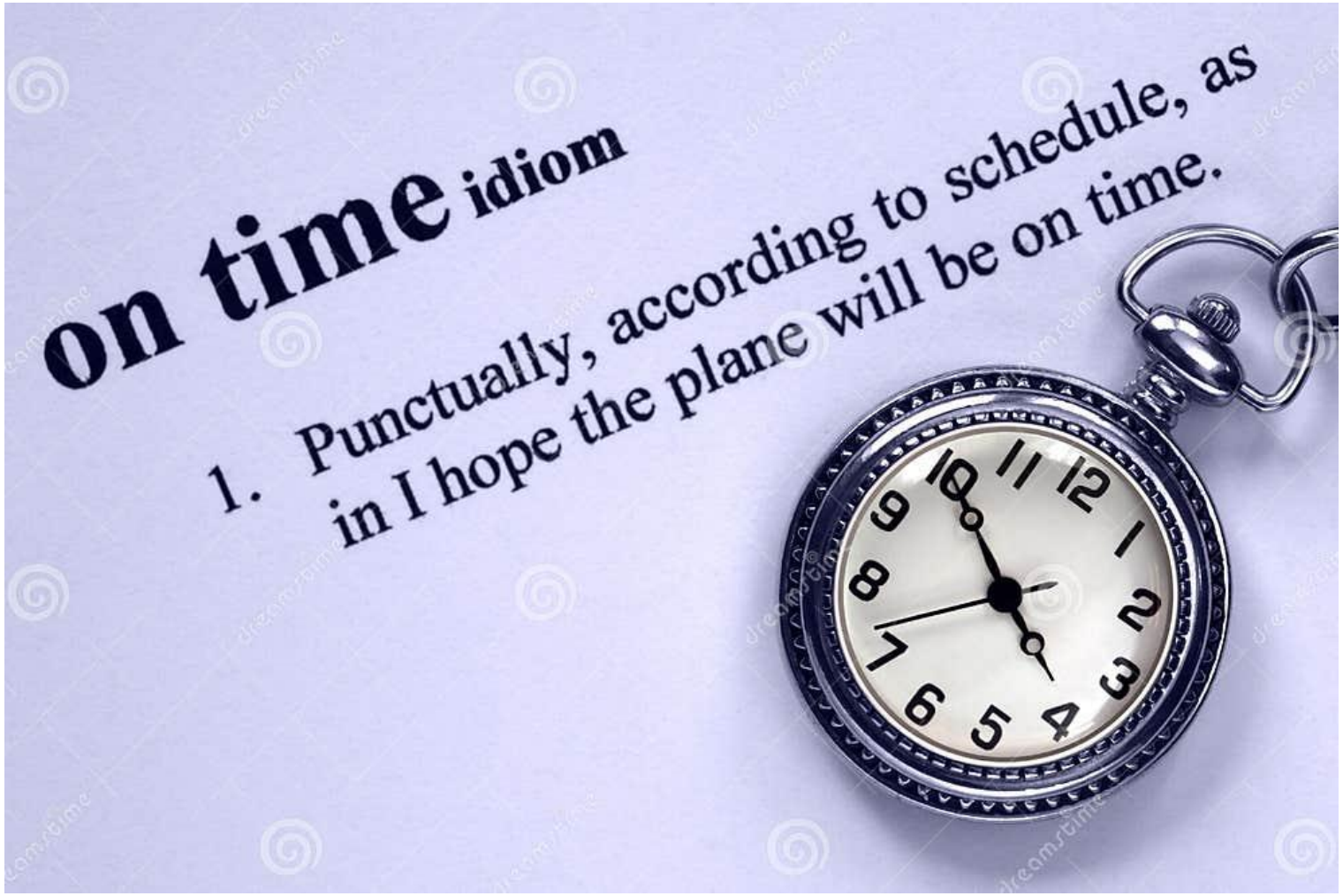


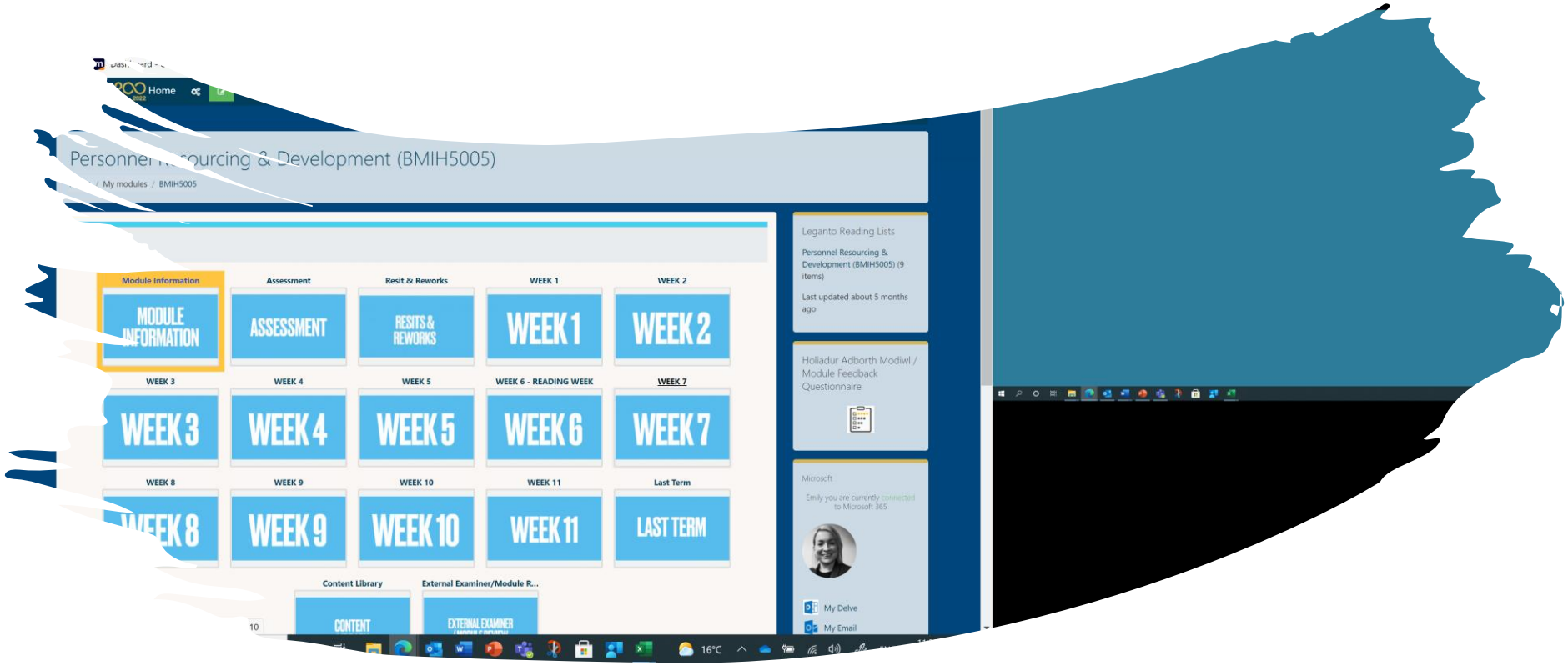


Who are you?

- *I would now like you to spend 5 minutes, thinking about the following questions;*
- *Your name and a fun fact about yourself.*
- *A little background – professional/educational experience.*
- *What you are expecting from the this term. What are you hoping to gain?*

House Rule(s) - Punctuality



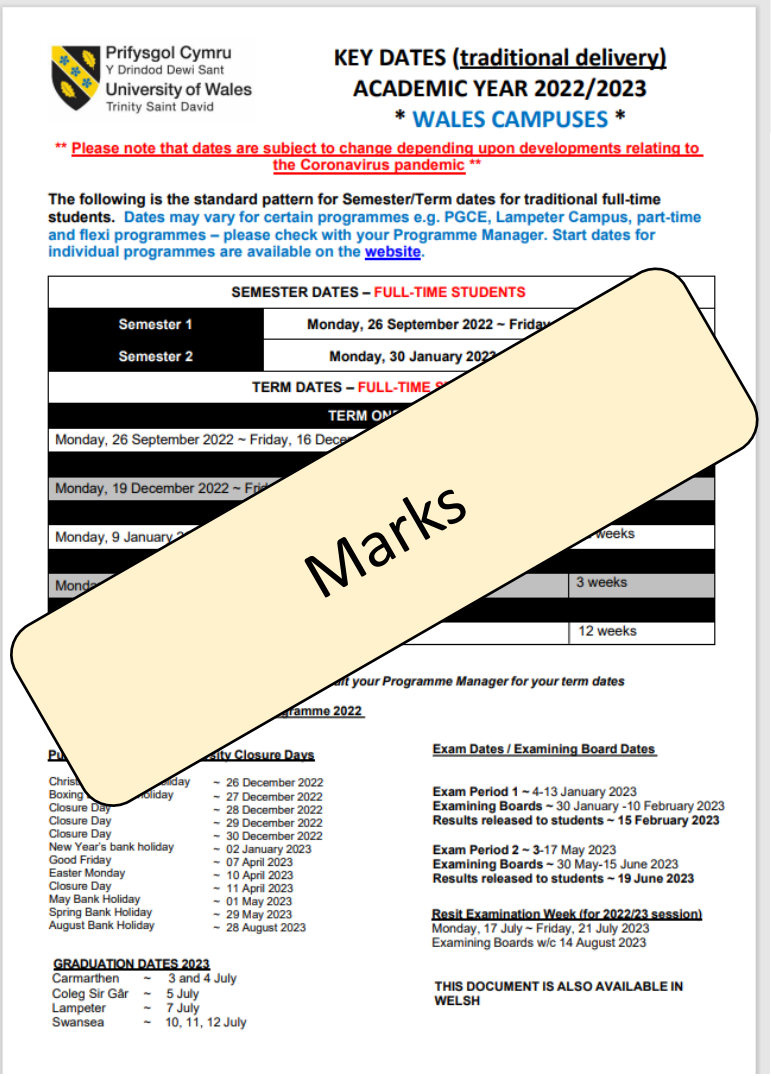


Moodle

CAN YOU ACCESS IT?

Assessment Marks

- Marks – Where do you think you find these?
- Marks are released on Moodle, but these are not finalised.



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KEY DATES (traditional delivery)
ACADEMIC YEAR 2022/2023
*** WALES CAMPUSES ***

** Please note that dates are subject to change depending upon developments relating to the Coronavirus pandemic **

The following is the standard pattern for Semester/Term dates for traditional full-time students. Dates may vary for certain programmes e.g. PGCE, Lampeter Campus, part-time and flexi programmes – please check with your Programme Manager. Start dates for individual programmes are available on the website.

SEMESTER DATES – FULL-TIME STUDENTS	
Semester 1	Monday, 26 September 2022 ~ Friday
Semester 2	Monday, 30 January 202

TERM DATES – FULL-TIME S	
TERM ON	
Monday, 26 September 2022 ~ Friday, 16 Dece	
Monday, 19 December 2022 ~ Fri	
Monday, 9 January	weeks
Monda	3 weeks
	12 weeks

Marks

lt your Programme Manager for your term dates

ramme 2022

Pu sity Closure Days

Chris day	~ 26 December 2022
Boxing liday	~ 27 December 2022
Closure Day	~ 28 December 2022
Closure Day	~ 29 December 2022
Closure Day	~ 30 December 2022
New Year's bank holiday	~ 02 January 2023
Good Friday	~ 07 April 2023
Easter Monday	~ 10 April 2023
Closure Day	~ 11 April 2023
May Bank Holiday	~ 01 May 2023
Spring Bank Holiday	~ 29 May 2023
August Bank Holiday	~ 28 August 2023

GRADUATION DATES 2023

Carmarthen	~ 3 and 4 July
Coleg Sir Gâr	~ 5 July
Lampeter	~ 7 July
Swansea	~ 10, 11, 12 July

Exam Dates / Examining Board Dates

Exam Period 1 ~ 4-13 January 2023
Examining Boards ~ 30 January -10 February 2023
Results released to students ~ 15 February 2023

Exam Period 2 ~ 3-17 May 2023
Examining Boards ~ 30 May-15 June 2023
Results released to students ~ 19 June 2023

Resit Examination Week (for 2022/23 session)
Monday, 17 July ~ Friday, 21 July 2023
Examining Boards w/c 14 August 2023

THIS DOCUMENT IS ALSO AVAILABLE IN WELSH

Aims of the module

- Personnel Resourcing and Development
- What do you think you might learn?
- What would you like to learn about?

INDICATIVE CONTENT

- The role of personnel professionals within varying sectors and within small, medium and large enterprises;
- Internal (SWOT) and external (PESTLE) environments that impact upon the work of personnel professionals; managing and initiating change for improvement;
- Major features of national and international employment markets from which organisations source and mobilise staff; how employment markets are evolving and/or changing;
- Staffing processes employed by organisations and how these are now influenced by technology; ensuring such processes are administered lawfully, fairly, efficiently and effectively;
- Socialising personnel into the organisation; managing diversity; building the business activist;
- Ethics and professionalism; commitment to equality of opportunity; managing diversity.

INDICATIVE CONTENT

- Processes of managing performance; innovating new working practices; delivering outstanding customer service; breeding an environment where talent may grow;
- Individual learning styles; retention and levels of engagement of individuals within firms
- Linkages between individual and organisational learning;
- Traditional and contemporary means of professional development; coaching and mentoring; continuous professional development;
- Ethics and professionalism; commitment to equality of opportunity; managing diversity.

Schedule

Date	January – March 2024
No. of weeks	10
Time	09:30 - 13:00

ASSESSMENT

Assessment Component 1 – 50% - 4th March 2024 23.59

- Essay – Case study evaluation (1500 words)
- Draft Submission starting from the week of 12th February 2024

Assessment Component 2 – 50% - 25th March 2024 23.59

- Presentation

Assignment 1

Student name:		Student ID number:	
Programme:	CertHe Hospitality and Hotel Management		
Module:	Personnel Resourcing and Development		
Module code:	BMIH4010	*Contribution to Overall Module Assessment (%):*	50%
Lecturer:	Scott James	Internal Verifier:	Dr Helen Lee
Assignment Title:	Portfolio: 2 Elements	Word count (or equivalent):	1,500 words
Submission deadline:	Monday 4th March 2024 23.59	Return date of provisional marks & written feedback:	Monday 22nd April 2024 23.59

Assignment 2

Student name:		Student ID number:	
Programme:	CertHe Hospitality and Hotel Management		
Module:	Personnel Resourcing and Development		
Module code:	BMIH4010	*Contribution to Overall Module Assessment (%):*	50%
Lecturer:	Scott James	Internal Verifier:	Dr Helen Lee
Assignment Title:	Presentation	Word count (or equivalent):	10 Minute Presentation
Submission deadline:	Monday 25th March 2024 23.59	Return date of provisional marks & written feedback:	Monday 13th May 2024 23.59

AIM(S)

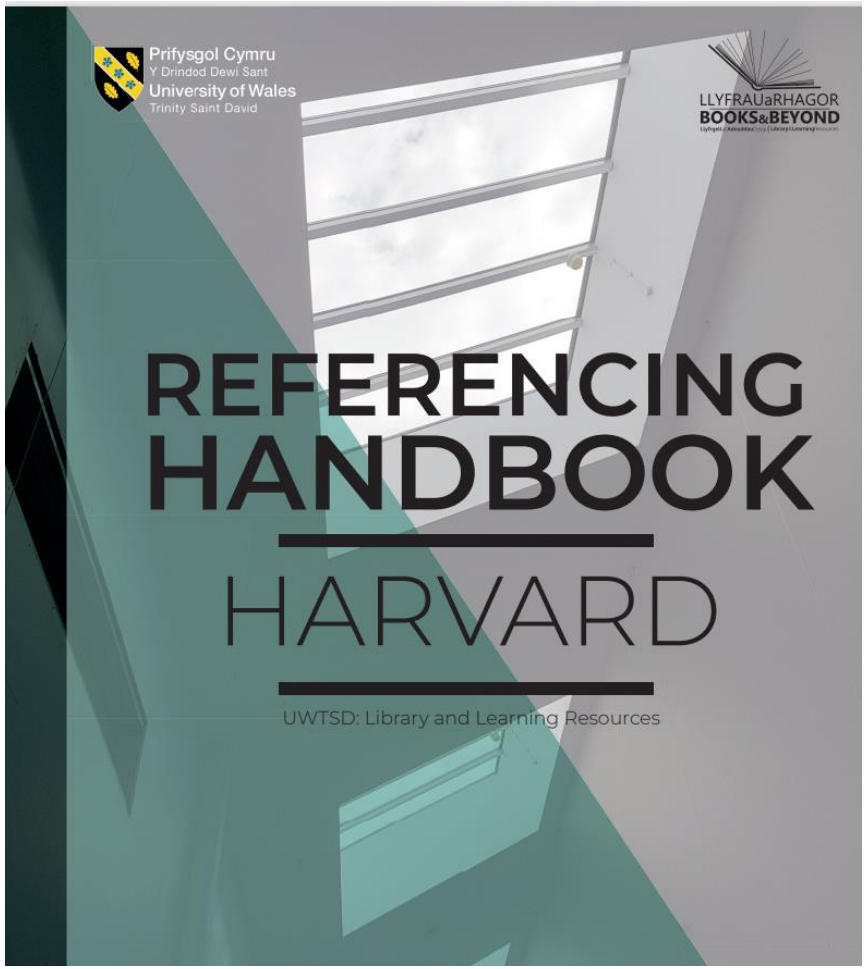
- To develop student knowledge and understanding of the principal internal and external environmental contexts of contemporary organisations within which HR professionals and workers interact to service customer demands and expectations. This module will also explore the connection and the implications for and applications in, professional practice

LEARNING OUTCOMES

- Demonstrate a critical understanding of the managerial and business environment within which personnel professionals work and analyse how resourcing an organisation is influenced by internal and external factors that determines a firms need to recruit, select, socialise, performance manage and mobilise people to meet and exceed their objectives and sustain competitive advantage;

- Effectively communicate the links between personnel development and positive organisational outcomes evidenced in contemporary research and practiced by organisations committed to developing an engaged and talented workforce in possession of the appropriate skills, attitudes and experiences that enables them sustain life-long employment.

Referencing Handbook



Referencing Handbook Harvard

Referencing

Referencing is…

- A clear acknowledgement of where you have got any information, ideas, opinions, viewpoints etc.
- Essentially, **every** piece of information, **every** opinion, **every** viewpoint, **every** picture and sketch needs to be referenced.

PowerPoint Presentation (uwtsd.ac.uk)

Referencing

Harvard-eng_v.1.2.pdf (uwtsd.ac.uk)

How do I reference specific types of resources?

1. Books and e-books

Most references to books should adhere to the following general format. Elements may vary slightly. Specific examples are provided.

In-text citation: (Author's surname, year of publication, page number)	Reference list / Bibliography: • Author/editor • Publication year (in round brackets) • Title (in italics) • Edition (if relevant) • Place of publication: publisher
(Smith, 2016, p. 5)	Smith, E. (2016) *How to improve your research project*. 2nd edn. Plymouth: Kiln Press.

As print and electronic books are virtually identical, there is no need to indicate whether or not it is electronic unless the electronic version is not an identical version of a print publication.

1.1 Book with two or three authors

(Phillips and Renton, 2012, p. 54)	Phillips, E.O. and Renton, P. (2012) *Teaching mathematics today*. Reading: Canalside Press.

1.2 Book with four or more authors

(Morton *et al*. 2014, p. 37)	Morton, A.C. *et al*. (2014) *Walking and learning*. Swansea: Sandpaper Press.

1.3 Chapter within an edited book

(Hardy, 2015, p. 53)	Hardy, P.T. (2015) 'Outdoor play and how it can help learning', in Walker, E. (ed.) *A new approach to teaching in the primary school*. London: Todcaster and Frome.

1.4 Book without an author or editor

In this case you would use the title rather than the author. When listing in the reference list and/or bibliography you would list it alphabetically but by its title.

(*How to make an impact*, 2009, p. 1)	*How to make an impact* (2009) London: Avery and Perch.

Referencing

[Harvard-eng_v.1.2.pdf (uwtsd.ac.uk)]

REFERENCING HANDBOOK: HARVARD

How do I reference specific types of resources?

1.5 Book with an organisation as author

In this case, the name of the Organisation is treated as the author.

(Organisation for Research into Primary Education, 2017, p. 21)	Organisation for Research into Primary Education. (2017) *Learning today*. Stirling: McPhee and Jones.

1.6 Multiple works by the same author

Simply label them a and b!

Different years: (McNamara, 2012, p. 53) (McNamara, 2017, p. 20). **Same year:** (Phelps, 2016a, p. 25) (Phelps, 2016b, p.19)	**Different years:** McNamara, B.M. (2012) *Education for life*. Maidenhead: Riverstory. McNamara, B.M. (2017) *Lifelong learning*. Maidenhead: Riverstory. **Same year:** Phelps, P.J. (2016a) *Healthy learning*. Edinburgh Castle Books. Phelps, P.J. (2016b) *Nutrition in the early years*. Edinburgh: Castle Books.

1.7 Editions

According to O'Brien (2016, pp. 15-17) siblings can have a big impact on learning. **or** Siblings can have a big impact on learning (O'Brien, 2016, pp. 15-17).	O'Brien, T.M. (2016) *The impact of families on learning*. 3rd edn. Dublin: Blackwater Books.

1.8 Secondary citation

This is a piece of work that has been referred to in something you have read. Where possible, avoi secondary citations, and access the original work.

Barnett (2013, quoted in Morton, 2016, p. 17) describes "the importance of meeting special needs in the early years". Barnett's demonstration of the importance of meeting special needs in the early years (2013, cited in Morton, 2016, p. 17) is interesting.	Morton, D.C. (2016) *Learning in the early years*. Exeter: Jones & Bart. **Note:** If you have not read the primary source, do not include it in your reference list – you may only cite i in your text.

Referencing

Harvard-eng_v.1.2.pdf (uwtsd.ac.uk)

How do I reference specific types of resources?

2. Journal and newspaper articles

Most references to journal and newspaper articles should adhere to the following general format. Elements may vary slightly. Specific examples are provided.

In-text citation: (Author's surname, year of publication, page number)	Reference list / Bibliography **Print:** • Author • Publication year (in round brackets) • Article title (enclosed in single quotation marks) • Journal title (in italics) • Volume, issue/part • Page number range of whole article **Electronic:** The above plus • Available at: URL (Accessed: date) • or DOI (Digital Object Identifier)
(Price, 2014, p. 157)	Price, S. (2014) 'Planning for change', *Leadership and Business Planning*, 15(3), pp. 154-166. **OR** Price, S. (2014) 'Planning for change', *Leadership and Business Planning*, 15(3), pp. 154-166. DOI: 10.1080/034845691.2016.1056235

2.1 Whole newspaper

(*The Guardian*, 2017)	*The Guardian* (2017) 5th June.

2.2 Newspaper article

(Jones, 2016)	Jones, P.J. (2016) 'STEM subjects win more funding', *The Times*, 4th May, p. 7.

2.3 Electronic newspaper article not available in print

(Fox, 2016)	Fox, I.M. (2016) 'New report criticises lack of business leadership', *The Courier*, 9th January. Available at: http://www.thecourier.com/world/jan/16/report-IBCC (Accessed: 12 January 2016).

Plagiarism

Plagiarism is…

- Presenting the words, ideas, views and arguments of others as your own.
- This is an **academic crime** and can cost you your degree.

PowerPoint Presentation (uwtsd.ac.uk)

Exercise 1

Exercise 1: Is a reference needed?

When is a reference necessary in an essay or technical report? Decide if a reference to a source is needed in the following situations.

Situation	Yes	No
1. When quoting directly from a published source.	●	
2. When using statistics or other data that is freely available from a publicly accessible website.	●	
3. When summarising the cause of undisputed past events and where there is agreement by most commentators on cause and effect.	●	
4. When paraphrasing a definition found on a website and when no writer, editor or author's name is shown.	●	
5. When summarising or paraphrasing the ideas of a key commentator or author, but taken from a secondary source, e.g. general	●	
6. When summarising in a concluding paragraph of your assignment what you discussed and referenced earlier in your text.		●
7. When including in your assignment photographs or graphics that are freely available on the Internet and where no named	●	
8. When emphasising an idea you have read that you feel makes an important contribution to the points made in your assignment.	●	
9. When summarising undisputed and commonplace facts about the world.	●	
10. When using aphorisms, such as: "Pennywise, pound foolish".	●	

Exercise 2

	Student Statements	Response
a.	I didn't reference the source in the text of the assignment because I put the source in the bibliography.	2
b.	I didn't reference the source because I found this theory on a Wiki Internet site; anyone can contribute to these, and no particular author is named.	5
c.	I didn't reference the source because the statistics were taken from a government website, which are there for the whole world to see and use.	3
d.	I didn't reference the source because it just gave me ideas to use in my assignment; I changed most of words in the article to my own.	6
e.	I didn't reference the source of the definition because it was from a tutor handout; everyone in class was given a copy.	4
f.	I didn't reference the source because no author or writer's name was shown on the website.	1

Exercise 3

Exercise 3: Referencing errors

The following list of references for sources used in a student's technical report is given below. The student is using the Harvard Style of referencing. Each reference contains one or more errors. Identify and summarise in the right hand column below the nature of any errors that you spot.

References	Error(s)
Blake, R. (2002). Electronic Communication System. 2nd ed. Delhi: Cengage Learning. p1-865.	
Bloggs, W. (2016). *Wireless Power Transfer using a Magnetic Resonant Coupling for Subsea Applications*. Honours Project.	
BUSINESS STRATEGIES (2000). *Tomorrow's Call Centres: a Research Study*.	
Daniels, K., Patterson, G. and Dunston, Y. *The ultimate student teaching guide*. 2nd ed. Los Angeles: SAGE Publications, pp.145-151.	
http://www.electronics-tutorials.ws/amplifier/amp_2.html.	
Storr, W A. (2015). *Inductors in Parallel*. Available: http://www.elect-tut.ws/ind/parallel-ind.html. Accessed 21/04/2015.	
Storr, W. (2014). *Mutual Inductance of Two Coils*. Available: http://www.elect-tut.ws/ind/mutual-ind.html. Accessed 21/04/15.	
Polyzakis, A. Koroneos, C. and Xydis, G. 2008, Optimum gas turbine cycle for combined cycle power plant, *Energy Conversion and Management*, vol. 49, no. 4. - A direct quote in the text taken from this journal article is referenced in the following way. What is missing?	

Some Basics

- If you are quoting from a book, source or article, use inverted commas: "…"

NEVER COPY & PASTE DIRECTLY (not even in your own notes), unless you intend to use it as a quotation, and it is clearly marked as such.

- Read the Referencing Guide carefully (available on the Faculty of Humanities moodle page). • It will give you examples of how you should reference different material.

PowerPoint Presentation (uwtsd.ac.uk)

Note-taking, Referencing and Plagiarism

- Correct note-taking means you can reference well and you can avoid inadvertent plagiarism.
- HOW TO TAKE GOOD NOTES:

o Start every note with the exact reference you would use in your essay.

o If you are quoting (i.e. copying down exactly what the author has written), then put the quotation in quotation marks "…"

How to Avoid Plagiarism ?

How to Avoid Plagiarism:
The **GOLDEN RULE**

ALWAYS ACKNOWLEDGE YOUR SOURCES!

References

Useful Links

1. Info Skills Programme. Referencing: The Basics – Harvard
2. Referencing and Plagiarism: The Basics | UWTSD
3. Referencing Handbook Harvard
4. Cite them Right

Turnitin checking on your assignments

Working in small groups, list the key responsibilities of HR – 15 minutes

Important responsibilities include:

1. Recruit candidates
2. Hire the right employees
3. Process payroll
4. Conduct disciplinary actions
5. Update policies
6. Maintain employee records
7. Conduct benefit analysis
8. Support (Career growth, continuing education, training and supporting managers, supporting health and wellness).

Recap and Suggestions

Today's Recap:

- Welcome to the Module.
- Module content.
- Module assessments.
- Introduction to HR.

Suggestions for this week:

- What's the difference between a small, medium and large organisation?
- What is the role of personnel professionals in different organisations?

- Human Resources Management
- The Role of HR
- The Future of HR
- The Role of HR within different Organisations

Next Week!

I look forward to seeing you next week.

If you have any questions in the meantime, please send an email from your student account.

scott.james@uwtsd.ac.uk