

**Course Name:** REC214 Administration of Recreation and Leisure Services  
**Credit Value:** 5  
**Prerequisite Course:** None

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### Course Description

This course will focus on administrative functions required of the recreation professional. Course topics will include: organization structures, customer service, staffing issues, accounting procedures, communication processes, and labour management relations.

### PLAR Information

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### Course Learning Outcomes

Upon completion of this course, the student will have reliably demonstrated the ability to:

#### 1. Know organizational structures related to recreation bureaucracies.

- 1.1 Describe the origins and purpose of bureaucracies.
- 1.2 Identify characteristics associated with organizational structures.
- 1.3 Identify and explain specific bureaucratic organizational structures.
- 1.4 Analyze organizational structures with reference to their decision making, communication, and effectiveness.

#### 2. Understand the importance of providing quality customer service.

- 2.1 Apply knowledge of management and leadership theories and processes.
- 2.2 Describe appropriate personal appearance, dress standards, and proper etiquette for various office settings.
- 2.3 Recognize the role and responsibilities of team members.
- 2.4 Discuss problems often encountered while working in bureaucracies.
- 2.5 Describe methods of providing quality service within a bureaucracy.
- 2.6 Demonstrate proper office etiquette while dealing with the public.
- 2.7 Relate techniques to enhance public relations as identified by Dale Carnegie in his book, How To Win Friends and Influence People.

#### 3. Appreciate policies and procedures for staffing a bureaucracy.

- 3.1 Write a job description.
- 3.2 Describe the stages involved in the selection process of staffing.
- 3.3 Prepare a cover letter and personal resume.
- 3.4 Identify areas to be included in job search.
- 3.5 Describe steps used for orientation of new employees to the job.
- 3.6 Identify legislation affecting hiring practices.
- 3.7 Discuss staff appraisal systems.
- 3.8 Discuss the content of provincial and federal employment legislation.
- 3.9 Take into account legislation and policy which have an impact upon the supervision of staff and volunteers (e.g., Employment Standards Act, health and safety laws, Human Rights legislation).
- 3.10 Contribute to the development of process for recruiting, selecting, orienting, managing, educating, motivating, recognizing, and appraising appropriate staff and volunteers.
- 3.11 Present oneself using a format which best identifies skills, knowledge, attributes, and experience (e.g., resume, portfolio, interview, web page).

#### 4. Demonstrate knowledge of accounting procedures.

- 4.1 Define terms associated with accounting and perform basic accounting procedures.
- 4.2 Describe the steps associated with the purchasing cycle.
- 4.3 Explain policies and procedures associated with a petty cash fund.

**5. Apply written and verbal business communication skills.**

- 5.1 Draft a memo using standard format.
- 5.2 Identify various styles of business letters.
- 5.3 Write letters to accommodate a variety of situations.
- 5.4 Write informal and formal reports.
- 5.5 Discuss etiquette related to e-mail correspondence.
- 5.6 Evaluate a business presentation.
- 5.7 Make a formal presentation.

**6. Understand labour management relationships.**

- 6.1 Recognize the impact of collective bargaining process on the role of a recreation professional in a union environment.
- 6.2 Describe the origins of the labour movement.
- 6.3 Define various terms associated with labour management relations.
- 6.4 Describe how unions are certified in Ontario.
- 6.5 Discuss the collective agreement and collective bargaining processes.
- 6.6 Identify modern trends in labour relations.
- 6.7 Know procedures for handling grievances.

**Evaluation Strategy****Grading System**


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A+ Honours	90-100%								
A+	85-89%	B+	75-79%	C+	65-69%	D+	55-59%	R Repeat	U Unsatisfactory
A	80-84%	B	70-74%	C	60-64%	D	50-54%	S Successful	I Incomplete

\*For a complete detailed description please refer to the *Academic Calendar*.

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**Student Success****(Dial 5185 for Campus Life or 5301 for the Aboriginal Learning Unit)**

Canadore is committed to Student Success and offers CONFIDENTIAL services to help you in your studies.

- Counselling helps with academic, career and personal/crisis issues.
- AccessAbility Services will accommodate you if you have physical, mobility, visual, auditory, medical and/or learning disabilities.
- Health Centre provides services to you in case of illness.
- Career Services offers career advice, resume and interviewing workshops.

**Waiver of Responsibility**

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