



**Correlation of Learning Outcomes
between CATT and *Grades 11
and 12 Sustainable Tourism:
Manitoba Curriculum Framework
of Outcomes***

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The following table correlates (to varying degrees) the learning outcomes, and their corresponding elements of performance, from the Canadian Academy of Travel and Tourism (CATT) *Tourism 101 Syllabus* with the general learning outcomes (GLOs) and specific learning outcomes (SLOs) from *Grades 11 and 12 Sustainable Tourism: Manitoba Curriculum Framework of Outcomes*. This table can be used to select the appropriate CATT learning activity sets.

In order to access CATT curriculum, including the learning activity sets, please contact Manitoba Education and Training staff. Contact information can be found online at www.edu.gov.mb.ca/k12/cur/tourism/contacts.html.

Canadian Academy of Travel and Tourism (CATT) Learning Outcomes	<i>Grades 11 and 12 Sustainable Tourism: Manitoba Curriculum Framework of Outcomes</i> GLOs and SLOs
Learning Outcome 1: Tourism Ambassador	
1.1 Identify and describe the five industries of the tourism sector.	SLO 11.1.1.2
1.2 Define tourism culture.	SLO 11.1.1.1 SLO 12.1.1.1
1.3 Display professional service abilities.	GLO 3.2 SLO 11.3.2.2 SLO 11.4.2.1 SLO 12.4.2.1
1.4 Demonstrate knowledge of tourism products and services.	GLO 1.1 GLO 1.2
1.5 Perform effective selling techniques.	N/A
1.6 Exhibit professionalism by outlining and demonstrating all the attitudes required in the tourism sector.	GLO 3.2 SLO 11.4.2.1 SLO 12.4.2.1
1.7 Show awareness of the importance of environmental ethics to the tourism sector.	GLO 2.2 SLO 11.7.1.1 SLO 12.7.1.1

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Learning Outcome 2: Effective Communicator I	
2.1 Identify components of communication skills that emphasize the importance of effective communication.	SLO 11.3.1.1 SLO 12.3.1.1 SLO 11.3.1.2 SLO 12.3.1.2 SLO 11.6.4.1 SLO 12.6.4.1 SLO 11.6.4.2
2.2 Produce material that meets the purpose and conforms to the chosen format of a particular communication project.	N/A
2.3 Evaluate communication and adjust for any errors in content, structure, style and mechanics.	N/A
2.4 Show how the use of appropriate technology can enhance tourism communication.	SLO 11.6.3.1 SLO 12.6.3.1
2.5 Apply appropriate techniques in a range of customer interaction situations (e.g., sales, complaints, special-needs clientele, etc.).	SLO 12.3.2.1
2.6 Demonstrate a capacity for all of the above in more than one language, and document this clearly in a résumé.	N/A
Learning Outcome 3: Effective Communicator II	
3.1 Develop and implement strategies for reading, listening and observing effectively.	SLO 11.6.4.1
3.2 Identify strengths and weaknesses of how information has been communicated.	SLO 11.6.4.2
3.3 Present original tourism information in other formats (e.g., written and spoken summaries, tables, figures, charts, diagrams, maps, drawings, photographs) to meet the needs and expectations of different audiences.	SLO 12.6.4.1
3.4 Exhibit ability to translate information (i.e., from a map into verbal directions).	N/A
3.5 Demonstrate competency in display techniques (i.e., bulletin board, poster and computer graphics).	N/A
3.6 Show an understanding of the critical links between the natural environment and the tourism sector.	N/A

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Learning Outcome 4: Technologically Literate	
4.1 Identify criteria to determine which tasks are best handled by computers and other technology.	N/A
4.2 Demonstrate basic operating system functions (e.g., load software, store and retrieve data).	N/A
4.3 Distinguish suitable software, equipment and tools for a specific task.	N/A
4.4 Explain issues of privacy and ethical use of technology.	N/A
4.5 Assess one's own competency in the use of hardware, software and technological tools.	N/A
Learning Outcome 5: Team Player	
5.1 Describe the importance of being a team player.	N/A
5.2 Define teamwork strategies.	SLO 11.3.1.3 SLO 12.3.1.3
5.3 Identify roles and responsibilities for individual members within a team.	SLO 11.3.1.3 SLO 12.3.1.3
5.4 Implement effective teamwork strategies to achieve a common goal.	SLO 11.3.1.3 SLO 12.3.1.3
5.5 Assess the group's progress and interactions regularly, and make adjustments when necessary.	N/A
5.6 Apply appropriate techniques to bring about the resolution of conflicts.	N/A
Learning Outcome 6: Problem Solver and Decision Maker	
6.1 Report on the social, economic and environmental impacts of regional and global tourism development.	GLO 2.1 GLO 2.2 GLO 2.3 GLO 2.4
6.2 Explain various thinking skills and problem-solving strategies (e.g., inductive and deductive thinking; creative and intuitive thinking; inquiry; critical thinking; reflection).	N/A
6.3 Apply thinking skills and strategies to analyze a specific tourism issue.	SLO 11.3.1.5 SLO 12.3.1.5
6.4 Assess effectiveness of thinking skills and strategies employed, and modify and adjust, if necessary.	N/A

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Learning Outcome 7: Information Processor, Organizer and Time Manager	
7.1 Identify sources of tourism information (including people, text, databases and the Internet).	SLO 11.6.4.3
7.2 List tourism information and identify what is relevant, important and useful to achieve a specific goal.	N/A
7.3 Display pertinent information in a variety of appropriate formats (e.g., spreadsheets, databases, graphs, charts, budgets and schedules).	N/A
7.4 Present a decision, based on analysis of the information and availability of resources (e.g., human, money, space and time).	N/A
7.5 Demonstrate time-management strategies and present results on time.	SLO 11.3.1.8 SLO 12.3.1.8
Learning Outcome 8: Independent Worker	
8.1 Identify purpose of company policy.	N/A
8.2 Know the sources of company policies and practices.	N/A
8.3 List the sources of relevant federal and provincial government legislation (e.g., employment standards, human rights, safe food handling, etc.) and summarize the contents.	N/A
8.4 Describe how one's attitudes, values and beliefs affect actions and decisions in the workplace.	GLO 3.1
8.5 Interpret the results of one's actions and decisions in the workplace.	N/A
8.6 Assess and act on constructive feedback.	N/A
8.7 Specify a variety of professional development activities available to employees in the tourism sector.	SLO 11.5.1.1 SLO 12.5.1.1
8.8 Describe reasons to undertake these professional development activities.	N/A

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Learning Outcome 9: Adaptable Worker	
9.1 Assess current skills, knowledge and experience.	N/A
9.2 Summarize one's own skills, knowledge and experience realistically.	N/A
9.3 Choose formats (e.g., résumé, portfolio, interview) for particular situations which best display skills, knowledge and experience.	SLO 11.5.1.2 SLO 12.5.1.2
9.4 Evaluate responses to skill presentations and outline a plan to make necessary adjustments.	N/A
9.5 Identify skills and knowledge required to adapt to the workplace environment.	GLO 3.1
9.6 Apply the most appropriate learning and working styles to acquire new skills and knowledge.	N/A
Learning Outcome 10: Business Systems User	
10.1 Demonstrate competence on a keyboard.	N/A
10.2 Apply appropriate telephone techniques related to business.	SLO 11.3.1.1 SLO 12.3.1.1
10.3 Exhibit skills in processing financial transactions (e.g., point-of-sales systems, inventory control, basic accounting systems, etc.).	N/A
10.4 Indicate ability to use a variety of basic office equipment (e.g., photocopy machine, fax, paging systems, etc.).	N/A
10.5 Discuss the implications of unsafe work practices and describe techniques applicable to work-based risk management situations (e.g., personal hygiene, food handling, hazardous materials, electrical equipment, posture, fire procedures, WHMIS, First Aid, etc.).	SLO 12.7.1.2 SLO 11.7.1.3 SLO 11.9.1.1

