

## BSc (Hons) Management Studies - LCLM 404 (Top Up Programme)

### 1. Objective

The aim of this programme is to impart students with a broad knowledge of the different areas of management. Students will be prepared to develop skills in the application of management and entrepreneurship tools and techniques. Through the right mix of lectures, tutorials, case studies, role plays and simulations, they will develop the right attitudes to become effective managers in the workplace.

### 2. General Entry Requirements

In accordance with General Entry Requirements for Admission to the University for undergraduate degrees.

### 3. Programme Requirements

- i) Credit in five (5) subjects at 'O' Level including Mathematics
- ii) 2 GCE 'A' Level passes.
- iii) Holder of a Diploma in Management Studies or other related fields.
- iv) Preference will be given to applicants with relevant experience and each case will be considered on its own merit.

### 4. Programme Duration

	<b>Normal</b>	<b>Maximum (under flexible)</b>
Degree (Part-Time):	2 Years (4 Semesters)	4 Years (8 Semesters)

5. **Credits per Semester:** Minimum 6 credits, Maximum, 12 credits subject to regulation 5.

### 6. Minimum Credits Required for the Award of Degree: 108

For the award of the degree, the student must obtain 108 credits.  
(Diploma = 63 credits)

### 7. Assessment

Each module will carry 100 marks and will be assessed as follows:

Assessment will be based on a written examination (of 2-hour or 3-hour duration as specified) and continuous assessment carrying 20 to 30% of total marks (*or as specified below for LLC 4116*). Continuous assessment will be based on assignments (*individual and team*) and should include at least 1 class test.

For a student to pass a module, an overall total of 40% for Continuous Assessment and Written Examination components would be required without the minimum thresholds within the individual Continuous Assessment and Written Examination.

LLC 3115 (Business Plan Development) will be assessed by a case study and the examination will be of 3-hour duration. Adequate training and simulation for Business Plan Development, analysis and presentation will be provided in LLC 3115.

LLC 4116 (Entrepreneurial Skills) is a skills-based module and will be delivered through workshops, role play, team-based exercises, simulations etc. in addition to tutorials. The module will be assessed on a 50:50 basis for written examinations and coursework.

All modules carry equal weighting, i.e. of 3 credits.

Breakdown as follows

	<b>CREDITS FROM:</b>	
	<b>Core taught modules</b>	<b>Project</b>
<b>Degree</b>	39	6

**8. Submission Deadline for Dissertation**

Final copy: To be finalised 1 month before start of final exams (Level II, semester II). Date to be finalised

**9. Termination of Registration**

If the CPA of the student is <40 for two consecutive semesters, then the registration will be terminated.

**10. List of Modules**

**10.1 BSc (Hons) Management (Specialisation: Entrepreneurship) - LCLM 401**

<b>CORE MODULES</b>			
<b>Code</b>	<b>Module Name</b>	<b>Hrs/Wk</b>	<b>Credits</b>
LLC 3112	Managing Transition and Change	DE	3
LLC 3113	Services Management	DE	3
LLC 3114	Research Methods	DE	3
LLC 3212	Strategic Management	DE	3
LLC 3213	Operations Management	DE	3
LLC 3214	Knowledge Management Foundation	ODE	3
LLC 3215	Management Information System	DE	3
LLC 3115	Business Plan Development	DE	3
LLC 3116	Public Administration and Management	DE	3
LLC 4122	Ethics, CSR and HRM	DE	3
LLC 4116	Entrepreneurial Skills	DE	3
LLC 4119	Public Finance and Budgeting.	DE	3
LLC 4120	Labour and Industrial Relations Law	DE	3
LLC 4000Y	Dissertation/ Business Project		6

**Programme Plan – BSc (Hons) Management Studies (LCLM404)**

**Top-up Programme - (2010-2012)**

LEVEL 1							
Semester 1				Semester 2			
Code	Module	Hrs/Wk	Credits	Code	Module	Hrs/Wk	Credits
<b>CORE</b>				<b>CORE</b>			
<b>LLC 3112</b>	Managing Transition and Change	DE	3	<b>LLC 3212</b>	Strategic Management	DE	3
<b>LLC 3113</b>	Services Management	DE	3	<b>LLC 3213</b>	Operations Management	DE	3
<b>LLC 3114</b>	Research Methods	DE	3	<b>LLC 3214</b>	Knowledge Management Foundation	ODE	3
				<b>LLC 3215</b>	Management Information System	DE	3
LEVEL 2							
Semester 1				Semester 2			
Code	Module	Hrs/Wk	Credits	Code	Module	Hrs/Wk	Credits
<b>CORE</b>				<b>CORE</b>			
<b>LLC 3115</b>	Business Plan Development	DE	3	<b>LLC 4116</b>	Entrepreneurial Skills	DE	3
<b>LLC 3116</b>	Public Administration and Management	DE	3	<b>LLC 4119</b>	Public Finance and Budgeting.	DE	3
<b>LLC 4122</b>	Ethics, CSR and HRM	DE	3	<b>LLC 4120</b>	Labour and Industrial Relations Law	DE	3
<b>LLC 4000Y</b>	Dissertation		-	<b>LLC 4000Y</b>	Dissertation		6

## **11. Outline Syllabus**

### **YEAR I**

#### **Semester I**

##### **LLC 3112 - MANAGING TRANSITION AND CHANGE**

Forces calling for organisational change; Planned change; Leading and managing change; resistance to change; the process of organization development; human process interventions; restructuring; employee involvement; work design; HR interventions; Organisational transformation; building a learning organization through change interventions.

##### **LLC 3113 - SERVICES MANAGEMENT**

Macroeconomics, trends and opportunities, distinctive marketing challenges posed by services, Managing and understanding the service experience, Marketing mix for services, Key steps in service planning, Designing customer service processes, Service blueprint, Designing the Service Environment - The Services cape model, Engineering customer service experiences, Service guarantees. Managing People for Service Advantage, Employee empowerment programmes, Complaints management, Customer Feedback and Service Recovery, Improving Service Quality and Productivity, Technology and digital impacts of using the Web for services.

##### **LLC 3114 - RESEARCH METHODS**

The Research Process; The need for information; Problem definition; Establishing research objectives; Research design; Causal research; Experimental design; Information types and sources; Data collection methods; Data collection forms; Measurement and scaling; Sampling; Data coding, editing and analysis; Qualitative and quantitative analysis, Writing of report.15-hour practical session on SPSS (inputting variables and data, descriptive, inferential, differences, associative and predictive analysis; multivariate techniques).

### **YEAR I**

#### **Semester II**

##### **LLC 3212 - STRATEGIC MANAGEMENT**

Competitive advantage: distinction between long term and short term; growth strategies; competitiveness and functional strategies; the Blue Ocean Strategy; Issues in implementation: the Resourced Based Theory of Competitive Advantage, managing intangible assets; Corporate culture; governance and agency theory; evaluation and control. Globalisation, international trade and trading blocks.

##### **LLC 3213 - OPERATIONS MANAGEMENT**

Introduction to Operations Management (OM); OM strategy; Project Management; Inventory Management; Statistical Process Control/ Quality Control/Quality Management; Scheduling. An overview of Logistics management

##### **LLC 3214 - KNOWLEDGE MANAGEMENT FOUNDATION**

Evolution of knowledge management, KM maturity, Intellectual capital; Business strategy - a resource based view of KM, KM metrics; KM strategy - codification and personalisation; KM Processes – GODD and knowledge transfer; KM infrastructure - KM unit, roles and responsibilities; People – HRM and KM link; Knowledge sharing culture; KM enabling technologies - conventional and AI-based; implementing KM - lessons from successes and failures.

##### **LLC 3215 - MANAGEMENT INFORMATION SYSTEM**

Fundamentals of Information Systems, Information systems for Business Operations, Types of Information Systems, MIS for Decision Making, Information Systems for Strategic Advantage, Managing Information Technology, Change Management, Business Process Reengineering, Enterprise Systems, Outsourcing, Information System Security and Control, Software Development Life Cycle, Database trends, System Development Methodologies, Quality Assurance, Internet, E-business, E-commerce.

## **YEAR II**

### **Semester I**

#### **LLC 3115 - BUSINESS PLAN DEVELOPMENT**

Testing a business concept in the marketplace, Creating a company: Planning and starting a new business, Vision and ethics, Human Resource issues, Marketing issues: Distribution, selling and promoting, Financial issues :P&L, Balance Sheet, cash flow analysis, Forecasts, Sources of funds, Feasibility Analysis, Licensing and Permits, Contract issues pertaining to small businesses, Risk analysis. Implementing the concept, Developing a business plan.

#### **LLC 3116 - PUBLIC ADMINISTRATION AND MANAGEMENT**

Examines the formulation, implementation and evaluation of governmental efforts at state and local levels. Public sector, public policies and procedures, role of government, public sector budgeting, administrators and legislative process, public decision-making techniques, contemporary issues in public administration.

#### **LLC 4122 - ETHICS, CORPORATE SOCIAL RESPONSIBILITY AND HUMAN RESOURCE MANAGEMENT**

Ethics in business - Culture and ethical philosophies – The stakeholder approach - Fostering ethical conduct - Duties of the employer - Ethical decisions in HRM - discriminatory HR practices and policies - Fundamentals and models of social responsibility - The social audit. Awareness of health and safety issues.

### **Semester II**

#### **LLC 4116 - ENTREPRENEURSHIP SKILLS**

Entrepreneurial reasoning, Communication skills, Negotiation skills, Leadership skills, Values based leadership, Game theory, Creativity techniques: brainstorming, quality circles, focus groups, Competitor analysis. Team building. Techniques for enhancing profitability.

#### **LLC 4119 - PUBLIC FINANCE AND BUDGETING**

Introduction to Public Policy: Mauritius and abroad; Understanding Government Economic Statistics; Public Sector Budgeting - Annual Budgets and Medium-Term Frameworks; Private-Public Partnership Schemes; Public Choice; Principles of Tax Analysis; Cost-Benefit Analysis; Efficiency and Equity - Measurement.

#### **LLC 4120 - LABOUR AND INDUSTRIAL RELATIONS LAW**

Labour and Industrial Relations Law institutions, Sources of Labour and Industrial Relations Law, The Contract of Employment, Terms and Conditions of Employment, Powers of the Employer, Termination of Employment; Freedom of Association, Recognition of Trade Unions, Collective Agreements, Settlement of Industrial Disputes, Industrial Actions. Health and safety regulations.

#### **LLC 4000Y - DISSERTATION (Semester I and II = 6 credits)**