



OPEN UNIVERSITY OF MAURITIUS

Undergraduate Programme Specification

BSc (Hons) Hotel Management and Catering Technologies

Academic year: 2021-2022

This programme documents detail the aims, learning strategies, structure and intended learning outcomes that students should achieve if they fully engage with the learning provided within the programme. The document is intended to support and inform prospective students, current students, academic and support staff, external stakeholders and external examiners.

1. PROGRAMME INFORMATION	
Title of final award	Foundation in Hotel Management and Catering Technologies Certificate in Hotel Management and Catering Technologies Diploma in Hotel Management and Catering Technologies B.Sc(Hons) Hotel Management and Catering Technologies
Code	OUBs047
Awarding Body	Open University of Mauritius
Disciplinary Division	Management
Programme Manager	
Administrator in charge	
Programme duration	Foundation in Hotel Management And Catering Technologies Minimum: 1 Year Maximum: 2 Years Certificate in Hotel Management And Catering Technologies Minimum: 1 Year Maximum: 2 Years Diploma in Hotel Management And Catering Technologies Minimum: 2 Years Maximum: 4 Years BSc (Hons) Hotel Management And Catering Technologies Minimum: 3 years Maximum: 6 years For the above award, all modules of the programme must be completed.
Total Credits	180 credits (<i>for BSc (Hons) Hotel Management and Catering Technologies</i>)
Credits per year	<i>Normally 60 credits per academic year</i>

	<i>Minimum number of credits per semester 30</i>
MQA NQF level	Level 8
EHEA EQF level	Level 6
External Accreditors	Not applicable
Collaborative Partners	Not applicable.
Programme approval date	Tbc
Last revision	Programme developed and approved in 2021
Last update	Not applicable

2. ENTRY REQUIREMENTS

General:	<p>General Entry Requirements under Direct Entry to Undergraduate Programmes. Applicants should fulfil the following conditions:</p> <p>General Entry requirements on Foundation Programmes</p> <p>Candidates having at least 25 years of age and who have Cambridge School Certificate or GCE O-Level with at least three credits or equivalent</p> <p>Or</p> <p>Candidates having less than 25 years of age and who have Cambridge School Certificate or GCE O-Level with at least three credits or equivalent and One Pass at Principal A-Level</p> <p>OPTION 2</p> <p>Submission of a comprehensive portfolio for possible recognition of prior learning/experience (RPL/RPE) as an alternative to above along with evidence for the language/numeracy/ICT skills required for the programme of study with a minimum of Cambridge School Certificate or GCE O-Level with at least three credits or equivalent.</p> <p>General Entry Requirements under Direct Entry to Certificate Programmes:</p> <p>(i) either Cambridge School Certificate with at least three credits or equivalent</p> <p>or</p>
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(ii) submission of a comprehensive portfolio for possible recognition of prior learning/ experience (RPL/RPE) as an alternative to above along with evidence for the language/ numeracy/ICT skills required for the programme of study.

General Entry Requirements under Direct Entry to Diploma Programmes

Applicants should fulfil the following conditions:

OPTION I

Cambridge School Certificate with at least three credits or equivalent

and

either Two passes at Principal Level (A-Level) (in appropriate subjects as indicated in the specific programme requirements)

or An appropriate equivalent Certificate/Foundation programme accepted by OU.

OPTION 2

Submission of a comprehensive portfolio for possible recognition of prior learning/experience (RPL/RPE) as an alternative to above along with evidence for the language/numeracy/Information and Communication Technology (ICT) skills required for the programme of study.

4.3 General Entry Requirements under Direct Entry to Undergraduate Programmes Applicants should fulfill the following conditions:

OPTION 1

A pass in English Language at Cambridge School Certificate/ 'O' Level or equivalent

AND

EITHER Pass in:

3 subjects at A-level and 1 subject at subsidiary level at Higher School Certificate Examination;

OR Pass in:

	<p>2 subjects at A-level and 2 subjects at subsidiary level at the Higher School Certificate Examination;</p> <p><u>OR Pass in:</u></p> <p>3 subjects at A-level at the London General Certificate Examination.</p> <p>Or any other qualifications acceptable to OU. (refer to general rules)</p> <ul style="list-style-type: none"> • Mature candidates will be considered on their own merit. (refer to general rules) • A student may apply to join at the level of certificate
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3. PROGRAMME OVERVIEW	
Aims and objective of the programme:	<p>Hotel Management is a key study that covers a wide range of topics concerned with the operational aspects of hotels. It is the job of the hotel manager to coordinate the operational tasks of running a successful hotel. Managing a hotel requires knowledge and skills within a wide variety of tasks.</p> <p>Aim of the Programme</p> <p>This programme aims to enable learners to acquire a set of skills that will be invaluable for those looking forward to a fulfilling career in the Hotel Management sector. Upon completion of the programme, learners will acquire the latest knowledge required by professional Hoteliers. This programme covers a range of knowledge central in the understanding of hotel management and includes hotel administration, Finance, Hospitality, Catering Management, Housekeeping, Marketing and Accounts. A degree in Hotel Management opens up avenues in areas such as national and International Hotel Industries, the private sector or the possibility of higher studies.</p>
Intended Learning outcomes:	
After completion of the programme, students will be able to:	
Knowledge and understanding	<p>K1 Define the key concepts in Hotel Management</p> <p>K2 Outline the different theories and emerging research about Hotel Management</p> <p>K3 Describe the values and ethical standards needed for the profession</p> <p>K4 Develop leadership and management skills through group cooperation.</p> <p>K5 Describe the role and function of the leader in the hospital industry.</p> <p>K6 Describe the role and function of the manager in the hospital industry.</p>
Cognitive skills	<p>C1 Understand the importance of continuous improvement process.</p> <p>C2 Understand the importance of goal-setting and team building.</p> <p>C3 Understand the needs of career planning.</p> <p>C4 Apply production forecasting techniques and procedures.</p> <p>C5 Analyse Hotel management programmes.</p>

Practical/professional Skills	<p>P1 Describe physical and perpetual inventory system.</p> <p>P2 Evaluate food and beverage operations control process.</p> <p>P3 Recognize the importance of outstanding guest service quality, server guest relationships and ethics.</p> <p>P4 Improve ability to exercise judgement and critical analyse problems.</p> <p>P5 Devise and manage social research to analyse social problems.</p>
Transferable skills	<p>T1 Apply and improve written, oral, and non-verbal communication skills.</p> <p>T2 Acquire a real-life experience in a hotel industry.</p> <p>T3 Develop experiential learning opportunities at various level of responsibility.</p> <p>T4 Exhibit positive behaviours in academic and professional using knowledge acquired</p>

4. PROFESSIONAL, STATUTORY AND REGULATORY BODIES (where applicable)
Not applicable

5. LEARNING AND TEACHING STRATEGY
<p>The programme is run on a blended-learning mode combining face to face learning interactions with e-learning. Using practical and hands-on approaches to learning, participants will be given the opportunity to develop knowledge in youth and development related areas through learning activities geared towards developing analytical and critical thinking.</p> <p>Learning and teaching methods:</p> <p>Students will be provided with opportunities to engage in a diverse range of learning environments so as to maximise their learning. For this programme students will interact with their tutor and their fellow students mostly through the e-platform.</p> <p>The e- platform will use the following tools:</p> <ul style="list-style-type: none"> - Online activities: for every unit covered in each module students will be given opportunities to complete interactive learning activities including discussion forums, quizzes, field trips, webinars and problem-solving activities. Students will be encouraged to work independently but also to engage in collaborative work. - Independent study: Independent study forms an essential part in the development of your knowledge and understanding. We will guide you, via the e-platform, on the reading and reflection of primary and secondary texts. Students should use this independent study time to link knowledge with e-class and face-to-face activities and develop their own understanding and critical perspective on the topics they are studying. <p>Strong experimental/practical elements that learners need to grasp.</p> <p>We also offer optional face-to-face sessions.</p>

The face-to-face sessions are an opportunity to untangle complex concepts and provide students with an opportunity to apply the knowledge acquired in the preceding weeks. During the face-to-face sessions, students can be expected to:

- Engage in discussions around youth development activities
- Engage with reading material to engage in class discussions
- Review core/complex concepts through applied work.

Research supervision:

In the final part, students will undertake a dissertation, supervised by one of our tutors with expertise in the area of the dissertation topic. Students will have the opportunity to meet with the supervisor to explore the topic, receive guidance on the research and receive feedback on the work as it progresses.

Overall Workload:

Your overall workload as a student consists of independent learning, e-learning activities and, if you choose to, face to face sessions. The following gives you an indication of how much time you will need to spend on the different components of your programme at each level. Each ECTS credit taken is equivalent to 25 hours of study time.

The expected study time for this programme will be as follow:

Foundation: 1,500 hours for 60 ECTS credits

Year 1: 1,500 hours for 60 ECTS credits.

Year 2: 1,500 hours for 60 ECTS credits.

Year 3: 1,500 hours for 60 ECTS credits.

Typically, for each year of your degree you will spend 0-10% of your time in face to face sessions, 30-40% of your time engaging with e-learning activities and 60% of your time in independent study time.

A typical study week for a student will involve some optional face to face sessions, required engagement in online discussion forum, the completion of online activities and independent study time to review attached readings, textbooks and relevant sections of the module document. Students should expect to devote 8 to 12 hours of study time per week per module.

These are indicative and may vary from student to student.

6. ASSESSMENT STRATEGY

Assessment Methods

A range of formative and summative assessment exercises are designed to enable you to demonstrate and apply your knowledge and understanding.

Most modules will consist of a Tutor Marked Assessment component and an examination. TMAs include:

- Tests
- Essays
- Written projects
- Practical projects
- Exercises and problem set

- Webinars
- Portfolio
- Team projects

Industrial placement will be assessed through a portfolio. The onus to find a placement rests with the students.

Assessment mapping: See Appendix page 12

Academic Feedback

Throughout the course of your studies, tutors will provide informal feedback on your online activities and class contributions. Feedback may be individual or provided to the class as a whole.

Each summative assessment will be accompanied by detailed marking criteria and marking scheme detailing the expectation of the assessment at each grade classification level. Feedback on assessment will be provided along the marking criteria. Marking criteria will be made available to the student at the same time as the assessment details.

Students will receive written individual feedback on all TMA components.

The university policy on assessment feedback and guidance on provisional marks can be found in the General Rules

Late submission, Extension and Resit Policy

The university policy on late submission, Extension and re-sits can be found in the General Rules

Special Circumstances

The university policy on special circumstance can be found in the General Rules

Continuous assessment and Exam Regulations

The university regulations on continuous assessment and examination can be found in the General Rules.

7. ACADEMIC MISCONDUCT

As a safeguard to the quality and standard of Open University's qualifications and awards, the university takes any incidence of academic misconduct seriously and will investigate any reported case. The registration of students who are found writing against the university on social media and press using baseless arguments will be terminated.

Academic Misconduct refers to any activity where a student, through unpermitted means, seeks to gain an advantage in the completion of an assessment. Any unpermitted action will be considered as academic misconduct when occurring during a formal examination, a TMA, or any other form of assessment considered by Board of Examiners and undertaken in pursuit of a University qualification or award.

Plagiarism (using, intentionally or unintentionally another person's work and presenting it as its own) will be systematically checked through a text-matching automated detection software that support the detection of plagiarism: Turnitin.

Any suspected cases of academic misconduct will be reported and investigated. Academic misconduct offences, may lead to suspension or expulsion from the University.

The university regulations on Academic Misconduct can be found in the General Rules.

8. PROGRAMME STRUCTURE

C = Core i.e. modules which must be taken to be eligible for the award

S1 = Semester 1

S2 = Semester 2

S3 = Semester 3

S4 = Semester 4

S5 = Semester 5

S6 = Semester 6

S7 = Semester 7

S8 = Semester 8

SEMESTER I

Code	Subjects	Type	Semester	Credits
OUBs047111	Food Production - I	Core	S1	5
OUBs047112	Food & Beverage Management - 1	Core	S1	7
OUBs047113	Tourism & Hospitality Industry	Core	S1	4
OUBs047114	Hospitality Communication	Core	S1	4
OUBs047115	Basics of computers	Core	S1	4
OUBs047116	Leisure and Recreational Management	Core	S1	6
			Credit Total	30

SEMESTER II

Code	Subject	Type	Semester	Credits
OUBs047121	Food Production - II	Core	S2	6
OUBs047122	Food & Beverage Management - II	Core	S2	5
OUBs047123	Accommodation Operation	Core	S2	6
OUBs047124	Food service & Nutrition	Core	S2	4
OUBs047125	Basic Accounts	Core	S2	4
OUBs047126	Health and Safety Management	Core	S2	5
			Credit Total	30

Students who successfully complete Semester I and II and decide to exit the programme at this point will be awarded a Foundation in Hotel Management And Catering Technologies.

SEMESTER III

Code	Subject	Type	Semester	Credits
OUBs047131	Industrial Training	Core	S3	30
			OUBs047	30

SEMESTER IV

Code	Subjects	Type	Semester	Credits
OUBs047241	Ethical Principles in Hotel Management	Core	S4	5
OUBs047242	Food & Beverage Operations	Core	S4	6
OUBs047243	Accommodation Operation - II	Core	S4	5
OUBs047244	Front office operation	Core	S4	5
OUBs047245	Tourism Products, Design and Development	Core	S4	5
OUBs047246	Basic Principal & Strategic Management	Core	S4	4
			Credit	30
Total				

Students who successfully complete Semester I, II, III and IV and decide to exit the programme at this point will be awarded a Certificate in Hotel Management And Catering Technologies.

SEMESTER V

Code	Subjects	Type	Semester	Credits
OUBs047251	Local and International cuisines	Core	S5	7
OUBs047252	Research Methods	Core	S5	7
OUBs047253	Front office Administration & Management	Core	S5	5
OUBs047254	Human Resources Management	Core	S5	4
OUBs047255	Marketing Management	Core	S5	3
OUBs047256	Hotel Engineering & Management	Core	S5	4
			Credit	30
Total				

SEMESTER VI

Code	Subjects	Type	Semester	Credits
OUBs047361	Inventory Management - I	Core	S6	7
OUBs047362	Facilities Management - I	Core	S6	7
OUBs047363	Process and Quality Management	Core	S6	7
OUBs047364	Resort Designing, development & management	Core	S6	3
OUBs047365	Hospitality & Tourism law	Core	S6	3
OUBs047366	Event & Disaster Management	Core	S6	3
			Credit Total	30

Students who successfully complete Semester I, II, III, IV, V and VI and decide to exit the programme at this point will be awarded a Diploma in Hotel Management And Catering Technologies.

SEMESTER VII

Code	Subject	Type	Semester	Credits
OUBs047371	Bakery & Patisserie	Core	S7	5
OUBs047372	Inventory Management - II	Core	S7	7
OUBs047373	Room Division Management - II	Core	S7	6
OUBs047374	Aviation & Cruise Line operation	Core	S7	3
OUBs047375	Retail Operation & Entrepreneurship Development	Core	S7	5
OUBs047376	Architecture and Interior Designing	Core	S7	4
Credit				30
Total				

SEMESTER VIII

Code	Subject	Type	Semester	Credits
OUBs047381	Industrial Training – II(5mths/22Weeks)	Core	S8	20
OUBs047382	Research Projects	Core	S8	10
Credit				30
Total				

Students who successfully complete Semester I, II, III, IV, V, VI, VII and VIII will be awarded a B.Sc. (Hons) in Hotel Management And Catering Technologies.

9. GRADING

Grading system:

Assessments are graded in percentage and correspond to a letter grade and a grade point.

To pass a module, students need an overall of 40% weighted average of their combined continuous assessment (TMA) and examination.

Marks (x) %	Description	Letter Grade	Grade point
$X \geq 70$	Excellent	A	5
$60 \leq X < 70$	Very Good	B	4
$50 \leq X < 60$	Good	C	3
$40 \leq X < 50$	Satisfactory	D	2
$X < 40$	Ungraded	U	0
Non-graded/pending	See section 17.1.1 in assessment rules and regulation for pending grades letter codes		

To pass a module, students need an overall of 40% weighted average of their combined continuous assessment and examination. All components of TMAs will have to have be submitted and examination sat to pass the module.

Students will normally not be allowed to postpone more than two modules for the following semester.

If a student obtains grade “U” in three or more modules in the same semesters, and the CPA is below 40 for that semester, the student will be requested to repeat the semester unless decided otherwise by the Academic Council upon the recommendation of the Board of Examiners. When repeating a semester, a student may or may not take the modules for which Grade C or above have been obtained.

If after completing a level the student’s CPA < 10, the student will have to repeat the entire academic year, and retake the modules as and when offered. However, s/he will not be required, if s/he wishes, to retake 3 module(s) for which Grade C or above has been obtained.

Students will not be allowed to repeat more than two semesters during the entire duration of the programme.

University general marking criteria for undergraduate exams and undergraduate dissertations can be found in the General Rules.

Cumulative Point Average (CPA):

Total CPA for Undergraduate degrees is calculated by:

MINIMUM PASS MARKS :-

- a) Multiplying the module credit by the THEORY subjects by 40% marks, PRACTICAL subjects by 50% for the module and then summed up and divided by the total credits attempted over the cumulative period at each level (1 semester or 1 year

10. PROGRESSION, EXIT POINTS AND AWARD

Progression	If a student fails to achieve 60 credits at the end of a year level, the board of examiners will make a decision with regard to the student’s progression. At its discretion, the board of examiners may: <ul style="list-style-type: none">- allow a student to carry forward up to 15 credits in the following year level in order to retake these units in attendance;- require the student to repeat the year;- award of an exit award once you’ve exhausted all the opportunities to retrieve failed assessment.
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Classification of Awards	For the award of the Honours degree, all modules of the programme must be completed.			
	The Certificate of Higher Education and the Diploma of Higher education are awarded as possible exit points in the programme as indicated in the table below:			
	Award	Title	Level NQ-MQA	Total required Credits
	BSc (Hons)	Hotel Management and Catering Technologies	8	180
				Classification Based on Cumulative Point Average (CPA) 1st Class Honours (First): CPA ≥70 2nd Class 1st Division Honours (2:1): 60 ≤ CPA < 70 2nd Class 2nd Division Honours (2:2): 50 ≤ CPA < 60 3rd Class Honours: 45 ≤ CPA < 50

11. STUDENT SUPPORT
Support available through: studentsupport@open.ac.mu

12. Have your say
Open University values student feedback and students will be given opportunities to have their say on their learning experience in the following way:
<ul style="list-style-type: none"> ● Student programme and module evaluation surveys; ● Acting as student representative and participate in a range of committees such as the staff-student consultative committee; ● Participate in programme validation processes.

The University will respond to student feedback through the following channels:

- Response and action taken following the module evaluation survey will be posted on the e-platform;
- Action from minutes will be monitored by the chair of the relevant committees;
- Annual programme monitoring process will take into account student feedback;
- Programme review process (every five years).

