

**BSc (Hons) Business Process Services**

***Designed in collaboration with***



***April 2021***

# Accenture Operations for the BPO sector

**OPEN UNIVERSITY OF MAURITIUS**

**Taught Undergraduate Programme Specification**

**PROGRAMME DOCUMENT**

BSc (Hons) Business Process Services [OUbs037]

Academic Year: 2022 onwards

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.

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| **1. PROGRAMME INFORMATION** | |
| Title of final award | BSc Honours Business Process Services – BSc (Hons) BPS |
| Code | OUbs037 |
| Awarding Body | Open University |
| Academic Unit | Open School/Academic Affairs Division |
| Programme Manager | TBC |
| Administrative contact point | TBC |
| Programme duration | *Minimum 3 years Maximum 6 years* |
| Total Credits | 180 |
| Credits per year | *Normally 60*  *Minimum number of credits per semester: 20*  *Maximum number of credits per semester: 40* |
| MQA NQF Level | Level 8 |
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| External Accreditors | Not Applicable |
| Collaborative Partners | Not Applicable |
| Programme approval date | 16 April 2021 |
| Last Revision | Not Applicable |
| Last Update | Not Applicable |

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| **2. ENTRY REQUIREMENTS** | |
| General | General Entry Requirements  Based on the General Entry Requirements under Direct entry to Undergraduate programmes, Applicants should fulfil the following conditions: |
|  | **OPTION 1**:  A pass in English Language at Cambridge School Certificate/’O’ Lever 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:  2 subjects at A-level and 2 subjects at subsidiary level at the Higher School Certificate Examination;  OR Pass in:  3 subjects at A-level at the London General Certificate Examination.  OR any other qualifications acceptable to OU. (refer to OU general rules and regulations)  **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.  Note:  • Mature candidates will be considered on their own merit. (refer to OU general rules and regulations)  • Learners who do not qualify under Option 1 may initially register for Foundation Courses offered by OU. (refer to OU general rules and regulations) |

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| **3. PROGRAMME OVERVIEW** | | |
|  | The BSc (Hons) Business Process Services is the first of its kind. This programme has been created to enable people working in the BPO sector to obtain a Bachelor’s Degree in Business Processing thereby contributing to their professional growth and career development and contributing by extension to the sector. They will be equipped with the academic education alongside their working experience. During the course learners will be exposed to talks by industry experts as well as examination of real-life case studies. The program uses blended approach with exposure to core subjects, industry practices and domain knowledge.    **Aim:**  This BSc (Hons) Business Process Services aims to meet the ever-growing demand for professionals in the BPS industry and also enables learners to take professional certifications and higher education in the field of business processes and related areas.    **Objectives:**  The BSc (Hons) BPS objectives are:   * Understand the basic component of business processing * Develop knowledge and understanding of key areas in Finance and Accounting related to the BPS industry * Develop understanding of the specific requirements of the Insurance industry * Enable acquisition of knowledge and experience of core technologies and techniques of Artificial Intelligence | |

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| **Intended Learning outcomes:**  After successfully completing this programme students will be able to: | |
| Knowledge and  Understanding | K1: Understand lean business processes;  K2: Demonstrate good management skills for team building;  K3: Understand how to manage change;  K4: Understand how to create and execute standard operating procedures for developing reliable and repeatable processes;  K5: Gain a total overview of operations management for manufacturing and service businesses;  K6: Master the fundamentals of operations, strategy systems, design and business management;  K7: Demonstrate professional competence to work in a challenging sector with confidence;  K8: Demonstrate a solid knowledge and understanding of Finance and Accounting and different aspects of management, learning appropriate tools for providing business solutions;  K9: Demonstrate an understanding of the importance of ethical values and their application in professional life. |

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| Cognitive Skills | C1: Make informed decisions in complex and challenging situations;  C2: Critically analyse important information and synthesize it to reach business solutions;  C3: Critically evaluate business processes for solutions to complex business issues; C4: Use knowledge, understanding and skills for a critical assessment for a wide range of ideas and issues relating to Accounting, Corporate Finance, Insurance, Law; C5: Apply knowledge for identification of information needs for analysis and interpretation to take business decisions;  C6: Critically evaluate the relevance of theoretical application and practical problems;  C7: Apply the fundamental knowledge of Financial Accounting, Management Accounting and Artificial Intelligence to analyse business problems. |
| Practical/  Professional Skills | P1:Interpret and analyse information using appropriate tools;  P2: Recognise and resolve business issues from an ethical perspective;  P3: Create, select and apply appropriate analytical techniques and IT tools for better business decisions;  P4: Assess business problems reaching substantiated conclusions applying principles related to human resource, accounting, finance, logistics and business analytics. |
| Transferable  Skills | T1: Develop required skills to work on projects in dynamic and new contexts;  T2: Develop reflective thinking ability to employ critical and reflective thinking for effective performance;  T3: Develop professional competence to empower business organisations;  T4: Develop valuable skills to argue critically, solve problems and communicate effectively at required levels. |

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| **4. PROFESSIONAL, STATUTORY AND REGULATORY BODIES (where applicable)** |
| N/A |

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| **5. LEARNING AND TEACHING STRATEGY** |
| **Learning and teaching methods:**    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.    **The e- platform will use the** following tools:     * **Online activities**: for every unit covered in each module students will be given opportunities to complete interactive learning activities including discussion forums, quizzes, 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.  **We also offer optional face-to-face sessions.**    The face-to-face sessions are an opportunity to discuss and clarify complex concepts and allow 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 problem-solving activities * Engage with the reading material to participate in class discussions - Review core/complex concepts through applied work.     **Research supervision:**  In the final part, students will undertake an applied project supervised by one of our tutors with expertise in the area of the project 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. |

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| **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 (TMA) component and a written examination. TMAs may include:   * Group work exercises, presentations and reports; * Oral presentations; * Case Studies * Dissertation |

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| Each module carries 100 marks and will be assessed as follows (unless otherwise specified):  ● **a written examination of 2 hours which would account for 60% of the final module grade; and**  ● **continuous assessments accounting for 40% of the final module grade.**  For a learner to pass a module, an overall total of 40% for combined continuous assessment and written examination components would be required without minimum thresholds within the individual continuous assessment and written examination.  Learners may re-sit up to a maximum of two failed modules for each semester of the programme. |
| **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 Re-sit 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. |

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| **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. |
| 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 the 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 one’s own) will be systematically checked through an automated text-matching detection software that supports the detection of plagiarism.  **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. |

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| **8. PROGRAMME STRUCTURE** |
| S1 = Semester 1  S2 = Semester 2 |

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| **Year 1 – Level 5 (NQ-MQA) – Short Cycle Introductory** All modules must be taken. | |  |  |
| **Code Module Title** | | **Semester** | **Credits** |
| OUbs037111 | French for Business I | **S1** | **6** |
| OUbs037112 | Accounting Fundamentals | **S1** | **6** |
| OUbs037113 | Communicating with Impact | **S1** | **6** |
| OUbs037114 | Foundation of Law and Mauritian Legal System | **S1** | **6** |
| OUbs037115 | Cyber Laws and Ethics | **S1** | **7.5** |
|  |  |  |  |
| OUbs037121 | Six Sigma Lean Management | **S2** | **6** |
| OUbs037122 | Financial Accounting | **S2** | **6** |
| OUbs037123 | Introduction to Capital Market | **S2** | **4.5** |
| OUbs037124 | French for Business II | **S2** | **6** |
| OUbs037125 | Management Principles | **S2** | **6** |
|  |  | **Total** | **60** |

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| **Year 2 – Level 6 (NQ-MQA) – Short Cycle Intermediate**  All modules must be taken. | |  |  |
| **Code** | **Module Title** | **Semester** | **Credits** |
| OUbs037211 | Operation and Logistics Management I | **S1** | **6** |
| OUbs037212 | Management Accounting | **S1** | **6** |
| OUbs037213 | Culture and Organisations | **S1** | **6** |
| OUbs037214 | Human Resource Management | **S1** | **6** |
| OUbs037215 | Business Finance | **S1** | **6** |
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| OUbs037221 | Information Systems and Security | **S2** | **7.5** |
| OUbs037222 | Financial Statement Analysis for Business | **S2** | **6** |
| OUbs037223 | Introduction to Insurance | **S2** | **4.5** |
| OUbs037224 | Operation and Logistics Management II | **S2** | **6** |
| OUbs037225 | Business Research Methods | **S2** | **6** |
|  |  | **Total** | **60** |

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| **Year 3 – Level 7/8 (NQ-MQA) – Honours Cycle** All modules must be taken. | |  |  |
| **Code** | **Module Title** | **Semester** | **Credits** |
| OUbs037311 | Labour Law | **S1** | **3** |
| OUbs037312 | Advanced Insurance | **S1** | **7** |
| OUbs037313 | International Business Management | **S1** | **4** |
| OUbs037314 | Industrial Relations Law | **S1** | **3** |
| OUbs037315 | Dissertation | **S1** | **10** |
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| OUbs037321 | Corporate Governance and Ethics | **S2** | **6** |
| OUbs037322 | Fundamentals of AI and Machine Learning | **S2** | **5** |
| OUbs037323 | Project Management | **S2** | **6** |
| OUbs037324 | Business Strategy and Change | **S2** | **6** |
| OUbs037325 | Blockchain Technologies | **S2** | **5** |
| OUbs037326 | Business Intelligence and Data Analytics | **S2** | **5** |
|  | | **Total** | **60** |

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| **Overall Programme Total** | **180** |

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| **9. GRADING** | | | |
| **Grading System:**  Assessments are graded in percentage and correspond to a letter grade and a grade point. | | | |
|  | **Marks (x) %** | **Letter Grade** | **Grade Point** |
|  | X ≥ 70 | A | 5 |
| 60 ≤ X < 70 | B | 4 |
| 50 ≤ X < 60 | C | 3 |
| 40 ≤ X < 50 | D | 2 |
| X < 40 | 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 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 semester, 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 has been obtained.

If after completing a level the student’s CPA < 40, 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.

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| **Cumulative Point Average (CPA):**  Total CPA for undergraduate degrees is calculated by:   1. multiplying the module credit by the % marks 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);   AND  b) Taking the weighted average of the obtained CPAs at each level. The respective weights being set as follows: the CPA of level 5 modules (year 1) will be weighted at 15% (0.15); the CPA of level 6 modules (year 2) will be weighted at 35% (0.35); and the CPA of level 7/8 modules (year 3 and/or 4) will be weighted at 50% (0.5).  Example calculation of the CPA at level 5 for undergraduate programmes: | | | | | |
| **Course Level 5 % Scores ECTS Credit unit Module Credit x % Score** | | | | | |
|  | BAXX1 | 64 | 7.5 | 64\*7.5 = 480 |  |
| BAXX2 | 71 | 7.5 | 71\*7.5 = 533 |
| BAXX3 | 44 | 7.5 | 44\*7.5= 330 |
| BAXX4 | 59 | 7.5 | 59\* 7.5= 443 |
| BAXX5 | 82 | 5.0 | 82\*5 = 410 |
| BAXX6 | 62 | 5.0 | 62\*5 = 310 |
| BAXX7 | 65 | 5.0 | 65\*5 = 325 |
|  | BAXX8 | 54 | 15.0 | 54\*15 = 810 |  |
| Total |  | 60 | 3640 |
| **CPA = 3640/60 61.7**  Example Calculation Total CPA:   |  |  |  | | --- | --- | --- | | **Level** | **Score** | **Weighted score** | | CPA level 5 (60 credits) | 61.7 | 61.7 \***0.15** = 9.1 | | CPA level 6 (60 credits) | 63.4 | 63.4\***0.35** = 22. | | CPA level 7/8 (60 credits) | 65.5 | 65.5\***0.5** = 32.7 | | **Total CPA (180 credits)** |  | **64** | | | | |
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| **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:   * 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; * recommend an exit award once the student has exhausted all the opportunities to retrieve failed assessments. | | | | | | |
| 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**  **NQMQA** | **Total required Credits** | **Classification** |  |
| BSc (Hons) | Business Process Services | 8 | 180 | **1st Class** (First):  CPA ≥70  **2nd Class 1st Division** (2:1):  60 ≤ CPA ≤ 69  **2nd Class 2nd Division** (2:2):  50 ≤ CPA ≤ 59 |
|  |  |  |  |  |  | **3rd Class** (Hons): 45 ≤  CPA < 50 |  |
| Diploma of  Higher  Education  (DipHE)  Certificate of  Higher Education  (CertHe ) | Business Process Services  Business Process Services | 6-7  6 | 120  60 | **Distinction:** CPA ≥ 70  **Pass:** 40 ≤ CPA ≤ 69  **No Award:** CPA < 40  **Distinction:** CPA ≥ 70  **Pass:** 40 ≤ CPA ≤ 69  **No Award:**  CPA < 40 |
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| **11. STUDENT SUPPORT** |
| Support available through: studentsupport@open.ac.mu |

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| **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:     * Student programme and module evaluation surveys * Acting as student representative and participating in a range of committees such as the staff student consultative committee * Participating 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). |

## Appendix 1: Assessment Mapping

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| **Module**  **Code** | **Module Title** | **Assessment Method** |
| **Year 1 – Level 5 (NQ-MQA) – Short Cycle Introductory** All modules must be taken. | |  |
| OUbs037111 | French for Business I | **TMA 40%**  **Final Examination 60%** |
| OUbs037112 | Accounting Fundamentals | **TMA 40%**  **Final Examination 60%** |
| OUbs037113 | Communicating with Impact | **TMA 40%**  **Final Examination 60%** |
| OUbs037114 | Foundation of Law and Mauritian Legal System | **TMA 40%**  **Final Examination 60%** |
| OUbs037115 | Cyber Laws and Ethics | **TMA 40%**  **Final Examination 60%** |
| OUbs037121 | Six Sigma Lean Management | **TMA 40%**  **Final Examination 60%** |
| OUbs037122 | Financial Accounting | **TMA 40%**  **Final Examination 60%** |
| OUbs037123 | Introduction to Capital Market | **TMA 40%**  **Final Examination 60%** |
| OUbs037124 | French for Business II | **TMA 40%**  **Final Examination 60%** |
| OUbs037125 | Management Principles | **TMA 40%**  **Final Examination 60%** |

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| **Year 2 – Level 6 (NQ-MQA) – Short Cycle Intermediate** All modules must be taken. | |  |
| OUbs037211 | Operation and Logistics Management I | **TMA 40%**  **Final Examination 60%** |
| OUbs037212 | Management Accounting | **TMA 40%**  **Final Examination 60%** |
| OUbs037213 | Culture and Organisations | **TMA 40%**  **Final Examination 60%** |
| OUbs037214 | Human Resource Management | **TMA 40%**  **Final Examination 60%** |
| OUbs037215 | Business Finance | **TMA 40%**  **Final Examination 60%** |
| OUbs037221 | Information Systems and Security | **TMA 40%**  **Final Examination 60%** |
| OUbs037222 | Financial Statement Analysis for Business | **TMA 40%**  **Final Examination 60%** |
| OUbs037223 | Introduction to Insurance | **TMA 40%**  **Final Examination 60%** |

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| OUbs037224 | Operation and Logistics Management II | **TMA 40%**  **Final Examination 60%** |
| OUbs037225 | Business Research Methods | **TMA 40%**  **Final Examination 60%** |

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| **Year 3 – Level 7/8 (NQ-MQA) – Honours Cycle** All modules must be taken. | |  |
| OUbs037311 | Labour Law | **TMA 40%**  **Final Examination 60%** |
| OUbs037312 | Advanced Insurance | **TMA 40%**  **Final Examination 60%** |
| OUbs037313 | International Business Management | **TMA 40%**  **Final Examination 60%** |
| OUbs037314 | Industrial Relations Law | **TMA 40%**  **Final Examination 60%** |
| OUbs037315 | Dissertation | **100%** |
| OUbs037321 | Corporate Governance and Ethics | **TMA 40%**  **Final Examination 60%** |
| OUbs037322 | Fundamentals of AI and Machine Learning | **TMA 40%**  **Final Examination 60%** |
| OUbs037323 | Project Management | **TMA 40%**  **Final Examination 60%** |
| OUbs037324 | Business Strategy and Change | **TMA 40%**  **Final Examination 60%** |
| OUbs037325 | Blockchain Technologies | **TMA 40%**  **Final Examination 60%** |
| OUbs037326 | Business Intelligence and Data Analytics | **TMA 40%**  **Final Examination 60%** |