



UNIVERSITY  
of  
TECHNOLOGY,  
MAURITIUS

**School of Public Sector Policy and Management**

# Diploma in Management

PROGRAMME DOCUMENT

VERSION 1.0

*DM v1.0*

May 2005

---

**University of Technology, Mauritius**

La Tour Koenig, Pointe aux Sables, Mauritius

Tel: (230) 234 6535 Fax: (230) 234 6219 Email: [sopspam@utm.intnet.mu](mailto:sopspam@utm.intnet.mu)

website: [www.utm.ac.mu](http://www.utm.ac.mu)

**UNIVERSITY OF TECHNOLOGY, MAURITIUS**

**and**

**MAURITIUS COLLEGE OF THE AIR**

**Division of Distance Education**

**Diploma in Management**

***Distance Learning Course***

## **1. BACKGROUND TO PROJECT**

This is a proposal for a Diploma in Management customized for present and potential middle managers who are in the first instance active members of the Federation des Syndicats des Corps Constitués (FSCC) and who have successfully completed an earlier course which has been on offer by the Federation since 1991.

The earlier course was aimed at empowering members with the necessary tools to enable them to shoulder their responsibilities and respond to organisational changes introduced towards making the public service more effective.

Some 800 officers have already completed the course.

The MCA was approached to develop a customized Diploma through Open/ Distance Learning to fulfil that ambition after a request from members of the FSCC to upgrade their competences.

The MCA in turn approached the University of Technology, Mauritius to partner in the mounting and delivery of the programme.

## **2. PROGRAMME INFORMATION**

This Diploma will equip course participants with up-to-date management techniques required at a time when the workplace is being revolutionised with new trends. More efficient and effective interventions are now required for the smooth day-to-day running of organisations.

## **3. PROGRAMME AIM**

The programme will endeavour to promote professional development, self-growth and professionalism through up-to-date knowledge acquisition, competences which can be applied to the work environment in which participants find themselves.

## **4. PROGRAMME OBJECTIVES**

- To ensure the professional development of learners in their present and future roles as managers.
- To identify and acquire the techniques of clear, concise and effective written communications required in the first line manager's job.
- To provide learners with an understanding of role relationships in organisations.
- To recognise how to sustain motivation.
- To respond to the behaviour of people in a changing work environment.
- To put relevant accounting theories in practice.
- To apply systematic procedures to problem-solving and decision-making.
- To apply techniques of planning, scheduling and work efficiency.
- To apply effective techniques to job-interviewing, counselling, appraisal and grievances.
- To implement procedures for accident prevention on the job.
- To develop IT skills at the proficiency level.

## **5. DURATION AND DELIVERY**

Minimum of 6 semesters

Maximum duration of programme: 5 years

This programme will be delivered through a hybrid mode i.e. a mix of open distance learning and face-to-face sessions depending on the modules on offer.

Support will be provided.

## **6. TARGET AUDIENCE AND ENTRY REQUIREMENTS**

The target audience is middle managers from parastatal organisations.

The entry requirements:

Either

- School Certificate with at least four years' working experience

Or

- Higher School Certificate/2 'A' levels with at least two years working experience.

Note: Preference will be given to holders of the FSCC/IVTB "Attendance Certificate in Middle Management Course".

## **7. STUDENT PROGRESS AND ASSESSMENT**

For the award of the Diploma, all modules must be passed overall (including examinations, tutor-marked assignments, project, presentations and any other assessments).

All modules will carry 100 marks:

- Continuous Assessment – 30% (Continuous Assessment will consist of at least 2 tutor-marked assignments per module).
- End of module written (unseen) examinations – 70%

Project – 100%

The maximum marks attainable at Level 1 is 1200 marks (or 36 credits); and at Level 2 is 1200 marks (or 36 credits).

Grading will be as follows:

<b>GRADE</b>	<b>MARKS</b>
A	$\geq 70$
A-	$65 \leq X \leq 70$
B	$60 \leq X \leq 65$
B-	$55 \leq X \leq 60$
C	$50 \leq X \leq 55$
C-	$45 \leq X \leq 50$
D	$40 \leq X \leq 45$
F	$\leq 40$
A-D	Pass
F	Fail

## **8. EVALUATION OF PERFORMANCE**

The % of marks at level 1 contributes to a 40% weighting towards the Diploma Classification.

The % of marks at level 2 contributes to a 60% weighting towards the Diploma Classification.

## **9. AWARD**

The Diploma in Librarianship and Information Science will be awarded to students who complete the course successfully. The award will be based on the following criteria:

Scores of 70% and above - Diploma with Distinction  
Scores of 40% to less than 70% - Diploma  
Scores of less than 40% - No award

## **10. FAILED MODULE**

Students who are not successful will have an opportunity to re-sit the examination within three months. Maximum weightings for re-sit will be 40%. In case a student is not successful at the re-sit, s/he may be allowed to take the exams with the next intake. Not more than two re-sits will be allowed.

Marks for tutor-marked assignments will be carried forward.

## **11. PROGRAMME MATERIALS**

Some of IGNOU's distance learning material namely MS-1, MS-2 and MS-6 have been identified for use. Some will be developed and designed locally by MCA.

## **12. ACCREDITATION**

University of Technology, Mauritius.

## **13. ELIGIBILITY**

A student is eligible to sit for the examinations provided he/she has scored a minimum of 50% in each of the Module Tutor Marked Assignments.

## 14. PROGRAMME STRUCTURE AND PLAN

YEAR 1							
Semester 1				Semester 2			
Code	Modules	Hrs/Wk L P	Credits	Code	Modules	Hrs/Wk L P	Credits
DMGT 2101	<i>Accounting for Management Decisions I (face-face)</i>	n/a	3	DMGT 2205	<i>Business Communications (face-face)</i>	n/a	3
DMGT 2102	<i>Economics for Managers (face-face)</i>	n/a	3	DMGT 2206	<i>Organisational Behaviour I (IGNOU)</i>	n/a	3
DMGT 2103	<i>Organisation and Management (IGNOU)</i>	n/a	3	DMGT 2207	<i>Accounting for Management Decisions II (face-face)</i>	n/a	3
DMGT 2104	<i>Introduction to Information Technology **MCA</i>	n/a	3	DMGT 2208	<i>Research Methods**(face-face)</i>	n/a	3
→ Start of Level 1							
YEAR 2							
Semester 1				Semester 2			
Code	Modules	Hrs/Wk L P	Credits	Code	Modules	Hrs/Wk L P	Credits
DMGT 2309	<i>Marketing I **(IGNOU)</i>	n/a	3	DMGT 2413	<i>Accounting Information Systems **(face-face)</i>	n/a	3
DMGT 2310	<i>Health and Safety (face-face)</i>	n/a	3	DMGT 2414	<i>Organisational Behaviour II (IGNOU)</i>	n/a	3
DMGT 2311	<i>Human Resource Management I (IGNOU)</i>	n/a	3	DMGT 2415	<i>Fundamentals of Finance (face-face)</i>	n/a	3
DMGT 2312	<i>Administrative Law and Establishment Procedures(face-face)</i>	n/a	3	DMGT 2416	<i>Leadership and Team Building (IGNOU)</i>	n/a	3
Finish of Level 1 →				→ Start of Level 2			
YEAR 3							
Semester 1				Semester 2			
Code	Modules	Hrs/Wk L P	Credits	Code	Modules	Hrs/Wk L P	Credits
DMGT 2517	<i>Introduction to Strategic Management (IGNOU)</i>	n/a	3	DMGT 2500	<i>Final Year Project</i>		6
DMGT 2518	<i>Marketing II (IGNOU)</i>	n/a	3	DMGT 2000	<i>Portfolio</i>		6
DMGT 2519	<i>Management Information Systems **(face-face)</i>	n/a	3				
DMGT 2520	<i>Human Resource Management II (IGNOU)</i>	n/a	3				
<b>Finish of Level 2</b>							<b>→</b>
Modules marked ** will be assessed by continuous assignments.							

## Semester 1

### **DMGT 2101**

#### **ACCOUNTING FOR MANAGEMENT DECISIONS I**

Financial Accounting Framework: Accounting Entity, Double entry, bookkeeping, ledgers, Current and fixed assets, Capital structures, Trial balance

Profit measurements: Profit and loss account, Balance sheet, Cash flow. Financial reporting: Ratios, Interpretation: Internal and External; Valuation; Basic cost accounting: Manufacturing account; Variable and fixed costs, Marginal and absorption costing. Case Studies.

### **DMGT 2102**

#### **ECONOMICS FOR MANAGERS**

The Economic Problem: Scarcity and Choice, Theory of Demand and Supply, The Price System, Costs of Production, Market Structures, National income and economic growth, Inflation and Unemployment, Banking and Monetary Policies, Taxation and Fiscal policies, International Trade

### **DMGT 2103**

#### **ORGANISATION AND MANAGEMENT**

Management Concepts and Functions, Development of Management Theories, Managerial Functions, types of business Organizations, Communication, Leadership, Organisational control, conflict, change, Social Responsibilities of Organisations and ethics in Management, Contemporary Issues.

### **DMGT 2104**

#### **INTRODUCTION TO IT**

Concepts of Information Technology; Components of a computer system and use a PC comfortably and optimally; Hardware and Software in use; Use of common applications for processing and presenting information; Generate professional reports; Develop small systems that will help increase productivity; Security, privacy and communication; Appreciate the role, impact and potential of IT in society. Windows for manipulation of information; Windows 2000, MS Word, MS Outlook, Internet/Email, MS Excel, MS Access, MS Power Point, Multimedia Packages; Word processing for text based documents; Spreadsheet; Presentation graphics; Internet for effective location and browsing of information: e-mail, chat systems and other means of communication.



## Semester 2

### **DMGT 2205**

#### **BUSINESS COMMUNICATIONS**

Business Letters: Introduction, Format, Styles of address, Common categories of letters, Creating attractive and effective forms. Internal Document: The Memorandum, Memorandum and overview, designing an effective notice, Report writing, Formal and Informal reports, Proof reading techniques, On-line research Meetings, conferences and presentations; Strategic Communications Skills

### **DMGT 2206**

#### **ORGANISATIONAL BEHAVIOUR I**

Organisational behaviour – Introduction and Foundation, Perception, Personality and Attitudes, Work Motivation and Satisfaction, Group Dynamics and Teams, Communication.

### **DMGT 2207**

#### **ACCOUNTING FOR MANAGEMENT DECISIONS II**

Long range planning and budgeting: Capital investment decisions; Methods of evaluation: Payback, Accounting rate of return, Discounted cash flow, Internal Rate of Return. Budgeting: Profit and Loss and Balance Sheet, Cash flow; Cost Volume Profit analysis; Contribution margin; Break even analysis. Standard costing: Variances; Tactical decisions: Make or buy, Product life cycles, Marketing mix; Current issues: Local and International

### **DMGT 2208**

#### **RESEARCH METHODS**

Quantitative Analysis: An introduction to research methods in public sector settings to enable students to become informed consumers and critics of research-based information and more effective managers of research-related projects. Definition and types of research, Research design and measurement, Methods of data collection, Data coding, Description statistics, Sampling and inferential statistics, Relationships between variables, Ethical and organisational issues, Research proposal and report.

## Semester 3

### **DMGT 2309**

#### **MARKETING I**

The marketing concept, the marketing mix, the role of marketing in strategic planning, the marketing environment, managing services, consumer buyer behaviour, organisational buyer behaviour, market segmentation, targeting and positioning, product, pricing, distribution channels, integrated marketing communications, electronic marketing, and marketing ethics.

### **DMGT 2311**

#### **HUMAN RESOURCE MANAGEMENT I**

Evolution of Personnel Management to Human Resource Management and Role, Motivation, Job – Job creation, Job Description, Job Analysis, Job Evaluation, Recruitment and Selection, Training and Development, Human Resource Planning

### **DMGT 2312**

#### **ADMINISTRATIVE LAW AND ESTABLISHMENT PROCEDURES**

Introduction to Administrative Law: relationship between the administrator and the public; Requirements of fairness and natural justice in decisions affecting the public; Appeals from administrative decisions, public participation in the decision-making process, and political accountability and control of boards, independent agencies; The supervisor's role in labour relations; Establishment Procedures; Effective Discipline

### **DMGT 2310**

#### **HEALTH AND SAFETY**

Policy Statement: Commitment of Management, Costs Benefits, Development of Positive OSH and Environment Culture. The TQM Approach. Planning a Safe Place of Work: Setting of Objectives, Establishing Performances Standards, Improvement and Development of Organisational Culture, Controlling Hazards and Risks. Health and Safety regulations. Organisation Structure to Implement a Safe Place of Work: Co-operation at Work- Workers Participation and Commitment, Communication: Conference of Employees - Training - Safety Committees - Safety Inspection - Organisation Structure - Job Design - Safety at Design. Management of conflict and Management of stress.

## *Semester 4*

### **DMGT 2413**

#### **ACCOUNTING INFORMATION SYSTEMS**

Recording accounting transactions using an Accounting Package; Understanding of an Accounting Information Systems and their development and implementation: Transaction Processing, Spreadsheet Modelling, Systems Analysis, Design and Development, Data Modelling and Databases, Internal Control and Audit; Accounting Information Systems as part of the Accounting and Finance functions.

### **DMGT 2414**

#### **ORGANISATIONAL BEHAVIOUR II**

Conflicts and Conflicts Management, Leadership, Power and Politics, Organisational Development and Culture, Managing Change.

### **DMGT 2415**

#### **FUNDAMENTALS OF FINANCE**

Present Value Calculation; Time Value for Money; Annuities; IRR; Sources of Finance; Short and Long Term Financing; Valuation of Bonds and other Securities; Definition of Financial Risk; Risk and Return Analysis; Diversification Principles, Capital Asset Pricing Model; Stock Market; Forms of Market Efficiency.

### **DMGT 2416**

#### **LEADERSHIP AND TEAM BUILDING**

Team building meaning and evolution, Evolution of team based organisations, leadership styles, identification of leadership styles and qualities to foster and hinder teams-effective leadership, influences of vision, goal-setting, and team-member selection on the effectiveness of the team, corporate support required to build strong and effective teams, Self directed work teams, Conflicts in teams, managers as the facilitators.

## Semester 5

### **DMGT 2520**

#### **HUMAN RESOURCE MANAGEMENT II**

Reward and Performance Management, Performance Appraisals, Industrial and Employment Relations, Health and Safety, Salient features of existing labour Laws, PPM Manual. Learning Organisations. Case Studies.

### **DMGT 2517**

#### **INTRODUCTION TO STRATEGIC MANAGEMENT**

Nature of Change in organisations; The change process as Problem solving and Problem finding; Change management: Skill requirements – Political skills, Analytical skills, People skills, Systems skills, Business skills; Strategies for Change Management: Rational-Empirical, Normative-Reeducative, Power-Coercive, Environmental-Adaptive; Factors in selecting a change strategy: Degree of resistance, Target population, The stakes, The time frame, Expertise, dependency; Management of Time

### **DMGT 2518**

#### **MARKETING II**

Marketing information systems and marketing research, relationship marketing, marketing plans, dealing with competition, new product development, managing product lines and brands, managing marketing channels, managing retailing, wholesaling and logistics, professional sales, advertising, sales promotion and PR.

### **DMGT 2519**

#### **MANAGEMENT INFORMATION SYSTEMS**

Overview of MIS, Planning and Control, Identifying and Defining User Needs, Systems Theory, TPS, DSS, EIS, Abstracts and Models, BPR, Analysis and Design Techniques, End-user Participation in Systems Development, Planning for Innovation and Change, Systems Evaluation, Network Security, Systems Maintenance. IS Management, Roles of IS Managers, Measurement of the IS Function, Strategic Alignment of IT with Business, Planning for Information Systems, Enterprise Resource Planning, Management of IS Operations: Structure and Policies, Contract and Procurement Strategies, Outsourcing Techniques, Security and Control, Managing IS-Based Change, Audit Evaluation and Assessment.

+ **Final Year Project**

### **PORTFOLIO**

The learner will be required to reflect upon modules stated earlier to:

- (i) critically reflect upon the importance of presenting a portfolio as part fulfilment of the Diploma
- (ii) analyse in what ways these modules have contributed towards their professional development.