



UNIVERSITY  
of  
TECHNOLOGY,  
MAURITIUS

**School of Sustainable Development and Tourism**

# MSc Property and Resort Management (Part-Time)

PROGRAMME DOCUMENT

MPRM VERSION 1.0

August 2014

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**University of Technology, Mauritius**

La Tour Koenig, Pointe aux Sables, Mauritius

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### **A. PROGRAMME INFORMATION**

With continual global challenges like sustainability threats and scarcity of resources, tourism, as an international industry, is often faced with difficulties to sustain its businesses. As a result, many tourism destinations choose to diversify their products by capitalising on other tourism potentials. Resort and property management is seen as one of the feasible alternatives. The business of tourism property and resort management is gaining increasing importance and is one of the emerging markets in newly industrialised economies. Therefore, there is a growing demand for qualified property and resort managers in the tourism industry. The MSc Property and Resort Management Programme is designed to address this need. The programme is unique in that it is specifically developed for aspiring professionals seeking to enhance their managerial skills in the field of resort and property management.

### **B. PROGRAMME AIM**

The programme is a professionally relevant course designed to prepare students to assume responsibilities in property and resort management. This Postgraduate Degree will help to strengthen existing managerial skills of students and provide them with a more rigorous background to build a successful career in tourism resort and property management.

### **C. PROGRAMME OBJECTIVES**

- To provide students with an understanding on the complexity of the tourism property and resort businesses;
- To build up their ability for assuming strategic roles in the planning and development of tourism resort and properties;
- To develop skills and knowledge necessary in decision-making at managerial level, specifically in the context of resort and property management;
- To gain managerial competencies necessary for middle management positions within the tourism resort and property industry;
- To train mid-management & junior staff at management & operational levels of the industry;
- To equip students with sufficient knowledge & techniques in order to enable them to assist decision makers in resort and property planning & management;
- To develop a grounding in postgraduate research practices, theoretical approaches and debates in international tourism management

**PART 1**  
**REGULATIONS**

**D. GENERAL ENTRY REQUIREMENTS**

As per UTM'S Admissions Regulations, and 'Admission to Programmes of Study at Masters Level'.

**E. PROGRAMME ENTRY REQUIREMENTS**

Candidates should have the following qualifications:

(i) A Bachelor Degree from a recognised university or any other recognised institution of higher education

Or

(ii) Exceptionally candidates holding a relevant Diploma from a recognised institution may be admitted with at least 5 years of relevant professional work experience.

**Overseas Candidates**

Overseas candidates whose first language is not English and who do not hold a degree or equivalent professional taught in English will be required to produce evidence of their competence in English.

The normal requirements are either:

(a) an International English Language Testing System (IELTS) of at least overall band 7.0 with a minimum score of at least 6.0 in each element of the test; or

(b) a Test of English as a Foreign Language (TOEFL) score of at least 600 with a test of written English (TWE) score of at least 5.0 or computerised test equivalent of 250 with a TWE of 5.0 together with a Graduate Management Test (GMAT) of at least 600 with an Analytical Writing Assessment (AWA) score of at least 5.0 or

(c) A certificate from a recognised authority confirming that applicant has the required knowledge or qualification in the English language to be admitted to the course.

**F. PROGRAMME MODE AND DURATION**

Part Time:        2 Years

The programme consists of 2 academic years and each year comprised of two semesters of 15

weeks each (excluding the Exam period) and each semester is comprised of activities of teaching and learning strategies.

#### **G. TEACHING AND LEARNING STRATEGIES**

Teaching methods are varied depending on the modules and will include group work, case studies, presentations and projects. The programme is delivered through a variety of approaches including lectures, presentations, tutorials and case studies with an emphasis on interactive learning. Self-learning will be the key feature of the programme, enabling students to explore, investigate and research into the various topics, interact with practitioners, and work in teams on projects. Throughout, the emphasis will be on high levels of student participation, both individually and within small groups.

#### **H. STUDENT SUPPORT AND GUIDANCE**

In addition to traditional lectures, group tutorials or individual tutorials are arranged for students.

#### **I. ATTENDANCE REQUIREMENTS**

As per UTM Policy for “Policy for Attendance at Lectures and Other Academic Activities”

#### **J. CREDIT SYSTEM**

The modules will carry 3 credits as per the programme structure. All modules will carry 100 marks and the project/dissertation will carry 300 marks.

#### **K. CREDITS REQUIRED FOR THE MASTERS DEGREE, POST GRADUATE DIPLOMA OR POST GRADUATE CERTIFICATE**

Masters Degree	42 credits (inclusive of dissertation)
Postgraduate Diploma	30 credits
Postgraduate Certificate	18 credits

#### **L. STUDENT PROGRESS AND ASSESSMENT**

For the award of the Masters Degree all modules must be passed overall with passes in the examinations, coursework and other forms of assessment. All modules will have equal weighting. Research Methods will be assessed 100% by coursework.

Written examinations will be of a maximum of 3 hours duration. Continuous assessment will carry up to 50% of the total marks and will be based on seminars, case studies, presentations, class tests and/or assignments.

The dissertation will carry 300 marks (9 credits).

## Grading

Grade	Marks x (%)
A	$70 \leq x \leq 100$
B	$60 \leq x < 70$
C	$50 \leq x < 60$
D	$40 \leq x < 50$
F	$x < 40$
A-D	Pass
F	Fail

## M. MASTERS DEGREE AWARD CLASSIFICATION

$CPA \geq 70$	Masters Degree with Distinction
$60 \leq CPA < 70$	Masters Degree with Merit
$40 \leq CPA < 60$	Masters Degree
$CPA < 40$	No Award

## N. PROGRAMME ORGANISATION AND MANAGEMENT

**Programme Development Committee:** Dr. V. Gowreesunkar, Mr D. Mootien, Dr P. Munhurrin, Mrs V. Seebaluck and Mrs P. Naidoo

## O. PART II - PROGRAMME STRUCTURE AND PLAN

### MSc PROPERTY AND RESORT MANAGEMENT – PART-TIME

#### PROGRAMME STRUCTURE

YEAR 1							
Semester 1				Semester 2			
Code	Modules	Hrs/Wk L/T	Credits	Code	Modules	Hrs/Wk L/T	Credits
TMGT 5109	Tourism Property Development	3+0	3	HMG 5204	Resorts and Properties Operations Management	3+0	3
ESTM 5101	Land, Property and Estate Management	3+0	3	STAT 5301	* Research Methods	3+0	3
SSDV 5105B	Sustainable Businesses and Environment	3+0	3	FIN 5103B	Financial and Managerial Accounting	3+0	3
YEAR 2							
Semester 1				Semester 2			
Code	Modules	Hrs/Wk L/T	Credits	Code	Modules	Hrs/Wk L/T	Credits
ESTM 5103	Property Maintenance	3+0	3	OPS 5306	Project Management	3+0	3
XXXX	Law and Legal Principles for Property and Resort	3+0	3	SMKG5108	International Tourism Marketing	3+0	3
TMGT 5112	Managing Tourism Organisations	3+0	3	Diss 5000	Dissertation		9

\* Research Methods assessed 100% coursework.

\*Dissertation starts in Semester 1 of Year 2. Credits earned at the end of Semester 2 of Year 2

**TOTAL NUMBER OF CREDITS: 42 (inclusive of Dissertation)**

## **P. SYLLABUS OUTLINE**

### ***YEAR 1, SEMESTER 1***

#### **TMGT 5109: Tourism Property Development**

Background & Approach to Tourism and Property Development; Commercial and Residential Tourism Properties Development; Tourism Property Planning; Tourism Infrastructure & Coastal Zones Development; Public Utilities in Large Residential Complexes; Alarm & Emergency Procedures; Security; Coastal Management Plans; Transportation Planning; Viability Analysis of Resort Development; Beach Planning and allocation; Community Planning & Tourism Development; Role of Government in Resort and Commercial Properties Development; Case Studies.

#### **ESTM 5101: Land, Property and Estate Management**

Introduction to the Principles, Procedures and Practices of Commercial Estate Management and Property Agency; Investment & Development of Land & Building; Environmental Compliance; Property Management and Corporate Real Estate Management; Land Use Management; Natural Hazards Management; Development and Applications and Permits; Government Policies on State Lands; National Housing Policies; Usage of Technological Tools and IT Software in Property and Resort Management; Insurance; Inventory Control; Building Technology; Maintenance, Improvement & Development; Renovation; Organisation of Syndics.

#### **SSDV 5105B: Sustainable Businesses and Environment**

Definition and Concept of Responsible Businesses; Drivers of Responsible Businesses; Eco-Labels and Other International Standards; UNWTO Code of Ethics on Environmental Protection; Certification and accreditation; Frameworks for Sustainable Businesses: The Natural Step, The Triple Bottom Line, Zero Waste, Ecological Footprint, Natural Capitalism; Responsible Business Practices; Barriers to Sustainable Business Practices; Case Studies And Sustainable Business Plan; Ethics and Governance; Managing Change;

### ***YEAR 1, SEMESTER 2***

#### **HMG 5204: Resort and Properties Operations Management**

Management Contract & Franchise Organisations; Design, System and Procedures of Operations in Resort and Property Industry; Logistics, Safety and Security Procedures, Physical Equipments Operations in Front Office, Housekeeping, Laundry & Dry Cleaning; Public & Guest Relations Management; Clubs & Common Areas Management; Butler & Concierge

Services Management; Control System: Processes & Procedures, Inventory & stock control; TQM & Quality Assurance;

**STAT 5301: Research Methods**

Research Concepts: Research Issues, Problems, Questions, Hypotheses; Measurement And Scaling In Research: Reliability, Validity; Research Design And Survey Methods; Ethics in Research; Techniques for Literature Review; Questionnaire Design; Qualitative Methods: Designing, Gathering, Processing and Analysing Qualitative Research Information; Quantitative Methods: Introduction to Statistics, Data Description, Hypothesis Testing, T-Tests and ANOVA, Factor Analysis, Chi-Square And Regression Analysis; Data Analysis With SPSS; Reporting And Presenting Research.

**FIN 5103B: Financial and Managerial Accounting**

Role of financial accounting in a business; Accounting information to aid managerial decision making. Introduction to financial and managerial accounting, Accounting mechanics, Understanding financial statements, Financial statements analysis, Cost allocation and activity based costing, Costing systems and methods, Profit reporting for management analysis, Cost-volume-profit analysis, Budgetary planning and control, Standard cost and variance analysis.

***YEAR 2, SEMESTER 1***

**ESTM 5103: Property Maintenance**

Facilities Management; Public Utilities: Electricity, Water, Gas, Telephone Services. Electrical Supply & Phases; Circuit Breakers & Safety Measures; Maintenance of Electrical Equipment; Basic Plumbing: Equipment, Pipes & accessories; Maintenance of Swimming Pools; Gas Equipment & Maintenance; Air conditioning & Refrigeration; Landscaping & Gardening; Basics of Telephone Equipment & Services; Energy Conservation; Equipment & Maintenance Contracts; Inventory & Stock Control

**XXX: Law and Legal Principles for Property and Resort Management**

Environmental Law and Regulations; Multilateral Environment Agreements - Rio Declaration on Environment and Development, Brundtland Report, Convention on Biological Diversity, Earth Charter, Rio Summit, Kyoto Protocol, BASEL Convention, etc; Acquisition of Property; Legislation for State-Owned Properties; Building and Land Use Permit; Land Taxation; Real Estate Business; Transcription and Mortgage; Lease and Hire; Registration and Custody of Property Documents; Real Estate Law; Lease Provisions for Properties.

**TMGT 5112: Managing Tourism Organisations**

The Tourism Business Environment; Role of Managers in the Tourism Sector; Social Responsibilities of the Tourism Industry; Business Ethics; Corporate Responsibility and



Governance; Managing People in Tourism Organisations: Motivation, Job Satisfaction, Reward & Performance; Managing Soft Skills; Knowledge Management; Emotional Intelligence; Managing Cultural Diversity; Change Management.

## ***YEAR 2, SEMESTER 2***

### **OPS 5306: Project Management**

The module will deal with institutional options in social development; Cycles and Linkages between policy, programmes, projects and process; Blueprint and process approaches to programmes and projects; Project identification and stakeholder analysis; Investment Appraisal; Objectives oriented planning; Managing the Budgetary Process for blueprint and process; Implementation, Scheduling and Critical Path Analysis; Risk Management; Project Quality Management.

### **SMKG5108: International Tourism Marketing**

The Internal and External Marketing Environment in Tourism; Challenges in the Marketing of Tourism Properties and Resort; International Marketing Strategy; Customer Service and Marketing Communication; Selling Techniques in Resort and Property Industry; Market Research and Promotion Strategy; Online Marketing and Social Network; Segmentation, Targeting and Positioning; Branding; Global Entry Strategies; Emerging Issues in Resort and Property Marketing.

### **DISS 5000: Dissertation**

A 15,000 to 18,000 words dissertation will have to be submitted at the end of the semester. The work submitted should conform to the Postgraduate Dissertation Guidelines.