



Master's Degree Course in Hospitality and Tourism Management Regulations for Admission 2022/2023

From **29 November 2021** the following categories of applicants may apply through the [online services](#):

- *internal graduates and undergraduates in Tourism*: graduates or students enrolled for the academic year 2021/22 who expect to graduate before the autumn session for the academic year 2021/22 (i.e. before 31 December 2022) in the following degree courses:
 - *Tourism: culture and development of territories*
 - *Tourism, events and territories*
 - *Tourism, culture and territory*
 - *Tourism, management and territory*
- *graduates and undergraduates in other IULM University courses*: graduates at IULM University in courses other than those listed above or enrolled on courses other than those listed above for the academic year 2021/22 who expect to graduate before the autumn session for the academic year 2021/22 (i.e. before 31 December 2022);
- *external graduates and undergraduates*: graduates from other universities or enrolled at other universities for the academic year 2021/22 who expect to graduate before the autumn session for the academic year 2021/22 (i.e. before 31 December 2022);
- *foreign graduates*: Italian or foreign citizens (EU and/or non-EU) in possession of a foreign admission qualification obtained in Italy or abroad. Student records will be assessed on an individual basis for students expecting to graduate before 31 December 2022.

Curricular requirements for admission

The Registrar's Office will verify that graduates or undergraduates meet at least one of the following curricular requirements:

- 1) to have been awarded or be about to be awarded a **university degree** in one of the following **Degree Classes (or equivalent)** or an equivalent foreign degree qualification:
 - L-1 Beni culturali (Cultural Heritage)
 - L-5 Filosofia (Philosophy)
 - L-6 Geografia (Geography)
 - L-8 Ingegneria dell'informazione (Information Engineering)
 - L-10 Lettere (Arts)
 - L-11 Lingue e culture moderne (Modern Languages and Cultures)
 - L-12 Mediazione linguistica (Language Mediation)
 - L-15 Scienze del turismo (Tourism)
 - L-16 Scienze dell'amministrazione e dell'organizzazione (Administration and Organisation)
 - L-18 Scienze dell'economia e della gestione aziendale (Economics and Corporate Management)
 - L-19 Scienze dell'educazione e della formazione (Education and Training)
 - L-20 Scienze della comunicazione (Communication)
 - L-21 Scienze della pianificazione territoriale, urbanistica, paesaggistica e ambientale (Territorial, Urban, Landscape and Environmental Planning)
 - L-31 Scienze e tecnologie informatiche (Information Technology)
 - L-33 Scienze economiche (Economics)
 - L-37 Scienze sociali per la cooperazione, lo sviluppo e la pace (Social Sciences for Cooperation, Development and Peace)
 - L-41 Statistica (Statistics)
 - L-42 Storia (History)

2) for students who have graduated or are about to graduate in **subject classes other than those listed in Point 1**, to have acquired or be about to acquire at least **60 CFU credits in one or more of the following scientific-disciplinary sectors** (as part of their three-year degree course, or by passing single university courses, or by obtaining a university master's degree):

- IUS/07, IUS/09
- L-LIN/12
- SECS-P/01, SECS P/02, SECS-P/03, SECS-P/05, SECS-P/06, SECS-P/07, SECS-P/08, SECS-P/09, SECS-P/10, SECS-P/11, SECS-P/13
- SPS/01, SPS/04, SPS/07, SPS/08, SPS/09, SPS/11, SPS/12
- SECS-S/01, SECS-S/02, SECS-S/03, SECS-S/04, SECS-S/05, SECS-S/06
- MAT/05, MAT/06, MAT/08, MAT/09
- M-PSI/01, M-PSI/05, M-PSI/06
- INF/01

Applications will not be accepted from graduates from **AFAM Institutes (Istituzioni di Alta Formazione Artistica, Musicale e Coreutica)**.

Applications from students or graduates of **SSML Institutes (Scuole Superiori per Mediatori Linguistici)** will be assessed on an individual basis considering the applicants' study plans and in accordance with the provisions of the relevant rules and regulations. Before completing the application for admission online, SSML applicants must send a detailed exam certificate by email to: segreteria.magistrali@iulm.it. Only after approval by the Coordinator for Master's Degree Courses will applicants be able to apply for admission online.

Applicants who are not native speakers of Italian and/or non-Italian citizens must state their level of knowledge of the Italian language when registering for the admission test.

Supplementary requirements for admission in the second year of the course to the *University of Central Florida – Rosen College of Hospitality Management (UCF) - Course in Hospitality and Tourism Management at the University of Central Florida – Rosen College of Hospitality Management (UCF)*

http://www.admissions.graduate.ucf.edu/International_Applicants/Admission_Requirements/

<http://www.intl.ucf.edu>.

- TOEFL certification with a minimum score of 220 (computer-based) or 80 (internet-based), or IELTS certification with a minimum score of 6.5, obtained less than two years ago, or, if still to be taken, to be obtained preferably prior to enrolment in the first year and in any case no later than 31 October 2022;
- an average degree mark of at least 3.0 out of 4.0 on the GPA scale (which generally corresponds to an average mark of at least 27/30 on a first-cycle degree course when taking final examinations). The GPA certification must be obtained from the following body: [WORLD EDUCATION SERVICES \(WES\)](#). The GPA certification must be presented on matriculation. The Registrar's Office reserves the right to evaluate the admission of students with the certification process still in progress on an individual basis;
- first-year exams in the Master's Degree Course *Managing hospitality and guest services organizations, Strategic marketing in Hospitality and Tourism, Critical Issues in Hospitality & Tourism Human Resources* passed with a mark of at least 26/30 (the equivalent of a grade B in accordance with an Agreement with UCF).

Admission test sessions and deadlines for applications for admission

- 1st session: **written test 28 February 2022 at 14.30 – oral test 4 March 2022 at 14.30**
- 2nd session: **written test 22 April 2022 at 14.30 – oral test 29 April 2022 at 14.30**
- 3rd session: **written test 9 June 2022 at 14.30 – oral test 15 June 2022 at 14.30** (only if places still available or only for non-EU students)
- 4th session: dates to be defined only if places still available or only for non-EU students

The application must be submitted by:

- 1st session: 14 February 2022
- 2nd session: 7 April 2022
- 3rd session: 25 May 2022 (only if places still available or only for non-EU students)
- 4th session: dates to be defined only if admission test is to be held

Applications for admission received after the dates listed above may be taken into consideration only for the tests of the following session (subject to verification of the availability of places).

Students who fail to pass the test in one session may apply for a subsequent session using the Online Services, without having to pay a further test enrolment fee, **subject to verification of the availability of places.**

The dates of the tests already scheduled are subject to changes, which will be communicated to the candidates in advance. The tests will be carried out online.

If the number of eligible students exceeds the number of students set for the academic year 2022/2023, a ranking list may be drawn up based on the results of the admission test or determined by the order of enrolment.

Confirmation of enrolment

Matriculation will be confirmed upon payment of the first instalment.

Students admitted in the first session must complete matriculation by **31 March 2022.**

Students admitted in the second session must complete matriculation by **16 May 2022.**

Students admitted in the third session must complete matriculation by **30 June 2022.**

Students admitted to the fourth session must complete matriculation by the date set only if the admission test takes place.

Depending on the number of admissions and the number of remaining places, the deadline for registration may be shortened to allow the scrolling of the ranking list.

For internal students enrolled in the third year of their degree course in the academic year 2021/22, applicants for the first session for matriculation in the Master's Degree Courses for the academic year 2022/23, the deadline for payment of the third instalment for the academic year 2021/22 is deferred to 20 April 2022 (instead of 31 March).

For students not yet in possession of a degree certificate, matriculation is to be considered "conditional" on obtaining the degree. Students with a conditional offer are obliged to communicate the result and grade of the degree obtained as soon as they are announced, and in any case no later than 31 December 2022.

Students unable to complete enrolment owing to failure to obtain a degree qualification before 31 December 2022 will have their enrolment officially annulled. **Under no circumstances will the first instalment or the enrolment fee for the admission test be refunded.**

Test procedures

Internal graduates and undergraduates in Tourism / Graduates and undergraduates in other courses at IULM University and other Universities: applicants must demonstrate knowledge of English no lower than level B2 by taking the Oxford University Press test:

<https://www.oxfordenglishtesting.com/DefaultMR.aspx?id=3034&menuId=1>

The test will take place approximately one week before the written test (the dates can be consulted on the following [page](#) in the section "Riepilogo di termini e scadenze" ["Summary of deadlines"]). The result of the test will be communicated immediately by the Registrar's Office. Passing the language assessment test is a prerequisite for admission to the subsequent tests.

Applicants with international certification of language competence at level B2, obtained within the last two years, will be exempt from the Oxford University Press test.

Applicants with a 3-year degree obtained after attending a course of study taught in English (belonging to one of the degree classes listed in point 1 of the admission requirements) will be exempt from taking the Oxford University Press test.

Only applicants, both internal and external, who pass the English level test will be admitted to the following tests:

- written test in English comprising closed-ended questions, aimed at assessing logical, critical and verbal reasoning skills, as well as testing basic knowledge regarding the disciplinary field of the degree course;
- oral test aimed at assessing knowledge and skills.

Foreign graduates:

Applicants must take an online admissions test, on dates agreed upon with the Registrar's Office.

The test comprises:

- verification of English language competence at no lower than level B2 by taking the Oxford University Press test: <https://www.oxfordenglishtesting.com/DefaultMR.aspx?id=3034&menuId=1>

The test will be held on the scheduled dates. The result of the test will be given immediately.

Applicants with international certification of language competence at level B2, obtained within the last two years, will be exempt from the Oxford University Press test.

Applicants with a 3-year degree obtained after attending a course of study taught in English (belonging to one of the degree classes listed in point 1 of the admission requirements) will be exempt from taking the Oxford University Press test.

Applicants who pass the English level test will be admitted to the following tests:

- written test in English comprising closed-ended questions, aimed at assessing logical, critical and verbal reasoning skills, as well as testing basic knowledge regarding the disciplinary field of the degree course;
- assessment of skills and knowledge by uploading onto the platform provided by the University texts and videos related to the set questions. Based on the outcome of this assessment, an oral interview to test knowledge and skills may also be required on dates to be defined subsequently.

Those enrolled in the Master's degree course in *Hospitality and Tourism Management* who, at the time of their application, declare themselves not to be native speakers of Italian (or not in possession of certification of knowledge of the Italian language of at least level B2) and/or non-Italian citizens, will subsequently be given instructions on how to obtain, by the end of their course of study, the required qualification attesting to their good written and oral knowledge of the Italian language. In particular, shortly before the start of the courses (September 2022) an assessment test will be organised to determine their level of knowledge of the Italian language. For those whose level is deemed to be inadequate, as well as for those who have declared themselves to be absolute beginners, it will be possible to attend the extracurricular Italian language course aimed at acquiring the necessary skills. The final evaluation will consist in the aforementioned assessment of eligibility to be acquired by the date of submission of the Master's degree application. Italian language teaching may also be organised in agreement with the other Faculties of the University and/or outsourced from external training services. Similarly, students may, in complete autonomy, attend courses outside the University aimed at acquiring a good knowledge of the Italian language, then registering (in the same way as for any other exam taken as a non-attending student) to take the aforementioned eligibility test within the specified deadlines.

At the time of enrolment, texts or online courses may be recommended for all categories of candidates to follow before the start of the courses.

In addition to English, the Master's degree course will promote knowledge of a second foreign language. Candidates already in possession of an international certificate may therefore already submit it at the time of the admission test, sending a copy to segreteria.magistrali@iulm.it. Possession or lack of such certification does not in any way constitute an element of assessment for admission to the Master's degree course.

Recommended bibliography for test preparation

The following bibliography is for guidance only and is suitable for all applicants:

Accounting:

Basic accounting, Tettamanzi Patrizia, Blandano Gaia, Goodman Sophie, Basic Accounting, IPSOA, 2014

Marketing:

Marketing for Hospitality and Tourism (7th Edition), Kotler, Bowen, Makens, Baloglu, Pearson, 2017; part 1 – chapters 1, 2 and 3, part 2 - chapter 4

Tourism:

Tourism. Principles and Practice, 5th Edition, John Fletcher, Alan Fyall, David Gilbert, Stephen Wanhill, Pearson, 2013; Part 1, chapter 2, Part 3, chapters 13 to 18

The Business of Hospitality and Travel (Subscription), 5th Edition, Cook, Hsu & Marqua, Pearson, 2014; Part 1, chapter 1, Part 2, chapters 6 to 9

UNWTO, *International Tourism Highlights 2019*, available online at <https://www.e-unwto.org/doi/pdf/10.18111/9789284421152>

Territory:

Stephen Williams, Alan N. Lew, *Tourism geography. Critical understandings of place, space and experience*, Routledge, 2015.

Applicants with disabilities and Specific Learning Disorders (DSA)

In order to guarantee equal opportunities in carrying out the tests, applicants with disabilities in possession of a certificate of civil incapacity and/or recognition of the state of disability pursuant to Law 104/92, and applicants with Specific Learning Disorders (DSA), in possession of DSA certification pursuant to Law 170/2010 will be able to upload the documentation in PDF format during the online test enrolment procedures.

The documentation must be currently valid and legally compliant.

Specific requests for dispensation and compensatory dispensation measures for the admissions test must be submitted at least 7 days in advance by sending an e-mail to the diversamente service at: diversamente@iulm.it

Contacts

For information regarding application procedures and related administrative matters please visit our website: Enrolments – Master’s Degree Courses, or contact the Registrar’s Office: email segreteria.magistrali@iulm.it Tel. 02/891412330 – office hours 9.30/12.30 and 14.30/16.30.