

## Master's Degree Course in Hospitality and Tourism Management

### Regulations for Admission 2021/2022

From **28 November 2020** the following categories of applicants may apply through the [online services](#):

- *internal graduates and undergraduates*: graduates or students enrolled for the academic year 2020/21 who expect to graduate before the autumn session for the academic year 2020/21 (i.e. before 31 December 2021) in the following degree courses:
  - *Tourism: culture and development of territories*
  - *Tourism, events and territories*
  - *Tourism, culture and territory*
  - *Tourism, management and territory*
- *external graduates and undergraduates*: graduates from other universities or from IULM in courses other than those listed above, enrolled at other universities or at IULM on courses other than those listed above for the academic year 2020/21 who expect to graduate before the autumn session for the academic year 2020/21 (i.e. before December 2021);
- *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 2021.

#### Curricular requirements for admission

The Students 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-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-33 Scienze economiche (Economics)
  - L-37 Scienze sociali per la cooperazione, lo sviluppo e la pace (Social sciences for cooperation, development and peace)
  - 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**:
  - 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

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](mailto:segreteria.magistrali@iulm.it).

Only after approval by the Coordinator for Master's Degree Courses will applicants be able to apply for admission online.

**For candidates whose mother tongue is not Italian**, a verification of the knowledge of Italian language is required; if the level acquired is below B2, an Italian language course will be included in the study plan, to be concluded within the two years- course, so as to reach the necessary skills for an efficient use of the language.

**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.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 2021;
- 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 Students 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 1 March 2021 at 14.30 – oral test 5 March 2021 at 14.30**
- 2nd session: **written test 26 April 2021 at 14.30 – oral test 3 May 2021 at 14.30**
- 3rd session: **written test 14 June 2021 at 14.30 – oral test 18 June 2021 at 14.30** (only if places still available or only for non-EU students)

In case of further availability of places an extraordinary session may be held in the first ten days of September.

#### **The application must be submitted by**

- 1st session: 15 February 2021
- 2nd session: 12 April 2021
- 3rd session: 1 June 2021

**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 – without having to pay a further test enrolment fee - by making a specific request to the Students Office, and subject to approval by the Examination Selection Board and to verification of the availability of places.

The dates and procedures for the tests, whether carried out remotely or in person, will be communicated to the candidates in advance, taking into account any developments in the current health emergency situation. The dates of the tests already scheduled may be subject to changes, which will be communicated to candidates in advance.

## 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 2021**.

Students admitted in the second session must complete matriculation by **15 May 2021**.

Students admitted in the third session must complete matriculation by **30 June 2021**.

For internal students enrolled in the third year of their degree course in the academic year 2020/21, applicants for the first session for matriculation in the Master's Degree Courses for the academic year 2021/22, the deadline for payment of the third instalment for the academic year 2020/21 is deferred to 20 April 2021 (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 2021.

Students unable to complete enrolment owing to failure to obtain a degree qualification before 31 December 2021 will have their enrolment officially annulled. **Under no circumstances will the first instalment be refunded.**

## Test procedures

*Internal graduates and undergraduates:* 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 be held during the week before the written test. 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.

*Graduates and undergraduates from other IULM courses and other Universities:* applicants must take an admissions test in English:

- English level assessment (at least level B2) using the Oxford University Press test:

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

The test will be held during the week before the written test. 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 (both internal and external) who pass the English level test will be admitted to the following tests:

- written test in English comprising open-ended and 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 (on the same day as the English test);
- oral test to assess motivation and aptitude (within the following three working days).

### *Foreign graduates:*

Applicants must take a remote admissions test, on dates agreed upon with the Students 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.

Knowledge of Italian language at level B2 is also required. Candidates may present an international certification of language competence at level B2; alternatively, should candidates declare themselves as proficient users, a verification test of the knowledge of the language at a B2 level will be taken. For candidates who obtain a result below B2 and for absolute beginner of Italian, an Italian language course will be included in the study plan, to be concluded within the two years- course, so as to reach the necessary skills for an efficient use of the language.

- assessment of skills and knowledge by uploading onto the platform provided by the University texts and videos related to the set questions.

Texts or online courses to be followed prior to starting lessons may be recommended upon matriculation.

If the number of eligible students exceeds the number programmed for the academic year 2021/2022, a merit-based ranking list may be drawn up on the basis of the outcome of the admissions test, or determined by the order of matriculation.

In addition to English language, the Course will promote the acquisition of a second foreign language. Candidates who have an international language certificate may present it for the admission test by sending a copy to [segreteria.magistrali@iulm.it](mailto:segreteria.magistrali@iulm.it). Under no circumstances this represent an element of evaluation in order to be admitted to the 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](mailto: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 Students Office: email [segreteria.magistrali@iulm.it](mailto:segreteria.magistrali@iulm.it) Tel. 02/891412330 – office hours 9.30/12.30 and 14.30/16.30.