

"The Institute of Human Resource Advancement is attached to University of Colombo which has been recognized to be the first 1000 universities in the world. While IHRA engages in development of human talents for a progressive society, it values freedom of education, thus actively engages in expanding the accessibility of higher education for all. IHRA is mandated to advance human resource in the country. All Bachelors and Masters Degrees that IHRA offers is awarded by the University of Colombo at its annual convocations."

HOW TO APPLY

Application form for the above program and further information could be obtained from www.ihra.cmb.ac.lk or by sending e-mail to <smgt@ihra.cmb.ac.lk> or personally visiting to the Institute.

Duly filled application form along with bank receipt of LKR 2000/= application processing fee, should be sent by registered post to reach the "Assistant Registrar, Institute of Human Resource Advancement, University of Colombo, No.275, Bauddhaloka Mawatha, Colombo 07" on or before

22nd December 2019

Coordinator - Senior Lecturer- Ms.Kamani Mathotaarachchi
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University of Colombo.
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www.ihra.cmb.ac.lk



IHRA

UNIVERSITY OF COLOMBO



"Developing Human Talents for a Progressive Society"

Master of Science in Service Management 2019

INSTITUTE OF HUMAN RESOURCE ADVANCEMENT
University of Colombo

ENTRY REQUIREMENTS

You need any one or more of the following qualifications:

- ☞ Bachelors (Honours) Degree in any field of study with one (01) year work experience in managerial or similar capacity.
- ☞ Bachelors Degree in any field of study with two (02) years work experience in managerial or similar capacity.
- ☞ A professional qualification equivalent to Bachelors Degree or above, or a member of the recognized professional body with two (02) years working experience in managerial or similar capacity.
- ☞ Higher/ Executive Diploma with three (03) years of work experience in managerial or similar capacity.
- ☞ Any qualification and/or experience not mentioned above yet recommended by the Qualification Assessment Committee of the institute and the two (02) years work experiences in managerial level or similar capacity.

OBJECTIVES OF THE PROGRAMME

- ☐ To facilitate to develop skills to thrive and contribute to the services sector.
- ☐ To promote customer oriented managerial competences.
- ☐ To develop entrepreneurial skills in service industry.
- ☐ To improve the ability of analysing and evaluating service business process.
- ☐ To improve the performance and quality of human resources in services .

Medium - English

Duration - Two Years

Course fee - 375,000/= (Including Foreign Workshop)

Course Modules:

Course Code	Course Title	Trimester offered	No of Credits	No of Contact Hours
Preparatory Courses				
MSMPR 5001	Basic Statistics	00	00	12
MSMPR 5002	Principles of Economics	00	00	12
MSMPR 5003	Academic Writing	00	00	12
Courses offered in the First Academic Year				
MSM 5131	Quantitative Techniques for Services Management	01	03	45
MSM 5132	Services Management	01	03	45
MSM 5133	Management Process	01	03	45
MSM 5231	Accounting for Services	02	03	45
MSM 5232	Organisation, People and Performance in Management	02	03	45
MSM 5233	Technology Management in Services	02	03	45
MSM 5331	Service Marketing Strategy	03	03	45
MSM 5332	Services Supply Chain Management	03	03	45
MSM 5333	Customer relationship Management	03	03	45
Courses offered in the Second Academic Year				
MSM 6431	Strategic Service Management	04	03	45
MSM 6432	Globalizing of Services	04	03	45
MSM 6433	Research Methods	04	02	30
MSM 6531	Seminar on Research	05	01	15
MSM 6532	Business Law	05	03	45
MSM 6533	Project Management for Services	05	03	45
MSM 6631	Contemporary Issues in Service Management	06	03	45
MSM 6600	Thesis	06	15	NA

Application Closing Date: 22nd December 2019