



# NEWSLETTER

**December 2020**

**THE NEWSLETTER FOR STUDENTS, ALUMNI AND FRIENDS OF GLAMIS**



2020, a year to be remembered.... This unprecedented situation has impacted our everyday life, reveled our vulnerabilities and challenged our status quo. In addition to that, we embarked on a major change in syllabus for the MBA programme with new exams arrangements due to the Covid-19 restrictions.

This difficult context has brought along loads of uncertainties, much stress and anxiety to students with regards to the exams. Glamis teaching personnel together with the administration personnel had to join forces so as to accompany our fellow students to the best of our capacity. It was a great team work in a new environment and mutual support was a key determinant to deliver our project with the intended success factors and results. In other words, we were given a real life case study to apply change management principles. Luckily, adaptation was very quick and the situation was kept under control all the way throughout this hectic term. Though Glamis has an exceptional track record in terms of high pass rates among learning partners around the globe, the last performance indicators were very special to us, given the above challenges we had to face. Indeed, our satisfaction lies in our student's success – *le sense du devoir accompli*.

As we are nearing the end of this tough year, I seize this opportunity to extend my heartfelt thanks to all students who have demonstrated a great sense of maturity and commitment, Glamis management and admin staff who deployed appropriate measures to sustainably support the learning journey and all colleagues from the teaching staff for the dedication and passion to make things happen.

At the outset of a probably new challenging year to come, may we conclude on a positive mindset by focusing on the encouraging signs of improvement in terms of vaccinations, a generally agreed 'new normal' endeavors and lessons learnt. Now is the time to sit back and enjoy a special time with our loved ones to whom I send my best wishes for a merry Christmas and a happy new year.



## **ICSA Programmes**

We are proud to announce that Glamis Business School is now the approved tuition partner of the Chartered Governance Institute. Previously known as ICSA, the Chartered Governance Institute is the qualifying body of the company secretaries and governance professionals. The Chartered Governance Institute has 125 years of experience with around 34 thousand students and members worldwide. It is the leading authority of governance matters.

### **Foundation**

The Foundation Programme provides a broad introduction to businesses, how they are governed, maintained, financially managed and the laws to which they must adhere. The path to becoming Chartered begins with the Foundation Programme.

It is the first step to a career as a governance professional or company secretary. The Foundation Programme provides the relevant skills and knowledge to help prepare you to meet the demands of Part One of the Chartered Governance Qualifying Programme. This is especially useful if you do not have the academic or professional experience to enter the Qualifying Programme at Part One. The Foundation Programme is your first step on the path to a career as a governance professional or company secretary.

### **Career prospect**

The knowledge and skills you learn on this course will prepare you for studying Part One of the Qualifying Programme. In the end of this course, you will gain a better understanding of:

- how businesses are organised and run and how the external environment affects business activities.
- the fundamentals of corporate and business (commercial) law and the legal framework within which businesses operate.
- legal, ownership and management structures for companies, how companies are incorporated and routine company compliance and governance obligations; and
- the basics of bookkeeping and how to understand the components of financial documentation as well as the principles of financial decision making.

The ICSA Foundation Programme is aimed at individuals wishing to achieve Chartered professional status with ICSA or those wishing to pursue roles/careers in company secretarial, governance, risk and compliance-related fields.

## **Benefits of studying at Glamis Business School**

### **1. Face to Face tutorials**

We provide a total of 66 hours of face-to-face tutorials at Glamis Business School. Our face-to face learning ensures a better understanding and real-world examples from industry experts and other students. It also creates the opportunity to connect with, problem-solve, and network with other students from a wide range of backgrounds.

### **2. Flexible hours**

Face to face classes are held on Saturdays and replacement classes may exceptionally take place after office hours during weekdays or online.

### **3. Specialised teaching from industry experts**

Our lecturers are highly qualified, fully committed and are field experts. They have a great pulse on their current industry and will equip you with specific skills needed for jobs in the industry. Our lecturers have been exposed to a variety of situations and challenges in their work. They will share their experiences and how they have been addressed. Moreover, they will help you with professional networking.

### **4. Administrative support**

The student support team consists of dedicated staff whose focus is to facilitate coordination and support systems between students, University, regulatory bodies and other stakeholders.

### **5. Location**

Our strategic location in the centre of Quatre-Bornes gives you access to all amenities.

### **Fast-track your career**

Our ICSA Foundation course starts on 20 March 2021 and we will prepare students for the June 2021 examinations. Our course is delivered in 11 weeks with a total of 66 hours.

## **Chartered Governance Qualifying Programme**

Chartered status is the benchmark for company secretaries and governance professionals. It shows that you have the knowledge, skills and experience to take on a job with significant and wide-ranging responsibilities. In larger organisations, this may be within the secretariat or governance team or as part of a professional services team. In medium and smaller organisations, this may be in the sole governance or company secretarial role.

The Chartered Governance Qualifying Programme covers seven modules over two levels. Students begin at Part One set at Level 6, equivalent to first year undergraduate level and completes their learning at Part Two set at Level 7, equivalent to postgraduate degree level.

### **Career prospect**

By completing the Chartered Governance Qualifying Programme, you will acquire the knowledge, skills, and experience to work as Governance professionals, company secretaries, and could be a career boost for individuals from law or finance who wish to transfer to governance roles. You will become a Graduate member of the Institute, allowing the use of the post-nominal GradCG to signify your expertise.

Kindly call us or come and meet us to register your interest.

### **THE GRADUATE DIPLOMA IN LAW COURSE(I-GDL)-COMING SOON!!**

Have you ever thought of pursuing a career in law or practise as a qualified lawyer?

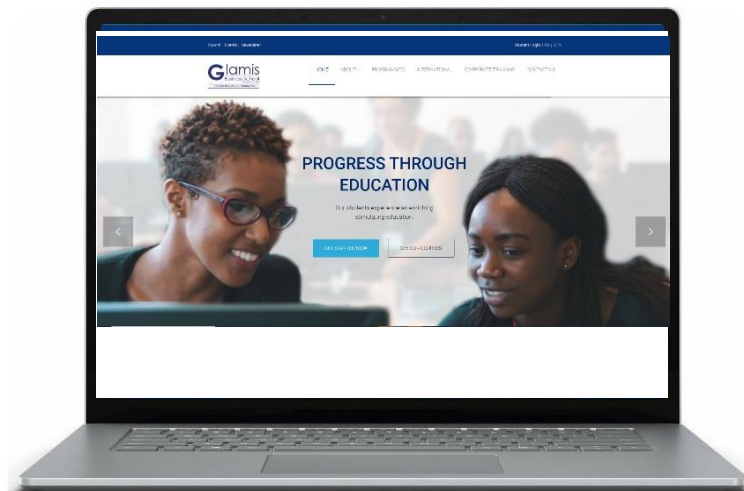
The Graduate Diploma in Law (GDL) is your pathway into practice. It is the conversion course you need to complete if you have an undergraduate degree in a non-law subject and want to study law at a postgraduate level. If you're looking for a truly flexible conversion course to kick-start your route to a career as a lawyer, our supported GDL is the perfect solution.

**If you wish to embrace a career in Law, kindly register your interest with us!!**

***Our site is “ BRAND NEW.”***

***See the result.***

A special thanks to Arvind Beeharry from the Camwad team who developed our website to better serve you. Glamis is now presenting a top-class website easy to read, navigate, and understand.



### **CamwAD Advertising and Design**



We at camwAD Advertising & Design were delighted to have the opportunity to revamp Glamis Business School's website by providing our expertise in the Design/Web field and further support the business education sector.

The Glamis quote 'to better serve you' was our main inspiration for redeveloping the website to truly 'better serve' the Public. This meant we re-analysed certain key factors such as: user interface, functionality, user experience whilst being able to deliver accurate, useful content within a pleasing and attractive design. Quite a challenge, but who doesn't love a good challenge right!

We are extremely pleased with the results and hope you are too. As Glamis Business School grows and evolves, so too will the Website. So, make sure you check back to see what's new and keep up-to-date.

All the best.





Our Bi-Yearly induction day for MBA/MSc students was held on the 22<sup>nd</sup> of August through an orientation session. It was great opportunity for our freshers to meet their future lecturers and the Glamis team. They were provided with an insight on how the programme will be run, the student facilities available to them and who are the key people who will assist them throughout their study period.

Group activities and team building exercises were organized on that day to strengthen the bond between the Glamis family and the new students. Refreshments and pastries were also served.



Our guided Nature Walk held at Black River Gorges in November was indeed a great success with more than 30 participants. This included Glamis Tutors, Students and guests. Each participant was provided with a lunch pack. We covered more than 10 kms and were mesmerized by the breath striking view at the peak. It was totally worth the effort. Looking forward to our next track.

Special thanks to Jean-Luc and Grays who has generously sponsored our caps and provided doritos and mentos.



The transition from pen and paper exam to take at home exams went on very well and we proudly announce an overall pass rate of 92.2%.

Accounting	
Bhujun Vedallall	MBA
Dwarka Kevina	MSc FIN
Haulkory Shivam	MBA
Reetoo Vashish	MBA

Delivering Successful Projects	
Awotur Jeetisah	MBA FIN
Boodhoo Davesb	MBA
Cateaux Jessica	MBA
Chengan Mootosamy Shaleenee	MBA
Dewkurrun Chandni	MBA
Honlue Musa Stephen	MBA
Jugurnauth Darshinee	MBA FIN
Mohit Umairah	MBA
Ramjuttun Neelesh	MBA HRM
Roocha Leena	MBA

Economics for Business	
Bolah Natasha	MBA
Sandhip Karishma	MBA FIN

Finance	
Bernard Knappeova Krystel	MBA
Chadee Nathraj	MBA
Rugjee Deeksha	MSc FIN

Leadership, Theory and Practice	
Seeam Amar	MBA

Project Management	
Babajee Anushka	MBA
Chelliah Charbelle Daniella Queency	MBA
Goindo Ramnochane Karisma	MBA

Derivatives	
Purmaissur Adesh	MBA
Seraully Sabrina	MBA FIN

Financial Decision Making	
Dawoo Ariana	MBA FIN
Sandhip Karishma	MBA FIN

People, Work and Organisations	
Dawoo Ariana	MBA FIN

Negotiation	
Casale Delia	MBA HRM
Pertaub Arjoonsing	MBA

Organisational Behaviour	
Bolah Natasha	MBA
Goordoyal Amit	MBA
Seeburn Senjeet	MBA FIN

Principles of Retail	
Jahajeeah Meghna	MSc MK

Strategic Marketing	
Cateaux Jessica	MBA
Maiyalagan Sundaresan	MBA
Vawda Ismail	MBA

Strategic Planning	
Alleemudder Hanna	MBA
Fowdur Kasia	MBA
Kallychurn Avinash	MBA
Mohit Umairah	MBA
Taupus Amreen	MBA FIN
Wong Choi Wah Nicholas	MBA HRM

**Miss Midevi Iyahcootee – Accounts and Administrative Officer**



We would like to introduce our newest recruit Ms. Midevi Iyahcootee. Midevi joined us in September 2020 and is very applied, positive and has a great sense of responsibility. She is responsible for accounting and related administrative work. She holds an Advanced Diploma in Administration and Secretarial duties. Her hobbies include photography, travelling and exploring new places, hiking and reading.

**CFA® (Chartered Financial Analyst®) Program**

Having taught the CFA level 1 to over 100 students, Glamis is pleased to announce that as from January 2020, we will also be dispensing tutorials for the CFA Level II programme. As you may be aware, CFA Institute has transitioned all CFA exams to computer-based testing. Each exam will be offered in scheduling windows of up to ten days, depending on location. Exams in 2021 will be offered as follows:

For Level I in February, March\* (new), May, July (new), August, and November

For Level II in May, August, and November (new)

For Level III in May, August (new), and November



The launching of Quantum Insurance in November 2015 is marked as the first pioneering Direct- on- line Insurer for personal lines on the Mauritian market. Quantum Insurance has been the first on the local market to offer an online and digitalized insurance solution for an end- to- end fully integrated and seamless experience for the local insured

community in terms of insurance product knowledge, product purchase and servicing of insurance transactions.

The onset of the lockdown in April this year has highlighted a series of new social changes, leading consumers to rush to digital platforms for their purchase. As a digitalised company, our technology has allowed us to cope easily with lockdown measures.

Quantum Insurance business model is well thought considered to be a rightly timed entry in the Mauritian insurance market as we foresee the insurance industry to reap productivity gains from the most recent wave of automation, as new technologies are meaningfully enhancing operational efficiencies, increasing revenue opportunities and improving the customer experience.

Today's retail insurance buyer is vastly different from 10 years ago, the millennials and generation Y (which represent the majority of our customer base) lives in a world where everything can be done online. Digital adoption is no more a function of age but has become conventional across all generations. From a policyholder's experience, internet research and various digital channels have empowered them to make independent decisions about their insurance purchases. And more importantly, they can get things done online faster with a hybrid blend of digital and emotional connection which a balanced approach to customised engagement about their insurance needs and preferences. This agility is exactly what we are offering today in terms of insurance.

Remember, change is the only constant and the best way to adapt, is via digitisation and online solutions.





The COVID-19 has presented us with both a health crisis and an economic crisis, which is still impacting the Mauritian hospitality sector. This unprecedented situation has challenged all prior knowledge and experience of the hoteliers and has been a catalyst in devising a fresh outlook to the industry.

### **Safety over Service**

Who would have imagined that “Safe Travels label” as established by the World Tourism Trade Council (WTTC) would be a determining factor in selecting a country for spending your holiday?

Staying behind plexiglass boards at reception and concierge desks with a view to preventing droplet transmissions, social distancing in the outlets, saying “goodbye” to buffets and “hello” to temperature screening are some of the measures that have now become the "Next Normal" in our hospitality industry.

Electrostatic sprayers are now part of a hotel marketing’s tool!

### **Technology as a rescue**

The amount of research undertaken in having contactless approach is phenomenal. From Menus on QR code to opening your room with a smartphone and using customized apps on the latter to access a variety of services provided by the hotels are the most popular ones. Digital learning through various platforms have gained in popularity with “digital certificate” automatically generated at the end of successful course completion. Many of those platforms were offered for free during the confinement period.

### **Revisiting our “business model”**

Teleworking is not a possibility for the hotel sector as it is difficult to “work from home’. So high end full-fledged Music & Beach festival, Pool Parties seemed to have made their way to the most beautiful resorts of the island; PURE and Burning Monkey are a few examples that have attracted a lot of Mauritians.

I feel that this pandemic has become a blueprint for the long term. Mauritius is known for its legendary service and even behind the face mask, the legendary Mauritian smile and warmth will always be felt.

**ADMINISTERING MEDICINE & BUSINESS ADMINISTRATION: OIL & WATER?**  
**BY DR SUNDARESAN MAIYALAGAN-Student at Glamis**

**MBBS, MD, PG Dip AeroRT**  
**Consultant – Anesthesiology, Intensive Care,**  
**Aeromedical Transport and Retrieval**



**“All compassion is lost when healthcare trades beneficence for business” – P.J. Nathan**

‘...If you want the equipment, then send me your business case for it Doctor!’, these were the words of a Chief Financial Officer that woke me up to the reality of business impact on medicine, kindled my quest for personal business skill and knowledge, and has brought

me to penning this article at the last semester of my MBA at Glamis Business School.

As a newly appointed Head of a busy Emergency Department at a large private hospital, I had at that point over 10 years of experience independently managing clinical cases and difficult clinical scenarios in the Intensive Care Unit, Operating Theatres, Emergency Rooms and even Aircrafts. However, all my former years in training to become a Medical Consultant did not equip me well enough to conduct administrative works required in my new role. I did finally manage to get that equipment my unit needed, but it brought to the forefront the lacunae in me with regards to the administrative roles I found myself in. Numerous situations in my career thereafter arose that reinforced my need to address this gap in knowledge and skill sets.

In medical school, it is ingrained in us from the beginning to take decisions independently or in small teams, to be the expert and take responsibility, to be quick and decisive in planning, to excel in procedures or management of well-defined clinical episodes, and to prescribe and expect compliance. Far from the truth one faces in administration of a business! One can already see why it might be difficult for most medical professionals to sit in management meetings for hours on end! Board room skills are not the same as Operating Theatre Room Skills! For the most part, not many clinicians are interested in business management, and there are few avenues for them to develop or educate themselves in business administration while continuing their clinical practice. Most clinicians worldwide are required by regulations to engage in Continuous Professional Development (CPD) courses and acquire a minimum number of CPD points to ensure the renewal of their annual licenses with respective Medical Councils, but it rarely ever involves them developing management skills.

There are probably just a handful of medical training programs that formally impart leadership and business-related skills training within the medical program. For the most part, Physicians are made to team up with business executives in a ‘Dyad Model’ to coach them in their management roles in larger healthcare organizations. Most, like myself, get thrust into management roles and are left feeling like fish out of water!

Medical Clinics started out as one-man shows, with a Chief Clinician or Nurse at the helm. They were more of an extension of their individual practices rather than a business entity. Later with the advent of world wars, large hospitals developed with the Clinician or Nurse taking a pivotal role. With time, rapid advances in technology and science required the Clinician to focus more on their core competencies, with corporate or business professionals governing the overall business aspects of delivery of healthcare and handling the finances of modern-day Multi-Specialty Hospitals. This is predominantly the general organizational setup of most private hospitals worldwide. Most hospitals have a Chief Medical Officer, usually a clinician, who takes care of purely medical related issues but has little input in the business administration of the organization or in its strategy.

In my observation, other corporate entities with professional workforce have as their leader someone who has a fair amount of technical knowledge of the core-business of that corporate entity. The CEO of a bank is usually someone with an accounting or finance background, that of a software company would need to have a background in the IT industry etc. One would find it difficult to imagine it being otherwise. However, in healthcare, for example in the US, only 5% of the Hospitals are headed by a CEO who has a clinical background (a formal degree in a medical field). This is similar in most other healthcare systems globally.

In the current healthcare scenario, with more demand on healthcare workforce and with healthcare workforce having less control over their work, the imbalance of 'demand-control' is unlikely to have a favorable impact on the adequate delivery of healthcare. Health insurance reimbursements, corporate profitability, pressure of return on investments, increasing litigations and rising costs of healthcare delivery are some of the forces that seem to impact the practice of healthcare that are never addressed in most of the standard textbooks of medicine.

Having taken up healthcare management roles and healthcare project roles in the past with little formal training in these roles, I quickly realized that I needed to independently develop my knowledge and skills in business administration. This had to be achieved with keeping the balance of my professional medical career and other personal commitments. Following a very pivotal meeting with Dr Dan Maraye, Chairman of Glamis Business School, in early 2018, I found that opportunity at the Glamis Business School and the Edinburgh School of Business. Their MBA course structure provided me the necessary ingredients to be able to pursue my desire to gain better insights and skills in business management, while giving me the flexibility to manage my time between my various commitments. With excellent classroom facilities, access to extensive subject materials, dedicated and experienced teachers and a supportive administrative staff – it was extremely conducive to effective learning at the Glamis Business School for me.

As I near the end of my course, I can confidently state that I have gained a better perspective and knowledge in management and administration, one that I have already begun using in my clinical practice, personal life and professional work. I personally feel that all doctors need to have some formal training in leadership, communication, business, and strategy development for them to be better equipped to deal with the current paradigm of healthcare delivery. Of course, there have been instances where doctors have moved out from the medical field into that of business management in another sector, for e.g. Dr. Susan Desmond-Hellmann, former chancellor of the

University of California at San Francisco, was appointed CEO of the Bill & Melinda Gates Foundation; while Dr. Jim Yong Kim left his post as Dartmouth College president to become president of the World Bank in 2012.

Whether a Physician Executive leading a healthcare entity makes for better patient care is still a topic of debate, with some evidence showing a definitive positive impact. One advantage is that physician executives often have greater credibility with clinicians than nonphysician administrators on clinical issues and their related business impact. In either case, it is vital that Physicians develop leadership, strategic, business, and relational skills to be able to better deliver on their core strength of clinical case management. There needs to be more emphasis on the development of such skills in the healthcare workforce of the future to be able to successfully deliver healthcare with effective and efficient use of available resources while developing new approaches to ensuring a healthier world.

We need medical professionals to have a good mix of knowing how to administer medicine well, while knowing well about business administration.





The take at home examination was a new approach proposed to us by EBS. I can understand this was yet another consequence of the Covid 19 pandemic. After its adverse effects on the economic sector, the educational sector could not be spared. As recommended by WHO, we had to abide by all the sanitary measures. There could not have been a safer place for examination than one's home.

It was for the first time that I had to sit for an e-examination from home. The 24-hour duration was not clear to me. Did that imply that the structure or format of the questionnaire was different from the previous papers? What about the marking style, word counts, handwritten or typing for answer script, tables, diagrams etc.? So many questions were cropping up in my mind and needed urgent clarifications. At that moment, I presume, many candidates had the same apprehensions.

To clarify all these, I logged onto the EBS Student portal and went through all the communications and posts related to the subject on a daily basis. Fortunately, these information were very helpful and shed light on those interrogations. I was relieved to read that the handwritten scripts, tables, and diagrams were accepted, provided, they were uploaded according to the specifications.

Finally, the much-awaited day arrived, and I was eager to download the Accounting paper at 13 hours. Once it was Infront of me, I realised that the questions were more or less similar to the past papers. However, they emphasised more on the understanding and application of the Accounting concepts in the questions. I was confident and planned the paper according to the time scheduled. Soon, I was so absorbed in the details and references, that, it took me four hours to complete the first question. I was nervous and too slow at typing. Time was flying and instead of dinner, I nibbled on some biscuits and kept on typing for the second and third case studies until six o'clock the next day.

Now, both eyelids were heavy, and the fingers needed some rest. I took a break and resumed at eight. I was not completely at ease. I promised to myself to complete the case study within two hours. The race began again and this time, I felt some exhaustion taking over my enthusiasm. Unfortunately, I could not resist and ended the question with lesser word count. However, I tried to make sure that the quality of my analysis was up to the level.

I uploaded my scripts at around eleven o'clock. I breathed a sigh of relief when the turn it in did not reveal anything alarming. Once completed, I realised that it was a wrong perception that the take at home examination would be stressful.



My experience as a new student at Glamis Business School has been very inspirational so far. As an ACCA qualified, I sincerely believe that embarking on the MBA Specialisation with Finance program would further enrich the flair to the business environment and would inevitably uplift the chance of taking senior managerial positions in the future.

The Lecturer for my first core module 'People, Work and Organisation' is really supportive and does the best possible for students to pass this paper. Besides, the course coordinator and staff are always at the service of the students' queries and are indeed very cooperative. The School has recently organized a 'Nature Walk Event' at Black-River Gorges where same has been viewed as a very thrilling and joyful experience to many of the students. In short, knowledge doesn't come but you have to go for it and Glamis Business School is the platform to achieve the Award from Heriot-Watt University/Edinburgh Business School.

## **TESTIMONIAL**

**BY DEAN OXENHAM- Alumni**

*Sales & Export Manager E.C. Oxenham & Cy Ltd*



My MBA journey at Glamis Business school has been a most interesting one. Having a job where long hours, weekend PR commitments and regular travel is the norm. Carving out the time to study is challenging and this MBA needs study hours if one expects to succeed. The learning i gained through the materials and the tutors has helped and supported me professionally. Further sharpening my management skills and business perspective. But what this journey has taught me most of all is resilience and perseverance.

GLAMIS BUSINESS SCHOOL  
WISHES YOU A







## GLAMIS PROGRAMMES

MBA-MBA FINANCE-MBA Strategic Planning-MBA Human  
Resource Management-MBA Marketing

MSc Financial Management- MSc Marketing

DBA (Administrative Support only)

ICSA Foundation & The Chartered Governance Qualifying  
Programme

Chartered Financial Analyst (CFA®)

Graduate Diploma in Law (GDL) (COMING SOON)

Tailored Corporate Workshops

We wish to showcase the achievements of our alumni and their career progression following their studies at Glamis Business School. Interested Alumni who wish to be part of our next newsletter are kindly requested to send details about their post study achievements at [info@glamis.ac.mu](mailto:info@glamis.ac.mu)

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