

Bachelor of Arts (Honours) in Sustainable Events Management

Module Outline

Year 1 Modules

Fundamentals of Business & Management

This module explores management as an essential component of all organisations. Some businesses may have predominantly commercial objectives, while other organisations may have more complex social objectives. The common themes will be explored across a variety of types of organisations, while emphasising the specific challenges of management found in different organisational contexts.

A major focus of the module is the need to explore the meaning of management; who are managers, where do they work, what do they actually do? To address these questions, the module looks at the impact of the external environment, the culture of an organisation, and societal influences, on the management role. The module then examines organisational structure and design and looks at how these variables influence how managers make decisions, plan, and control activities. It concludes with an insight into operations management and entrepreneurial ventures.

Fundamentals of Marketing

Fundamentals of Marketing aims to give students an understanding of the foundations of Marketing, and illustrate how a Marketing approach can be implemented and managed in a range of situations and organisations.

On completion of this module, student will be able to:

- Describe what it means for a company to be market-led;
- Apply a customer focus in a range of situations;
- Describe the nature, content and application of marketing ideas and concepts;
- Outline the marketing management process and describe a range of techniques used to implement marketing strategies;
- Demonstrate the importance of marketing ideas and techniques in a range of organisations.

Leisure Management and Consumption

The module incorporates the managerial and marketing considerations that are essential to our understanding of leisure as a business. This requires a range of management issues to be considered, such as planning and development. It also requires an appreciation of the framework in which leisure operates as a business at different geographical levels and the associated logistical and operational issues.

There is also emphasis on the behaviour of consumers in leisure contexts, focusing on psychological and socio-historical theoretical frameworks that inform such behaviour. Additionally, the module will focus on issues concerning the wider societal importance of leisure, its impact and legacy. There will be a strong emphasis on tourism, sport and creative industry contexts as a means of exploring these issues.

The module will address the following areas:

- Understanding leisure: The meaning and value of leisure, the growth and development of leisure, how managerial and marketing concepts can be applied in different leisure contexts.
- Issues in leisure management: the specific leisure management issues in context.

- Leisure events: Strategy, impacts and their scope: issues surrounding leisure events such as the use of events as a catalyst for regeneration and community participation;
- The creative industries: issues concerning leadership and entrepreneurship and work and careers in creative industries, consumption of music and leisure events.
- Understanding tourism: exploring themes within the context of the tourism industry and how tourists contribute to the development of tourism.

Marketing, Ethics and Society

The purpose of this module is to provide students with an opportunity to better identify and analyse ethical issues related to marketing. This module introduces ethical theories and frameworks that students can apply to a variety of ethical issues in marketing. The topics covered include the ethics of advertising towards vulnerable populations (i.e. children), the use of techniques such as product placement and stealth marketing, ethical considerations related to social and non-profit marketing campaigns and developing advertisements for controversial products. Students will engage in weekly debates which address questions such as whether being socially responsible means being irresponsible to the needs of shareholders and whether deceptive marketing practices are acceptable if they lead to 'good' outcomes for society.

In addition to being introduced to key ethical theories and frameworks, students will be able to apply these concepts through practical tasks, such as developing a one-year marketing plan for a charitable organization. In this way, students will both be able to apply the knowledge learnt as well as strengthen your ability to justify and support ethical positions through logic and argument. Some of the aims and objectives are summarised below:

- To provide students with a broad understanding of how marketing affects society.
- To develop skills necessary to apply a variety of concepts in public and private sector organizations.
- To be able to identify marketing ethics issues and to understand how these issues affect various stakeholders.
- To understand the implications of individual consumption behaviour and how ethics can be integrated into personal consumption decisions.

Operations Management

The aim of this module is to provide students with an appreciation of the importance of Operations Management in the production and service industries by introducing them to the operations function. In addition, this module aims to familiarise students with key operational methods and provide the opportunity to apply these techniques to relevant operational situations.

On completion of this module, students will be able to attain the following learning outcomes:

- Understand importance of operations management in business and identify the process transformations.
- Identify the key differences between manufacturing and service operations.
- Attribute the operational performance objectives of an organisation and determine its strategic position.
- Identify the factors which impact process design and influence of suppliers and customers on the design of an organisation's supply network.
- Understand the impact of technology, layout and flow on efficiency and effectiveness of an organisation.
- Identify the activities of planning and control in operations management.
- Review inventory systems and apply the relevant formulae to enhance inventory management.
- Understand what is Enterprise Resource Planning, Lean, Gap model, and challenges faced for business operations.

Retail Studies

The module introduces students to retailing and provides an understanding of the business strategies, operations, formats and environments through which retailing is carried out. The materials covered would include, but not limited to the following areas:

- The complex and diverse retail industry
- The Changing Retail landscape
- Strategies for retail business
- Store formats for certain Retail trades
- Retail location
- Exemplary Customer Services within retailing
- Retail buying and merchandising
- Shoppers' behaviour
- Information gathering for repeated purchases

Issues and Concepts in Sports Studies

The module aims to provide a sound base of knowledge and understanding in basic scientific concepts, sociology and management to underpin advanced study in the related streams of the Sports Studies, and Sport and Exercise Science programmes.

Students on this module will develop a basic understanding of three central knowledge streams that feature within the sports studies benchmark. This module will provide students with an understanding of human physiology, nutrition and sports science so that they are well equipped to understand the principles of health-related exercise. It will also allow students to explore the key social theories within sport that impact on opportunity, participation and performance. Students will also develop their knowledge in areas of sports finance and business that impact on sports management in the public and private sector.

On completion of this module students will be able to:

- Understand the key social theories and concepts utilized in the study of sport
- Understand the importance of finance and business in contemporary sport
- Understand basic concepts in sport nutrition and sport physiology
- Apply theories and concepts to the analysis of contemporary sports practice.

Year 2 Modules

Financial Business Modelling

Financial planning is the cornerstone to achieving a successful outcome to the months, and even years, of planning that goes into some of the largest (and not so large) sporting and multi-media events now staged worldwide, every month. The funding model for events is completely different to what would be required for a successful manufacturing company; there are requirements to be both "risk-attentive" and "risk-taking" given the differing needs of each event. This module takes the basic modelling skills found in undergraduate Accounting and Finance programmes, and applies a range of techniques to the varying needs of event management. It reviews both the core financial concepts and accounting tools that can contribute to the development and financial success of

sustainable and sports events; it allows a strategic view of the financial implications around the sourcing of such funding, and the need for risk evaluation.

Managing the Consumer Experience

The growing consumer desire for an 'experience' is widely evident – not least in the strong growth in participation sports, business conventions and music festivals. With the service sector accounting for the largest part of the global economy, and the sport and events sector burgeoning, this is set to continue. Get it right and the rewards are great; get it wrong and reputations and livelihoods pay the price. This module focuses on placing consumer experience right at the core of Sport and Events management.

Understanding Consumers

The aim of this module is to provide students with the opportunity to develop a theoretical understanding of consumer behaviour in conjunction with the skills to apply this knowledge to practical marketing situations. The module also aims to develop your critical reading and writing skills. By the end of this module students will be able to:

- Appreciate the central role of consumer behaviour theory in marketing;
- Understand the antecedents of consumer behaviour in an individual and social context;
- Recognise the role of social and cultural influences upon consumer behaviour.

Developing Sustainable Events

The Events industry already makes a significant contribution to the economy, and its potential for growth has been recognised with investment in new venues. Consumers' desire to be part of a bigger 'experience' – be that participating in a mass sporting events or attending any one of the burgeoning arts festivals – is clearly a trend managers need to understand and respond to well. This module reviews the core concepts & tools that can contribute to the development of sustainable events.

Project Management

Project management is vital to all organisations. Organising a mega event, implementing a new information system or even launching an initiative to change a city's image: they are all projects needing careful management. The demand for project managers has increased significantly in the last few decades and is projected to grow further. This module introduces the basic concepts, techniques of project management and their applications. Students should read widely as well as attending lectures to establish a solid framework of knowledge on project management. The students are also required to participate actively in tutorials and workshops to develop hands-on skills and become familiar with techniques of project planning, control and evaluation. Project cases will be examined both in lectures and in student presentations.

Digital and Experiential Marketing

The objective of this module is to introduce students to the latest developments in digital marketing, grounded in professional advances and current research. The module will explore the underlying themes and

principles of the dynamic world of digital marketing environment. A variety of topics will be covered, including: mobile marketing, online consumer behaviour, internet-based marketing research, viral and word of mouth campaigns, search engine optimization, user generated content and social media, and digital analytics and metrics.

Year 3 Modules

Facility, Conference and Venue Management

Facility, Conference and Venue Management is a vital function involved in the creation of and planning for any event. It gets to the heart of selecting an appropriate venue, and offers a deep understanding of how the industry operates (which can be quite different to other organisations). In its focus on facility operations it covers core areas such managing a wide range of contractors, clients and sponsors (and potentially competing interests), along with the challenges of recruiting and retaining staff with the requisite skills and commitment to excellent consumer experience; often in a temporary contract environment.

Effective Communication and External Relations for Managers

In today's world of 24/7 media, the effective management of communications and external relations is an essential part of any manager's job. Whatever the business, excellence in external relations can build brand, grow the customer base and increase profits. And when things go wrong, managers can protect their business by actively managing communications with the media, customers and external stakeholders. This module gives managers an understanding of how the media works, how to shape the public narrative for their organisations, and how to use effective communications and external relations to grow their businesses.

Professional Development and Practice

Through practical workshop based activities and interactions with guest speakers from industry, students will further refine their work-related transferable skills such as communication, team working, leadership and negotiation. The assessment requires students to capture their reflections relating to an assessment of their own skills, competencies and career aspirations, as well as their anticipated 'readiness' for entering the graduate labour market. This enables students to draw together their reflections upon the various aspects of their learning journey to date, as well as demonstrating an appreciation of the professional skills required to enter their chosen field of work after they graduate.

Work-based Project

This module with the University's vision of high quality student experience and employability agenda. As part of their major degree project this module provides students with the opportunity to work on a practice-based action research project alongside an external organisation. Students can work individually or in groups depending on the nature and scope of the project.