Breda University of Applied Sciences
Academy of Facility Management
Exchange Programme Spring Semester 2025

Address:
Campus Breda University of Applied Sciences - Hopmansstraat 2 4817 JS Breda
Domain: Hotel & Facility

Contact person:
Helene Rops: facilitymanagement@buas.nl
Hanny Verdellen: verdellen.h@buas.nl

Introduction

Dear prospective exchange student

Thank you for considering Breda University of Applied Sciences - International Facility Management as a possible exchange destination. Brace yourself for an entirely new and exciting experience at a top-rated programme in facility management (according to a national authoritative student survey, 2023-2024).

The Academy of Hotel & Facility Management was founded in 2002 offering its students an entirely English taught programme leading to an internationally recognized BSc (Bachelor of Science) in Facility Management.

What characterizes the Programme most is its innovative curriculum and alternative way of 'coaching' (not teaching) students to become self-responsible, result-oriented, result-oriented, communicative, and innovative young professionals.

It goes without saying that this can only be achieved in close co-operation with the real-life hotel industry. We kindly invite you to experience this new way of studying for one semester yourself!

The Campus of Breda University of Applied Science

Key dates for Spring semester

2 February - 20 June 2025	Start-end spring semester
2 February 2025	Start Academic Programme
3-7 March 2025	Carnival break
21-25 April 2025	Exam week
28 April – 2 May 2025	Spring Break
2-6 June 2025	Project Presentation
9-13 June 2025	Re-sit week
15-20 June 2025	Study trip (optional)
20 June 2025	End of Programme

1. Programme Spring Semester (Monday 2 February – Friday 20 June 2025)

!!! Please note that the Academy offers a fixed programme without free electives. In other words, students can choose courses as listed below, but NOT combine them with any other courses in or outside the Facility Management Programme.

Code	Title	ECTS	
EFM2.ACC-03	Managerial Accounting	3	
EFM2.MA-02	Marketing	4	
EFM2.OM-01	Operations management	4	
EFM2.MI- 01	Management Information Systems	4	
EFM2.IP2-02**	Integrated Project 2**	6	
EFM2.MDP-EX-TR1-01	Management Development Programme	2	
EFM2.ST-02	FM specific course (Purchasing Management)	3	
EFM2.EX-EM-01	Event Management	4	
EFM2.DU.EX-01	Dutch	1	
	TOTAL	31	

** only in combination with EFM2.ACC-03; EFM2.OM-01; EFM2.MI-01; EFM2.MA-02

Frequently Asked Questions

Are the courses above the only ones I can choose from?
Yes, they are. The exchange programme is fixed. If you are required to get 31 ECs after one semester of studying, you can simply copy the list above onto your learning agreement.

Can I combine with courses from the Hotel, Tourism or Leisure or other BUas Programme
Unfortunately, not. The schedules are complex, and a course might be taught at different moments every week. You will know your schedule in advance, but the same class can be taught at different moments per week. That makes it impossible to combine with other BUas programmes.

Do I have to follow the entire programme when I am selected?
No. You can pick and choose courses, depending on the requirements of your home university. However, you will only be allowed to take **EFM2.IP2-02 Integrated Project 2 (6ECTS)** if you also register for marketing, operations management, accounting and management information systems.

Why is that so?
Because Service Innovation Design is a so-called top up project That means that it builds on the knowledge of the 4 other courses, which you take before that.

So not all courses are taught at the same time?
No. You will start with courses in marketing, operations management, accounting, and management information systems first. You have 10 weeks of classes and then take the exams (21-25 April). It is only after that the course Integrated project starts. (5 May – 6 June). So instead of weekly classes, it is an intensive 4-week course/project. Students participating in the Integrated Project apply and use the knowledge from the 4 theoretical courses.

What if I already have followed one of those 4 courses at my home university?
Compare the course descriptions below and send us a course description (and proof that you passed it) of a course at your home university before the start of the semester (verdellen.h@buas.nl). If the contents match, you can still register for the Integrated Project.

What if I decide _not_ to take EFM2.IP2 -01 Integrated Project? Does my programme then end in April?
Not really. Courses like Management Development Program & Event Management are spread over the entire semester. Also, if you failed an exam in the first round (21-25 April), you have one extra opportunity to take the exam again in week of 9-13 June. Please note that taking a re-sit is not uncommon in the Dutch educational system.

What if I only pass part of a course?
To pass a course (and receive the ECs), you need to obtain a minimum overall score of 5,5/10. If a course consists of more than one exam, then you will only get the credits if you score an overall minimum of 5.5. You cannot score lower than 4.5 on any sub courses. The system might differ per course but will explained in every course syllabus. You will not get half the credits for a course if you only take part in some exams.

I still have a question!
Then feel free to send us an email: facilitymanagement@buas.nl or verdellen.h@buas.nl

2. Course Descriptions

Course Code	EFM2.ACC-03
Course Title	**MANAGERIAL ACCOUNTING**
Course Coordinator	Mr. Jorge Luis Consiglieri Muñoz Consiglieri-Munoz.J@buas.nl
Language of Instruction	English
Semester	February – June
Teaching Hours	
Semester	SEMESTER 4
Module	Managing business performance and hospitality innovations
Mode Of Delivery	lectures + workshops
ECTS credits	3
Learning Outcomes	**Learning to become a business partner to an organization under both HM and FM related industries.** • By gaining the knowledge, understanding and basic analytical managerial skills so these translate in their application under various realistic business situations. • By gathering, analyzing, and communicating internal operating data so it enables improved decision-making and helps to boost future-oriented results. • By measuring and evaluating performance, so while doing so, it fosters a greater business partnership within the organization. **Hence, you as a student, get to apply what it is learned along with its best current practices.**
Literature - not mandatory	All Course material is provided by JCM Ventures LLC ©
Assessment & Criteria	two formative exams (mock exams) and one summative Final Exam
Prerequisites	

Course Code	EFM2.MA- 01
Course Title	**MARKETING**
Course Coordinator	Stan Josephi Josephi.S@buas.nl
Language of Instruction	English
Semester	February – June

Module	Managing Business Performance and Facility Innovations
Mode Of Delivery	Lectures
ECTS credits	4
Learning Outcomes	The course aims to make students competent in critical areas of services marketing, e-marketing (and revenue management for HM)
brief description	With a strong focus on creating valuable experiences and meaningful customer-to-customer and customer-to-firm relationships, companies need to build trust, to understand customer context, perceptions and feelings, and to facilitate interactions between many service actors. Today's customer is collaborative and often wishes to be considered as a partner, rather than as a consumer. Marketing is the business function which deals with customers' needs and wants. The role of marketing management is to help companies better understand customer preferences, use that knowledge to create value through designing brands, products and services, and determining best ways to price, communicate, deliver and interact. **Facility Management:** Even in environments where technical product quality is critical, service and interaction processes become ever more important and customized. This poses important challenges for organizations, systems and people to become ever more customer centric. **Hospitality Management:** As supply of services is wide and highly competitive and as customers wish to have access to supply at the tip of their fingers, hospitality organizations see that their business and services are largely online and can easily be found. As businesses and customers today live 'in the moment' it means that services, products and prices are highly dependent on people, situations and contexts for their continued existence. This forces service organizations to have smart information, decision support and content systems in place. Today's complex and dynamically changing customer profile includes customers' traits (gender, culture, needs etc.), connections, past purchases and experiences, product knowledge, user experience, needs, desires, preferences, expectations, interactions and finally evaluations of service and relationship performance. To measure service impact and organizational performance, organizations are prompted to collect and process customer profile information and customer feedback in real-time.
Literature	Verhaegen, Bronis, Noordhoff - Marketing fundamentals Forgacs, G. (2nd edition)
Assessment & Criteria	Mid Term (video 40%) + End Term (report 60%)

Course Code	EFM2.OM-01
Course Title	**OPERATIONS MANAGEMENT**
Course Coordinator	Harry Reinders Reinders.h@buas.nl
Language of Instruction	English

Semester	February – June
Semester	SEMESTER 4
Module	Managing Business Performance and Facility Innovations
Mode of Delivery	Lectures & workshops
ECTS credits	4
Learning Outcomes	Upon completion of this course, the student should be able to: • Develop an understanding of the interrelation between the core principles of operations management. • Illustrate and substantiate how the core principles of operations management influence effectiveness and customer satisfaction • Understand the different types of operational processes and their implications for operations management. • Distinguish the management areas of operations management and prioritize them within a given context. • Understand the essence of process design and its interrelation with the core principles and management areas within operations management. • Be able to apply different approaches to process improvement. • Understand the importance of alignment between HRM and operations management. • Be able to compare a range of contemporary strategies and how they can be used to create order winners.
brief description	Operations Management is a significant activity in most organizations. Most people in an organization work in the operations function, most of the cost is spent on operational activities, and probably most of the value created derives from operations. This applies to all kinds of organizations within the hospitality industry. This course has been divided into four Step Stones: • Understanding operations management • Managing operations management • Designing and developing operations management • Operations Strategies
Literature	Operations Management by Peter Jones & Peter Robinson, 2nd edition

Assessment & Criteria	Assignments (50%) + Exam (50%)
Course Code	EFM2.MI-0 2
Course Title	**MANAGEMENT INFORMATION SYSTEMS**

Course Coordinator	Hans Winsnes Winsnes.h@buas.nl
Language of Instruction	English
Semester	February – June
Teaching Hours	
Semester	SEMESTER 4
Module	Managing Business Performance and Facility Innovations
Mode Of Delivery	Lectures / Workshops / Q&A sessions
ECTS credits	4
Learning Outcomes	1. Students will be able to identify organizational challenges of IT implementation in an organization from a socioecological perspective. 2. Students will have a clear understanding of DataBase Management Systems (DBMS) effectiveness as its relation to an organizations operational effectiveness. 3. Students will be able to associate with relevant software and hardware platforms in order to support effective communication e-business platform. 4. Students will have a thorough insight into organization's application and use of E-business as related to operation in a global competitive business setting. 5. Students will obtain essential insight to an organization need for data protection in protecting organizational resources through implementation of relevant industry security practices. 6. Students will be able to demonstrate in-depth knowledge of systems used for operational excellence related to client and customer intimacy. 7. Students will demonstrate a high level of understanding and potential application of the commercial opportunities and values of e-commerce through various electronic platforms. 8. Students will be able to apply the fundamental principles of Enterprise-wide Knowledge Management as it relates to retention of knowledge assets of a firm. 9. Students will demonstrate and apply advanced knowledge in the applications of professional software (Microsoft Outlook & PowerPoint) in order use effectively in a business setting.

brief description	The program builds on fundamentals of MIS in a Digital Firm. Students will be further exposed to and explore various ways in which information technology relates to organizational objectives and goals given the increasing inter-relationship between these two in today's global world. As such topics related to different types of Information Systems Technology for Business in the applications of Business Intelligence, Communication Platforms, Security of Information Systems, and Operational Excellence, will be covered. Focus will be on integrating MIS as a support function for organizational overall improved productivity outcomes as a business support function achieving an overall company strategy. Case based workshops, related to relevant business scenario's, are provided to confront students with practical solution applications through process improvements, aiming at implementation of operational support through organizational strategies derived from set objectives. Students will continue to build on fundamental introductory professional software applications taught in the 1st year. Intermediate skills in Microsoft Outlook & PowerPoint will be provided

	through workshops and e-learning courses. Management Information Systems are greatly related to Operations and strategic objectives. Focus will therefore be on integrating as much industry relevant examples as possible to demonstrate relevance towards MIS.
Literature	Management Information Systems - Managing the Digital Firm (Global edition) Kenneth C. Laudon & Jane P. Laudon (17th Edition). Microsoft office latest version. English version. Microsoft office software on Mediaplus learning environment (license for 3 years) Microsoft Academy for extra information and practice
Assessment & Criteria	**Final grade needs to be >5.5** **Theory Exam 80% of final grade** **Professional Software 20% of final grade**

Course Code	**EFM2.MDP2B-T1-01**
Course Title	**MANAGEMENT DEVELOPMENT PROGRAMME**
Course Coordinator	Loretta del Prado Prado.l@buas.nl
Language of Instruction	English
Semester	February - June
Teaching Hours	3x 4 hours (mandatory)
Mode Of Delivery	interactive training sessions
ECTS credits	2
Learning Outcomes	In this semester the focus of the Management Development Programme is on personal development, professional development and study approach. On one hand you will get trained in self-management that refers to intra-personal methods, skills and strategies. This will support you directing your own activities towards the achievement of your objectives. On the other hand, you will get training in Lumina, Critical Thinking and Conflict Management. Next to this you will be offered individual coaching which is focused on being successful in your study and career choices.
Brief Description	Although the exchange programme is different from the regular Management Development Programme, the exchange students will participate in the training sessions together with the students who participate in the regular Management Development Programme. All training sessions are visible in the schedules. For hand in dates see the schedule below. There are different sessions offered during this course: • Lumina training • Critical Thinking • Conflict management Training sessions The MDP training sessions offer a combination of theories and practices based on real life examples from the industry. Practice will be done by means of exercises, presentations, role plays or by preparing and conducting mini trainings by students ('flipping the classroom'). Homework before or after a training student are required to prepare for the Conflict Management training at home. It is vital to always check MDP info and/or the Power Points slides from previous training sessions in Microsoft Teams MDP 2B
Literature*	
Assessment & Criteria	The testing is based on active participation during the training sessions. You will be issued a 'Pass' for the course if you attend all sessions (as indicated above). If you miss out on any of the sessions, you need to take a resit. The resits will consist of assignments, which are to be found on Brightspace and will be published after the training.
Prerequisites	

Course Code	EFM2.IP2-02
Course Title	**INTEGRATED PROJECT 2**
Course Coordinator	Rob Brouwers Brouwers.r@buas.
Language of Instruction	English
Semester	February – June
Teaching Hours	
Semester	SEMESTER 4
Module	Managing business performance and hospitality innovations
Mode Of Delivery	lectures + workshops
ECTS credits	6
Learning Outcomes	The Learning outcome and used literature will be published within 3 weeks, due to changes.
Brief description	The purpose of the Integrated Project is to bring together all learning experiences and knowledge gained during the preceding module (" Managing business performance and facility innovation" In this concluding project, students will be challenged with a final assignment which will require them to assimilate all knowledge, insight and understanding gained during main phase 1 into a comprehensive product. This product is based on integrating knowledge from all courses in this module.
Literature	
Assessment & Criteria	Presentation (60%), Report (20%), Poster (20%)
Prerequisites	EFM2.ACC-03; EHM2.OM-01; EHM2.MI-01; EHM2.MA-02

Course Code	EFM2.FM-01
Course Title	**SPECIFIC PROJECT: Purchasing Management**
Course Coordinator	Harry Reinders Reinders.h@buas.nl
Language of Instruction	English
Semester	January – June
Teaching Hours	
Semester	SEMESTER 4
Module	Managing business performance and hospitality innovations
Mode Of Delivery	lectures + workshops
ECTS credits	3
Learning Outcomes	The learning goals of the course Purchasing Management in Main Phase 1 are as follows: 1. Understand the definition and core principles of Purchasing Management; 2. Understand and apply the key elements of the purchasing process; 3. Analyse organisational buying behaviour and decision making in purchasing processes. 4. Create insight in buying facility services 5. Determine the difference between operational and tactical purchasing & analyse professionality level of the purchasing department 6. Analyse a purchasing portfolio and make spend analysis. 7. Understand the basics of Contract management

	8. Develop a vision on innovation in purchasing and circular purchasing
brief description	Purchasing Management from both supplier as from buyer (mostly FM organizations) perspectives will discussed in this course. Theory and practice of the course will be focusing on purchasing management and processes in general, purchasing FM services, analysing spend and purchasing portfolios and creating insight in professionalizing purchasing in organizations on operational and tactical level. Finally contract management, innovative and circular purchasing will be discussed
Literature	Van Weele, A., 2014, Purchasing & Supply Chain Management, 6th ed., Cengage Learning EMEA,
Assessment & Criteria	Written Exam (100%)
Prerequisites	

Course Code	**EFM2.EX-EM-01**
Course Title	**EVENT MANAGEMENT**
Course Coordinator	Hanny Verdellen verdellen.h@buas.nl
Language of Instruction	English
Semester	February - June
Mode Of Delivery	Lectures, Tutor Meetings, organizing an event
ECTS credits	4
Learning Outcomes	After completing this theme, students: • can design a feasible event concept (including description of the event and the event theme, description of the goals of the event, timing of the event, global F&B concept (if applicable)) • can apply event marketing to the approved event concept • can format a preliminary event budget, including a complete overview of all expected costs and revenues • can apply financial management including budget, break event calculation, cash flow and calculation of prices • can write a feasible script which will be the foundation of the event • can execute the event based upon the approved concept plan and approved script • can operationalize the script during the event execution • can evaluate the concept plan, financial plan, marketing strategy, script, and event execution • can understand the process of generating profit
Brief Description	The importance of the theme event management lies in the opportunity for students to show their entrepreneurial skills by organizing and executing an event. The content of the course focuses on applying the basics of event management, with special emphasis on the crucial role of marketing and budgeting. Profit which results from events will be transferred to corporate social responsible charity causes. Within the context of a project team, students focus on understanding theories and models related to Event Management and how to apply them in a practical situation. In addition, students will apply their hospitality and communication related skills, that they practiced in year 1, in a real-life situation. During the course you will deliver:

	• **Individual Cross-Cultural Analysis Report**
	  o Individual reflection report on cultural differences
	  o Between the Dutch and your home culture.
	  o Between the Thai and your home culture.
	
	• **Group Report** for the actual event, the preparation, concept and the evaluation report. This grade consists of:
	  o Event Concept
	  o Financial plan
	  o Script
	  o Event execution
	  o Evaluation report
	  o This is including the Individual grade for participation (attendance, input) and cooperation in your project group. Your tutor will judge:
	    ▪ your input in the plans
	    ▪ your performance during all meetings and the actual event
	 Input from the peer evaluations when deciding on your grade. For the grading we use the Peer Evaluation form

Literature	Wagen van der, L. Event management. Sydney: Pearson Education Australia.
Assessment & Criteria	• Event and Reporting (75%): preparation, event, report. This is including the Individual (input and performance)grade (25%) • Individual Cross-Cultural Analysis Report (25%)
Prerequisites	

Course code	**EFM2.DU.EX-01**
Course title	**Dutch**
Course coordinator	Harm de Vries
Language of Instruction	Dutch
Semester	4
Module	Managing Business Performance
Mode of Delivery	Lectures
ECTS credits	1
Learning Outcomes	To get acquainted with the Dutch language
Brief Description	A course designed for incoming exchange students at BUas
Literature	TBD
Assessment & Criteria	TBD
Prerequisites	

3. A sneak preview...

Useful Information
*Note: a **laptop** is needed for optimal performance.*

Dresscode
Certain visits / guest lectures / presentations require **correct and formal attire**. We do not impose uniforms, but **Business suit & tie (men)** and two-piece suits (women) will be required at certain instances

Sibelicious
The programme boasts its own training facility, called Sibelicious, in which students are given operational duties. The following areas are part of Sibelicious:

• Reception hall with Visitor Centre
• Service desk
• Executive meeting rooms/ Board room
• Restaurant
• Kitchen
• Coffee Corner
• Grand Café
• Taste Lab

Sibelicious enables first year students to gain experience in taking overall charge of a hospitality business under the guidance of a management team of second year students. This means that students are responsible for generating new business, making price quotations, organising meetings and events, preproduction and retrospective costing and after sales. It goes without saying that the institute is ultimately responsible for monitoring the quality of the students' performance and for coaching the students who work in Sibelicious.

Student Portal online

You received a letter with information about your personal login credentials. From this moment onwards you can use these credentials to log in to the portal as well as the other systems. You can log in to your personal portal via https://edubuas.sharepoint.com/sites/studentportal

For some additional support, if needed, you are referred to the 2nd instruction video on your personal page. In addition, you will need to use your login details from now on to make payments in the webshop https://more.buas.nl/ECP (e.g., for participation in the wine field trip).

Through the Portal you can enter your e-mail account (add tile: BUas), Brightspace (add tile) and Osiris (add tile). Brightspace and Osiris are the two most important applications for students at Breda University of Applied Sciences.
Brightspace is the electronic learning environment of Buas. It is used for, for instance:
* Course information: course descriptions, assignment descriptions, etc.
* Hand-in assignments
* Information on examinations: exam schedule, exam regulation, exam room division etc.
* General information: year planning, curriculum information, regulations, etc.
Osiris is a student monitoring system in which your academic progress, such as your marks and ECTS, are monitored.

If you have any problems logging in, please contact the ServiceDesk.

MyBUas App
'MyBUas'. This student app provides mobile access to information about your study schedule/ roster, marks, and BUas news. The app is compatible with Android (PlayStore) and iOS (AppStore).

Additional Costs

The principle of student exchange implies that students can study one semester at a partner university, while paying tuition fee at the home university. No additional costs will be charged, with the exception of school related activities that are not included in the tuition fee.

During the Spring Semester Facility Management Programme, an **extra € 475** will be charged for the OPTIONAL participation in the study field trip (16 through 20 June) * subject to change!