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General Information of the Institute

The Institute For Tourism Studies (IFT), established in 1995, is a public institution of higher education, offering tourism and hospitality management degree programmes, as well as professional training. The mission of IFT is to become a destination for tourism and hospitality studies with European characteristics. Not only for the benefits of Macao, but also for the Asia Pacific region, it will equip students with professional knowledge and technical competence in preparation for their future leadership responsibilities in the industry. In order to fulfil the above mission, the Institute has the following three characteristics:

1. Unique Identity - The Institute operates independently, specialising in providing higher education and vocational training in tourism and hospitality management.
2. Integration - It blends the best of academic development and professional training.
3. Internationalisation - It seeks mutually beneficial co-operations with similar institutions abroad, promoting actively academic and student exchange activities.

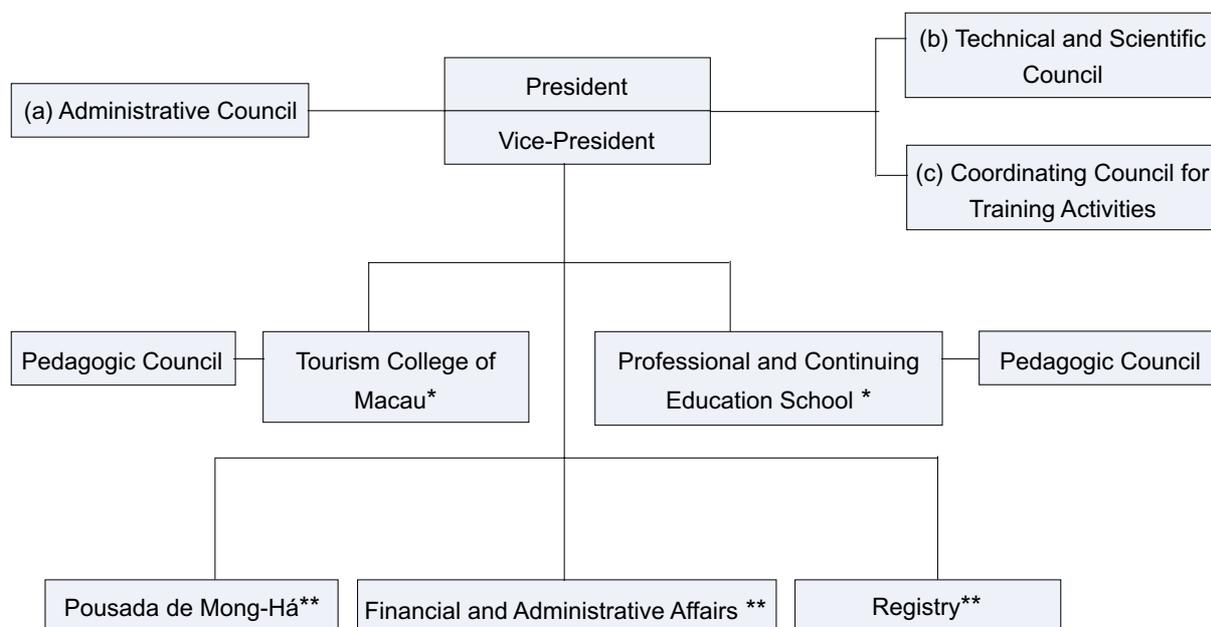
In 1997, IFT was selected as the "training the trainer centre" offering training and advisory services for APETIT members in the Asia Pacific region by the Network of Asia-Pacific Education and Training Institutes in Tourism (APETIT), a body fully supported by the Economic and Social Commission for Asia and the Pacific (ESCAP) of the United Nations. In the same year, IFT was granted, by the Pacific Asia Travel Association (PATA), the Gold Award in "Education and Training", which acknowledged the content and the quality of IFT's courses. In 2002, IFT was presented, again, with the same award for having set up the "Macao Occupational skills Recognition System" (MORS) for the local tourism and hospitality industry in collaboration with the European Union (EU).

In 1999, in cooperation with the European Union, the Macao-Europe Centre for Advanced Tourism Studies (ME-CATS) was established in the Institute, incorporating new European concepts of tourism and hospitality management into the tourism development of the Asia Pacific region. This centre aims at becoming a base for education and training in the Asia Pacific region. It promotes exchange of knowledge and experience between institutes of higher learning in Europe and in the region.

In 2000, IFT became the first educational institution to be granted the "TedQual Certification" by the World Tourism Organization (WTO). This confirmed the international standard and quality achieved by IFT in education and in training.

IFT will continue to strike ahead in quest of learning and educational innovation, fostering professionals and making contributions to the tourism development of Macao and of the Asia Pacific region.

ORGANISATIONAL CHART



* Equivalent to Department Level

** Equivalent to Division Level

(a) Administrative Council

The Administrative Council of IFT is composed of the President and the Vice-President of the Institute, the Director of the Professional and Continuing Education School, the Vice-Director of the Tourism College of Macao, the Director of Pousada de Mong-Há, the Head of Financial and Administrative Affairs and a representative from the Direcção dos Serviços de Finanças (Finance Services Bureau). Its general meeting is held once every week for approving various financial transactions incurred by IFT.

(b) Technical and Scientific Council

The Technical and Scientific Council is a governing body which supervises the technical and scientific areas.

The authorities of the Technical and Scientific Council are as follows:

- i) To propose guiding principles for activities developed by IFT in relation to education and vocational training in the areas of tourism and hospitality, according to the educational and vocational training policies in Macao.
- ii) To compose proposal for the study plan of every course/programme to be taught in each educational or training unit of IFT.
- iii) To provide opinions on the employment of academic staff for the Tourism College of Macao.
- iv) To organise the distribution of the annual teaching workload.
- v) To approve rules and regulations for class attendance, assessment, promotion, precedence, etc.
- vi) To give opinions on the equivalence and the recognition of degrees, diplomas, courses and study plans.
- vii) To provide comments on the acquisition of facilities in the fields of science, pedagogy, bibliography, etc.
- viii) To express comments upon other matters submitted by the Chairman to the Council.

It is necessary to seek advice from the Technical and Scientific Council for all matters pertaining to its authorities.

(c) Coordinating Council for Training Activities

The objective of the Coordinating Council for Training Activities is to ensure contacts between the government bodies and the economic entities in the tourism sector, establishing a channel for their cooperation.

The authorities of the Coordinating Council for Training Activities are as follows:

- i) To give opinions on the guiding principles for activities developed by IFT in relation to tourism education and training.
- ii) To make comments on the coordination between the curriculum offered by its schools and the needs of the tourism industry in Macao.
- iii) To provide opinions on the plans of new courses proposed by each affiliated school.
- iv) To give comments on the annual activity plan and report.

In addition to all the academic units and departments shown in the above organisational chart, there are 6 internal support teams, namely: Central Services, Public Relations, Information Technology, Engineering, Multimedia Library and Food & Beverage, to facilitate the operation of the Institute.

PERFORMANCE PLEDGE

In order to operate in coordination with the policy objectives of Macao Special Administrative Region Government and to enhance the service quality and efficiency of IFT, the Institute has, officially and publicly, put the "Performance Pledge" project into action since June 2003. The Registry, the Multimedia Library, the Pousada de Mong-Há and the Educational Restaurant are the first four units to launch their performance pledges.

In the near future, IFT will continue to launch more performance pledges and to enhance the standards of the present ones, aiming at providing the public with the best service.