

## Acronyms

A&R	Accreditation & regulation
ABSO	Accounting and business support services outsourcing
ACP	African, Caribbean and Pacific (countries)
AfDB	African Development Bank
AIDS	Acquired immunodeficiency syndrome
AML	Anti-money laundering
ASEAN	Association of South East Asian Nations
ASO	Architectural services outsourcing
AU	African Union
BAC	British Accreditation Council
BFS	Banking & financial services
BoI	Board of Investment (Mauritius)
BoM	Bank of Mauritius (the central bank)
BPO	Business process outsourcing
CB-VTE	Vocational and tertiary education in central banking
CFT	Countering the financing of terrorism
CoE	Centre of Excellence
COMESA	Community of Eastern and Southern Africa
CRO	Contract research organisation
DEEL	Distance education & e-learning
DTT/DTA	Double taxation treaties or agreements
E/ASO	Engineering and architectural services outsourcing
ECB	European Central Bank
EDF	European Development Fund
EHL	<i>Ecole Hôtelière de Lausanne</i>
EPZ	Export processing zone
ESO	Engineering services outsourcing
EU	European Union
FATF	Financial Action Task Force
FDI	Foreign direct investment
FPI	Foreign portfolio investment

FSC	Financial Services Commission (of Mauritius)
FSF	Financial Stability Forum
FSS	Financial Services Symposium
GATS	General Agreement on Trade in Services
GATT	General Agreement on Tariffs and Trade
GBC	Global business company
GDP	Gross Domestic Product
GNI	Gross National Income
HIV	Human immunodeficiency virus
HLSS	Healthcare and life science services
HNWIs	High-net-worth investors
HR	Human resources
HRD	Human resource development
HRDS	HRD services
HRO	Human resource services outsourcing
HTT	Hospitality, tourism and travel
IBI	ICT-BPO-ITES industry
IBF	Islamic banking and finance
IBM	International Business Machines Corporation (of the US)
ICT	Information and communications technology
IFC	International financial centre
IFI	International financial institution e.g. IMF, World Bank etc.
IFS	International financial services
IMF	International Monetary Fund
IOR	Indian Ocean Rim
IOR-ARC	Indian Ocean Rim Association for Regional Cooperation
IPR	Intellectual property rights
IPR	International patent rights
IRS	Integrated Resort Scheme (a particular kind of development for foreign residents in Mauritius)
ITES	Information technology enabled services
JCI	Joint Commission International (for healthcare systems and facilities accreditation)
JSE	Johannesburg Stock Exchange
KPO	Knowledge process outsourcing
LDC	Least-developed country

LPO	Legal process outsourcing
LSE	London School of Economics
M&A	Mergers and acquisitions
MCAIR	Mauritius College of the Air
MEAO	Media, entertainment and animation services outsourcing
MEDIA	Mauritius Export Development and Investment Authority
MEF	Mauritius Employers Federation
MFED	Ministry of Finance and Economic Development (Mauritius)
MHQL	Ministry of Health and Quality of Life
MITT	Ministry for Information Technology and Telecommunications (Mauritius)
MOBAA	Mauritius Offshore Business Activities Authority
MQA	Mauritius Qualifications Authority
MTL	Mauritius Telecommunications Ltd.
NASSCOM	National Association of the ICT-BPO Services Industry (in India)
NCCT	Non-co-operative countries or territories
NGO	Non-governmental organisation
NICTSP	National ICT Strategic Plan (for Mauritius)
NPCC	National Productivity and Competitiveness Council (of Mauritius)
NSE	National Stock Exchange (of India)
ODL	Open distance learning
OECD	Organisation for Economic Co-operation & Development (Paris)
OFC	Offshore financial centre
OIA	Oxford International Associates Ltd. (Consultants to the Commonwealth Secretariat on the project)
PBWM	Private banking and wealth management
PCT	Pre-clinical trials
PPP	Public-private partnership
R&D	Research and development
RPO	Research process outsourcing
SADC	Southern African Development Community
SAP	Structural adjustment programme
SDR	Special drawing rights (of the IMF)
SEM	Stock Exchange of Mauritius
SMEs	Small and medium-sized enterprises
TCS	Tata Consultancy Services (a major Indian ICT-BPO company)

TEC	Tertiary Education Commission (of Mauritius)
TNC	Transnational Corporation
TPTM	Transfer pricing and tax management
UAE	United Arab Emirates
UK	United Kingdom of Great Britain and Northern Ireland
UNCTAD	United Nations Conference on Trade and Development
UNISA	University of South Africa
UoM	University of Mauritius
US or USA	United States (of America)
UTM	University of Technology, Mauritius
VTE	Vocational and Tertiary Education
WHO	World Health Organization
WTO	World Trade Organization