

Curriculum for the Bachelor's Degree Programme in Product Development & Integrative Technology

Institutional section of the curriculum



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1. Order of examinations by semesters

Overview of all exams and their order

Examination order	Exam	150 ECTS credits distributed across the exams	Internal/external assessment	Assessment
1st semester	Discipline-specific product development	15	Internal	7-point grading scale
1st semester	Discipline-specific product development and design	15	External	7-point grading scale
2nd semester	Interdisciplinary product development and design	18	External	7-point grading scale
2nd semester	Sustainable product development	7	Internal	7-point grading scale
2nd semester	Elective educational component	5	Internal	7-point grading scale
3rd semester	Internship exam	15	Internal	7-point grading scale
3rd semester	The bachelor's degree project	15	External	7-point grading scale

Information about the time and place for exams can be found on eCampus.

2. Framework and criteria for the study programme exams

2.1 Discipline-specific product development

The "Discipline-specific product development" compulsory educational component is concluded with an oral project exam.

Exam participation prerequisites

The students must meet the following requirements in order to sit the exam:
A written project prepared in the 1st semester.

Formal written 1st semester project requirements

As a minimum, the project reports must include:

- Cover page with title
- Table of contents
- Introduction
- Methodology
- Reflection on methods
- Conclusion
- Reference list (incl. all sources referred to in the project)
- Appendices (include only appendices central to the report)

The project report may not exceed 25 standard pages. Appendices in the form of drawings, diagrams, etc. are not included in said pages.

A standard page is 2,400 characters including spaces and footnotes. The 25 pages are exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

- The written project, which constitutes assessment as well as examination basis, must
 - comply with the formal requirements , cf. below; and
 - be submitted in due time according to the exam plan, which can be found on eCampus.

Non-performance of one or more study activities or incorrect submission of the written project, which makes up the written part of the exam, means that the students will not be allowed to sit the exam, and that they will be considered to have made an exam attempt.

Examination procedure

The exam is an internally assessed, individual oral examination based on a written project and graded according to the 7-point grading scale.

The exam is worth 15 ECTS credits.

One individual overall grade is given based on an overall evaluation of the written and oral performance.

The project is presented by the student; a maximum of 12 minutes. The project presentation is followed by individual exams. Exam duration is 30 minutes per examinee, including time for deliberations.

Assessment criteria

The assessment criteria for the exam are the same as the learning outcomes for the compulsory educational component: Discipline-specific product development.

The learning outcomes are described in the national section of this Curriculum.

Scheduled time

The exam takes place in the middle of the 1st semester. Further information about time and location and submission of the written group project can be found in the Event Log schedule on eCampus.

Examination language

English.

2.2 Discipline-specific product development and design exam

The "Discipline-specific product development and design" compulsory educational component is concluded with an oral exam.

Exam participation prerequisites

The students must meet the following requirements in order to sit the exam:

- **The 1st semester "Discipline-specific product development and design project"** constitutes assessment as well as examination basis and must
 - comply with the formal requirements, cf. below; and
 - be submitted in due time according to the exam plan, which can be found on eCampus.

Non-performance of one or more study activities or incorrect submission of the written project, which makes up the written part of the exam, means that the students will not be allowed to sit the exam, and that they will be considered to have made an exam attempt.

Examination procedure

The exam is an externally assessed, individual oral examination based on a written group project and graded according to the 7-point grading scale.

The exam is worth 15 ECTS credits.

One individual overall grade is given based on an overall evaluation of the written and oral performance.

The project is presented by the students; a maximum of 12 minutes. The project presentation is followed by individual exams. Exam duration is 30 minutes per examinee, including time for deliberations.

Formal written 2nd semester project requirements

As a minimum, the project reports must include:

- Cover page with title
- Table of contents
- Introduction, including problem statement and research question
- Methodology
- Analysis
- Solution proposals
- Conclusion
- Reference list (incl. all sources referred to in the project)
- Appendices (include only appendices central to the report)

The project report may not exceed 30 standard pages. Appendices in the form of drawings, diagrams, etc. are not included in said pages.

A standard page is 2,400 characters including spaces and footnotes. The 30 pages are exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

Assessment criteria

The assessment criteria for the exam are the same as the learning outcomes for the compulsory educational component: project period 2, Discipline-specific product development and design

The learning outcomes are described in the national section of this Curriculum.

Scheduled time

The exam takes place at the end of the 1st semester. Further information about time and location and submission of the written group project can be found in the Event Log schedule on eCampus.

Examination language

English.

2.3 Interdisciplinary product development and design exam

The "Interdisciplinary product development and design" compulsory educational component is concluded with an exam.

Exam participation prerequisites

The students must meet the following requirements in order to sit the exam:

- **The 3rd semester "Interdisciplinary product development and design project"** constitutes assessment as well as examination basis and must
 - comply with the formal requirements, cf. below; and
 - be submitted in due time according to the exam plan, which can be found on eCampus.

Non-performance of one or more study activities or incorrect submission of the written project, which makes up the written part of the exam, means that the students will not be allowed to sit the examination, and that they will be considered to have made an exam attempt.

Examination procedure

The exam is an externally assessed, individual oral examination based on a written group project and graded according to the 7-point grading scale.

The exam is worth 18 ECTS credits.

One individual overall grade is given based on an overall evaluation of the written and oral performance.

The project is presented by the students; a maximum of 12 minutes. The project presentation is followed by individual exams. Exam duration is 30 minutes per examinee, including time for deliberations.

Formal written 2nd semester project requirements

As a minimum, the project reports must include:

- Cover page with title
- Table of contents
- Introduction, including problem statement and research question
- Methodology
- Analysis
- Solution proposals
- Conclusion
- Elaboration
- Reference list (incl. all sources referred to in the project)
- Appendices (include only appendices central to the report)

The project report may not exceed 40 standard pages. Appendices in the form of drawings, diagrams, etc. are not included in said pages.

A standard page is 2,400 characters including spaces and footnotes. The 40 pages are exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

Assessment criteria

The assessment criteria for the exam are the same as the learning outcomes for the compulsory educational component: project period 2, Discipline-specific product development and design

The learning outcomes are described in the national section of this Curriculum.

Scheduled time

The exam takes place 13 weeks after the start of the 2nd semester. Further information about time and location and submission of the written group project can be found in the Event Log schedule on eCampus.

Examination language

English.

2.4 Sustainable product development exam

The exam is a 2-hour internally assessed written exam with the objective of focusing the student's acquisition of the learning outcomes of the Sustainable product development educational component.

Examination procedure

The exam is a 2-hour internally assessed individual written exam. Study aids in the form of own notes are permitted.

The exam is worth 7 ECTS credits.

One individual overall grade is given based on an overall evaluation of the written performance. The exam is graded according to the 7-point grading scale.

Written product formal requirements

The written product must be submitted in due time and in a readable format.

Assessment criteria

The assessment criteria for the exam are the same as the learning outcomes for the compulsory educational component.

Scheduled time

The exam will take place at the end of the 2nd semester. Information about time and place can be found on eCampus.

Examination language

English.

3. Elective educational components

3.1 Contents

The elective educational components give the students the opportunity to qualify their study and professional competence through specialising and further expanding subjects that are broadly related to the Product Development & Integrative Technology field.

3.2 ECTS credits

Two elective educational components worth 5 ECTS are offered.

3.3 Learning outcomes

3.3.1 Product development, statistics and law (5 ECTS)

Objective

- That the graduates are competent to take part in evidence-based development work, and that they can make decisions of a commercial nature, on a legally informed basis.

Knowledge:

The students should have acquired knowledge about

- research databases and their application;
- Danish research environments within product development;
- methods for statistical data processing in connection with tests;
- statistics as a basis of systemic approaches to research;
- the legislation process and the legislative hierarchy;
- the Sale of Goods Act;
- the Contracts Act; and
- the product liability law.

Skills:

The students should be able to

- find current laws and ministerial orders for the relevant country; and
- find incorporated regulations.
- .

Competences:

The students should be able to

- plan and structure the product development process, ensuring that they are able to create evi-

- dence for results achieved through relevant tests; and
- manage a development project in consideration of current laws within trade, responsibility and product liability.

3.3.2 Product development as a principal element of entrepreneurship (5 ECTS)
Objective
<ul style="list-style-type: none"> • That the graduates are competent to start their own businesses.
<p>Knowledge:</p> <p>The students should have acquired knowledge about</p> <ul style="list-style-type: none"> • the commercial foundation of companies from idea to product; • funding and support opportunities for entrepreneurs; • intercultural understanding; • commercial understanding of processes in start-up companies; and • finances and organisation.
<p>Skills:</p> <p>The students should be able to</p> <ul style="list-style-type: none"> • The students should be able to assess problems that might arise around business transactions and set up solutions.
<p>Competences:</p> <p>The students should be able to</p> <ul style="list-style-type: none"> • handle leading and coordinating tasks as entrepreneurs; • take part in discipline-specific/interdisciplinary collaboration at all levels in companies; and • acquire new skills and new knowledge in relation to building up competences in respect of own companies.

3.4 Scheduled time

The elective educational components take place in the 2nd semester of the study programme.

3.5 Elective educational components exam

The elective educational components are concluded with a 1-hour written exam. Study aids in the forms of books and own notes are permitted.

Exam participation prerequisites

The students must meet the following requirements in order to sit the exam:
Students must have signed up for the given elective educational component.

Exam form (when choosing the institution's offer of elective components)

The exam is an internally assessed, individual written exam graded according to the 7-point grading scale.

The exam is worth 5 ECTS credits.

Assessment criteria

The assessment criteria for the exam are the same as the learning outcomes for the elective educational components, indicated in the above table.

Scheduled time

The exam will take place at the end of the 2nd semester. Information about time and location as well as submission of the written group project can be found in the Event Log on eCampus.

Examination language

English.

4. Internship

Internship requirements and expectations

During the internship, the students work on relevant discipline-specific issues within the core areas of the study programme¹ and achieve knowledge of relevant business functions. The students will be associated with one or more companies during the internship. The internship may be organised in a flexible, varied manner and may form the basis of the students' final exam project.

Based on the learning outcomes for the internship, cf. the national section of this Curriculum, the students and the supervisors/contact persons will collaborate on setting the specific goals for the learning outcomes of the internship.

This is a guideline for the planning of the students' internship tasks and work.

The internship should be likened to a full-time job with the same requirements for working hours, effort, commitment and flexibility that Product Development & Integrative Technology graduates can expect to meet in their first jobs.

4.1 The internship exam

The students must meet the following requirements in order to sit the exam:

1. See sections 10(2)(1), 11(2)(1) and 12(2)(1) of Ministerial Order no. 1521 of 16 December 2013 on Academy Profession Programmes and Professional Bachelor Programmes.

- The weekly journal, which constitutes assessment as well as examination basis, must comply with the formal requirements, cf. below, and be submitted in due time, cf. the exam plan which can be found on eCampus.

Non-performance of one or more study activities or incorrect submission of the internship report, which constitutes the written part of the exam, means that the students will not be allowed to sit the examination, and that they will be considered to have made an exam attempt.

Examination procedure

The exam is an internally assessed, individual oral examination based on the internship report and graded according to the 7-point grading scale.

One individual overall grade is given based on an overall evaluation of the written and oral performance. Exam duration is 15 minutes per examinee, including time for deliberations.

The exam starts with a 6-minute presentation based on the internship. This is followed by a 9-minute examination, incl. time for deliberations.

The exam is worth 15 ECTS credits.

Formal written project requirements

An internship journal is to be submitted.

The internship journal, which makes up the written part of the exam, must be kept on the internship portal with a weekly recapitulation/entry about the student's work on the learning outcomes of the internship. The learning outcomes have, further, been entered (and approved) on the internship portal.

The oral presentation should comprise:

- Description of the company (what is the object of the company)
- Reflections on the achievement of specific learning outcomes
- Description of specific work tasks

Non-performance of the prerequisites means that the students may not participate in the exam, and that they will be considered to have made an exam attempt.

Assessment criteria

The assessment criteria for the exam are the same as the learning outcomes for: Internship.

Scheduled time

The exam takes place after completed internship. Further information about time and location and submission of the internship report can be found in the Event Log on eCampus.

Examination language

English.

5. The bachelor's degree project

Please see the national section of this Curriculum for the Product Development & Integrative Technology programme for final exam project requirements as well as learning outcomes.

Exam participation prerequisites

- The written project, which constitutes assessment as well as examination basis, must
 - comply with the formal requirements for the final exam project, cf. the national section of this Curriculum; and
 - be submitted in due time according to the exam plan, which can be found on eCampus.

Incorrect submission of the written project, which constitutes the written part of the exam, means that the students will not be allowed to sit the examination, and that they will be considered to have made an exam attempt.

Formal requirements

Formal report requirements

- Cover page
- Title page
- Preface
- Table of contents
- Introduction, including placement in the product development process
- Problem statement and research question
- Theory and method
- Results
- Discussion
- Conclusion
- Elaboration, if any
- List of references
- Appendices

The report must be submitted in due time.

The report may not exceed 40 standard pages, excluding appendices and cover page.

A standard page is 2,400 characters including spaces and footnotes. The 40 pages are exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

The exam will not take place until the students have passed the final internship exam as well as the other exams of the programme.

Examination procedure

The exam is an externally assessed, individual oral examination based on a written group/individual project and graded according to the 7-point grading scale.

One individual overall grade is given based on an overall evaluation of the written and oral presentation of the project. The exam is graded according to the 7-point grading scale.

A group may have up to two members.

The project is presented by the individual students; a maximum of 15 minutes. The project presentation is followed by an individual examination. Exam duration is 40 minutes per student, including time for deliberations.

The exam is worth 15 ECTS credits.

Assessment criteria

The assessment criteria for the exam are the same as the learning outcomes for the final bachelor project, cf. the national section of this Curriculum.

Scheduled time

The exam will take place at the end of the 3rd semester. Information about time and place can be found in the Event Log on eCampus.

Examination language

English.

6. Educational components that may take place abroad

Each of the educational components of the study programme may take place abroad if students apply for and are granted pre-approval of credit transfer by the study programme.

Upon pre-approval of a study abroad period the students must, after conclusion of their study abroad, document the completed educational components of the approved study abroad. In connection with the pre-approval the students must give their consent to the institution obtaining the necessary information following completed study abroad.

For the final approval of pre-approved credit transfer, the educational component is considered completed if it is passed in accordance with the regulations applying to the study programme.

7. Learning and teaching forms

In the Product Development & Integrative Technology programme we use a wide range of learning and teaching methods that combined support the students in achieving the learning outcomes described in this Curriculum.

The learning and teaching forms are based on *Reflective learning in practice* – UCN's common learning and teaching approach (eCampus). Reflective learning in practice is based on the assumption that the ability to reflect on practice and discipline-specific knowledge is a prerequisite for participating in developing the profession. Reflection takes place individually as well as in groups. The learning and teaching approach is based on a close connection between discipline-specific, practical, social and personal acquisition of knowledge, skills and competences. The learning and teaching approach prepares UCN graduates for acquiring new knowledge, skills and competences to qualify and develop practice.

The overall tuition methods are dialogue-based class teaching, assignment work and project work in groups. However, the programme also features a lot of self-studies, individual assignments and projects, presentations in groups and to the whole class, interdisciplinary theme activities and much more. The tuition is supplemented with the use of digital didactic methods.

Common to all these activities is that we always try to define (or help you define) clear goals for the learning activities. The expected distribution of the learning activities appears from the *Study Activity Model*, which can be found on eCampus – for the entire programme as well as the individual educational components.

A personality profile ("*Insights*") is drawn up for all new students to promote their understanding of and reflection on the development of their personal and social competences. This profile is for instance used for discussions of group processes and forms of collaboration as well as personal learning styles.

Furthermore, we offer different activities that may help promote learning in the individual, such as individual guidance and coaching. During lessons, we focus on the working processes of the subject in order to support the development of the skills and competences of the profession.

8. Credit transfer for the elective educational components

Passed elective educational components are equivalent to the similar educational components at other educational institutions that offer this study programme as well as in other programmes.

Pre-approved credit transfer can be applied for if credit is requested for educational components not offered by the programme.

9. Obligation to participate

For the teaching and learning methods of the study programme to work as intended, students are under an obligation to participate, which includes an obligation to submit or present assignments/projects.

The obligation to participate may also be a prerequisite for exam participation.

Furthermore, some programme elements may have compulsory attendance.

An obligation to participate and an obligation to attend, if any, that are prerequisites of participating in exams, will appear from the description of the individual exam.

10. Criteria for assessing study activity

Registration may be terminated for students who have not been participating actively in studies for a continuous period of at least one year.

The definition of study activity is that within the past 12 months the students

- have participated in at least two different exams;
- have passed at least one exam;
- have fulfilled their obligation to participate in any kind of activity that is part of the education, including group projects, joint projects, distance learning activities etc. as described in this Curriculum;
- have submitted the assignments, reports, (learning) portfolios etc. that are prerequisites for participating in exams as described in the curriculum; the coursework being academically honest and not including material which is the copyright of others; and
- have attended activities to which an obligation to attend applies as stated in this Curriculum.

Non-compliance with one or more criteria in the definition of study activity may cause cessation of registration as a student.

Periods in which the students have not participated actively in studies due to leave of absence, maternity or paternity leave, adoption of a child, verified illness or military service do not count against the period of 12 months required for participating actively in studies. On request, the students must provide documentation of such matters.

The study programme may ignore these stipulations in exceptional circumstances. The application for exemption should be submitted to the programme director.

Before registration is terminated, the individual students will be notified in writing. In connection with such notification, the students will be made aware of the above rules. The letter to the students must state that they have 14 days to document that periods in which they did not participate actively in studies should not count in; together with a deadline for making an appeal for exemption.

If the students have not responded within the fixed deadline, their registration as students will be terminated.

If the students request that registration is not terminated, the procedure will be suspended until the programme director has decided the case.

The students may make a complaint about the decision to the programme director within two weeks of receipt of the decision. The complaint will suspend the proceedings. If the programme director maintains the decision, the students may appeal to the Ministry of Higher Education and Science within two weeks of receipt of the decision, but only in respect of legal matters.

The rules about the exams in which the students must have participated before the end of the 2nd semester and passed before the end of the 2nd semester according to Ministerial Order no. 1519 of 16 December 2013 on examinations in higher education programmes (Exam Order), and the deadlines for completion of the programme stated in the ministerial order for this study programme, remain in force regardless of the stipulations in this document.

11. Language

The teaching material is in English. The tuition is in English.

The students' English skills must meet the requirements of the Ministerial Order on Admission to Academy Profession Degree Programmes and Professional Bachelor's Degree Programmes (the Admission Order). Students are not required to have any knowledge of foreign languages other than that stated in the Admission Order.

11.1 Examination language

Exams must be conducted in understandable English.

12. Illness resit examinations and resit examinations

12.1 Illness resits

Students who were prevented from attending an exam owing to verified illness or other unforeseen reason will be able to resit the (illness resit) exam as soon as possible. If the exam takes place in the final exam term, the students will have the opportunity to sit the exam in that exam term or immediately after the term.

The illness resit exam may be identical with the next ordinary exam. It is the students' responsibility to stay informed on when (illness) resit exams will be held.

Information about time and place for illness resits can be found on eCampus.

Illness must be verified by a medical certificate. The educational institution must receive the medical certificate within three working days after the exam was held. Students who suffer from acute illness during an exam must substantiate that they have been ill on the day in question.

If illness is not verified according to the above rules, the students will be considered to have made an exam attempt.

It is the students' responsibility to cover the expense of a medical certificate.

12.2 Resits

Where students have failed or not attended an exam, they are automatically registered for a resit, as long as exam attempts remain. The resit may be identical with the next ordinary exam.

It is the students' responsibility to stay informed about when resits will be held.

Information about the time and place for resits can be found on eCampus.

The programme can grant exemption from continued registration when this is founded in exceptional circumstances, including documented disability.

13. Study aids

Any rules governing restriction of the use of study aids will appear from the description of the individual exam.

14. Special exam arrangements

Students may apply for special exam conditions if their medical condition or relevant specific disabilities qualify them to do so. The application must be submitted to the programme not later than four weeks before the exam is to be held. The application deadline may be extended in cases of sudden health problems. The application must be accompanied by a medical certificate; a statement from e.g. a speech, hearing, dyslexia or blind institute; or other evidence of the health condition or relevant specific functional impairment.

Students whose mother tongue is not English may apply for permission to bring dictionaries to exams where usually no study aids are permitted.

Applications for permission to bring study aids other than dictionaries must be submitted to the programme not later than four weeks before the exam is to be held.

15. Academic misconduct at exams

On submission of a written exam assignment, the students must confirm by signature that the assignment was prepared without undue help.

15.1 Use of own work and that of others – plagiarism

Academic misconduct at exams in the form of plagiarism are instances where a written assignment, in full or in part, appears to have been made by the students themselves, even though the assignment

1. includes identical or near-identical wording of other people's statements or works where the text is not set off by quotation marks, italics, indentation or any other clear indication with a reference to the source, cf. UCN's requirements for written work;
2. includes substantial sections of text that are so similar to another work in wording etc. that on comparison it is clear that the sections could not have been written without the use of the other work;
3. includes the use of the words or ideas of others without giving due credit to the sources; and
4. re-uses text and/or central ideas from their own previously assessed works without observing the stipulations in items 1 and 3.

15.2 Disciplinary actions in events of academic misconduct and disruptive behaviour

During exams

An examinee who without question

- unduly obtains help; or
- helps another student do an assignment, or
- uses non-authorized aids

and

an examinee who

- behaves in a disruptive manner

at an exam may be expelled from the exam room while the exam is taking place by the programme director, a person authorised by the director, or jointly by the assessors. In such cases, the justification of the expulsion from the exam room will be assessed in connection with the subsequent decision on the sanctions to be imposed.

In cases of less serious disturbing behaviour, the students will first be given a warning.

15.3 Suspected academic misconduct at exams, including plagiarism, during and after the exam

If, during or after an exam, an examinee is suspected of

- having obtained or provided undue help;
- passing off another person's work as their own (plagiarism), or
- having used his/her own previously assessed work or parts of it without reference (plagiarism);

this will be reported to the relevant programme.

15.4 The process of identifying academic misconduct, including plagiarism

Suspension of the exam

If the reported misconduct regards plagiarism in a written assignment that is to make up the basis of assessment for a subsequent oral exam, the programme director will suspend the exam if the matter cannot be settled before the fixed examination date.

Form and contents of the report of misconduct

Misconduct must be reported without undue delay. The report must include a written presentation of the case with information to identify the reported persons, as well as a brief account of the matter and the existing evidence. Previous incidents of academic misconduct by one or more of the reported students must be stated explicitly.

When plagiarism is reported, the plagiarised sections must be marked with a clear reference to the sources from which they are plagiarised. The plagiarised text must also be indicated in the source text.

Involving the examinee – hearing of the parties

The programme director decides whether the hearing of the students will be oral, made in writing or a combination.

For an oral hearing, the examinee will be summoned for a talk for further clarification of the case where he/she will be presented with the documentation of the assumption of academic misconduct and be able to state his/her point of view. The examinee has a right to bring a companion.

For a written hearing, the documentation of suspected academic misconduct will be sent to the students requesting them to state their point of view in writing.

Sanctions against academic misconduct and disruptive behaviour during exams

If the suspected misconduct is confirmed after the matter has been investigated, and if the misconduct has had or may be having an influence on the assessment of the examinee's performance, the programme director will suspend the examinee from the exam.

For less serious offences, the examinee will first receive a warning.

In aggravating circumstances, the programme director may suspend the examinee for a period of time. In such cases, the examinee will receive a written warning that any further instances of misconduct may lead to expulsion.

A period of suspension means that any grades awarded for the exam in question will be annulled, and that the examinee will be considered to have made an exam attempt.

The examinee will not be allowed to resit the exam and will have to wait until the next ordinary exam in that particular programme is offered.

In cases of aggravating circumstances, the programme director may decide to suspend the examinee from the institution for a period of time. In such cases, the examinee will receive a written warning that any further instances of misconduct may lead to expulsion.

The student cannot participate in lectures or exams while suspended.

Complaints

The decision that a student is suspended and has used an exam attempt is final and cannot be brought before a higher administrative authority.

Complaints on the grounds of legal matters (e.g. legal incapacity, the hearing procedure, guidelines on making complaints, correct interpretation of the Exam Order, etc.) may be brought before the Danish Agency for Higher Education. The complaint must be brought before the institution and directed to the attention of the relevant programme director who will make a statement. The complainant will have the opportunity to comment on the statement, the deadline being usually one week. The institution will submit the complaint,

the statement and any comments made by the complainant to the Danish Agency for Higher Education. The deadline for complaints made to the institution is two weeks from the day the complainant was notified of the decision, cf. section 51 of the Exam Order.

16. Complaints about exams and appeals against decisions²

16.1 Complaints about exams

The examinee is recommended to seek guidance from the student advisors in connection with the complaints procedure and writing a complaint.

The rules of complaints about exams can be found in part 10 of the Exam Order.

The Exam Order divides complaints into complaints about

1. the examination basis etc., the course of the exam and/or the assessment; and
2. legal matters.

The two kinds of complaints are dealt with differently.

16.1.1 Complaints about the examination basis etc., the course of the exam and the assessment

Within two weeks after the assessment of the exam has been announced in the usual way, an examinee may submit a written, substantiated complaint about

3. the exam basis, including the exam questions, assignments etc., and its connection to the programme objectives and requirements;
4. the examination procedure; and
5. the assessment.

The complaint may concern any exam, including written exams, oral exams and combined exams as well as practical or clinical exams.

The complaint is to be submitted to the programme director.

The complaint will immediately be brought before the original assessors, i.e. the examiner and the external examiner from the exam in question. The statement made by the assessors must be usable as the basis of the institution's decision on academic/professional matters. The institution will usually give the assessors a deadline of two weeks in which to make their statements.

Immediately after the statements are made available, the complainant will be given the opportunity to comment on them within, usually, one week.

The decision will be made by the institution based on the academic/professional statements made by the assessors and any comments made by the complainant.

The decision must be made in writing and be substantiated. It may regard

1. an offer of a new assessment (re-assessment) – this only applies to written examinations;
2. an offer of a new examination (resit); or
3. a dismissal of the complaint.

2. See section 10 of the Exam Order: <https://www.retsinformation.dk/Forms/R0710.aspx?id=160839>

If it is decided to offer a re-assessment or a resit exam, the programme director will appoint new assessors. Re-assessment may only be offered for written exams where material exists for assessment, as new assessors will not be able to (re-)assess an already held oral exam, and as the notes of the original assessors are personal and cannot be passed on to others.

If the decision is to offer the students a re-assessment or resit exam, the complainant must be notified that a re-assessment or a resit exam may result in a lower grade. The complainant must accept the offer within two weeks of the announcement of the decision. Acceptance of an offer cannot be cancelled. If the complainant does not accept the offer within the deadline, re-assessment or a resit exam will not be held.

Re-assessment or a resit exam must take place as soon as possible.

For re-assessments, the assessors must be presented with the case documents: the exam paper, the students' assignment, the complaint, the statements made by the original assessors with the comments made by the complainant and the decision made by the institution.

The assessors will deliver the result of the re-assessment including a written explanation and their assessment. Resit exams and re-assessments may result in lower grades than the initial grades.

If it is decided that a re-assessment or resit exam will be offered, the decision will apply to all examinees who took the exam in question, if their assignment features the same deficiency as the one being complained about.

The complaint must be submitted to the programme director not later than two weeks (14 calendar days) after the announcement of the assessment results of the exam in question. If the deadline falls on a holiday, the deadline will be extended to expire on the first weekday after that day.

The deadline may be disregarded in exceptional circumstances.

16.2 Appeals

The appellant may bring the institution's decision on academic/professional matters before an appeals board. The activities of the appeals board fall under the Danish Public Administration Act, including the stipulations on legal incapacity and the duty of confidentiality.

The appeal is to be submitted to the programme director.

The deadline for appeals is two weeks after the examinee has been notified of the decision. The requirements stated above under complaints (being in writing, substantiated etc.) also apply to appeals.

The appeals board is made up of two external examiners who will be appointed by the chairman of the external examiners, one examiner and a student within the same field (from the study programme), both appointed by the programme director.

The appeals board will make a decision based on the material that formed the basis of the institution's decision and the appellant's substantiated appeal.

The appeals board will consider the appeal, and the decision may regard

1. an offer of a new assessment made by new assessors – this only applies to written examinations;
2. an offer of a new examination (resit) with new assessors; or
3. a dismissal of the appeal.

If the decision is to offer the students a re-assessment or resit exam, the appellant must be notified that a re-assessment or a resit exam may result in a lower grade. The appellant must accept the offer within two weeks of the announcement of the decision. Acceptance of an offer cannot be cancelled.

If the appellant does not accept the offer within the deadline, re-assessment or a resit exam will not be held.

Re-assessment or a resit exam must take place as soon as possible.

For re-assessments, the assessors must be presented with the case documents: the exam paper, the students' assignment, the complaint, the statements made by the original assessors with the comments made by the complainant and the decision made by the institution.

The appeals board must have made a decision not later than two months – three months for summer exams – after the appeal was made.

The decision of the appeals board is final, meaning that the case cannot be brought before a higher administrative authority regarding the parts of the appeal that concern academic/professional elements.

16.3 Complaints about legal matters

Complaints about legal matters in decisions made by the assessors in connection with re-assessment or resit exams or the appeals board's decisions may be brought before University College of Northern Denmark within two weeks of the day the complainant was notified of the decision.

Complaints about legal matters in decisions made by the institution according to the stipulations of the Exam Order (e.g. legal incapacity, the hearing procedure, correct interpretation of the Exam Order, etc.) may be submitted to the institution, which will make a statement on which the complainant must be given the opportunity to comment, the deadline being usually one week. The institution will submit the complaint, the statement and any comments made by the complainant to the Danish Agency for Higher Education. The institution will submit the complaint, the statement and any comments made by the complainant to the Agency. The deadline for lodging complaints with the institution is two weeks (14 calendar days) from the day the complainant was notified of the decision.

17. Exemption

The institution may grant exemption from the rules in this institutional section of the curriculum that are laid down solely by the institution³, when found substantiated in exceptional circumstances. The institutions cooperate on a uniform exemption practice.

18. Effective date and transition provisions

This institutional section of the curriculum enters into force on 1 September 2014 with effect for all students who are and will be registered in the programme and for all exams commenced on said date or thereafter.

The curriculum (national and institutional sections) from September 2013 will be repealed as of 31 August 2014. However, exams started before 1 September 2014 will be concluded according to this institutional section of the curriculum not later than 30 June 2015.

3. This means that the individual institution cannot deviate from rules that stem from the ministerial orders, such as the rule that the internship exam must be graded according to the 7-point grading scale, or that all exams must be passed before the students may sit an exam in the final exam project.