Curriculum
Service, Hospitality and Tourism Management

Institutional part

In force as of

1 September 2021

UCN PROFESSIONSHØJSKOLEN

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Please note; this is a translation made for information purposes only. In the event of any discrepancy between this translation and the original Danish text, the original shall prevail.

1. Curriculum for the Academy Profession Degree Programme in Service, Hospitality and Tourism Management; institutional part

The curriculum for the programme comprises two parts (sets of regulations):

1. the national part
2. the institutional part

The national part is determined by the network of heads of programme for the Service, Hospitality and Tourism Management Programme to ensure that the academic content of the national part of the programme is identical across all education institutions.

This institutional part is laid down by the study programme at University College of Northern Denmark (UCN) and is designed to accommodate local and regional needs.

The institutional part of the curriculum (as well as the national part) has been approved by UCN in accordance with all applicable regulations, including the ministerial order on technical and mercantile academy profession degree programmes and professional bachelor's degree programmes (*Bekendtgørelse om tekniske og merkantile erhvervsakademiuddannelser og professionsbacheloruddannelser*).

In the event of any discrepancy between this curriculum and other regulations governing the study programme, the other regulations take precedence.

2. Order of programme elements

Order of national and local educational elements and the internship, including exams.

Year	National subject elements	Local subject elements	ECTS	Internal/ External
1		Academic aptitude exam	0	Internal
	Service and Experiences (part exam)		15	Internal
	Collaboration & relations (part exam)		15	Internal
	Business understanding (part exam)		15	Internal
		Local subject element	10	Internal
		Elective	5	Internal
2	Internship		15	Internal
		Elective	5	Internal
	Business development		25	External
	Final degree project		15	External
1 and 2	**Total ECTS credits**		**120**	

All exams, with the exception of the academic aptitude exam, are assessed according to the 7-point grading scale. Information about the time and venue for each exam can be found in the activity calendar.

3. Local subject elements, including electives

The programme features 20 ECTS credits worth of local subject elements, which includes 10 ECTS credits worth of electives. Students may take electives offered by other education institutions if they pay for transportation, lodging etc. themselves.

The student must choose one of the local subject elements.

- Hotel & restaurant management
- Tourism management
- Sport & event management

3.1 Hotel & restaurant management

3.1.1 Learning objectives

Knowledge

Upon completion, students should have acquired knowledge of:

- The practices and development of the hotel and restaurant industry, including ownership structures.
- The effect of trends and tendencies on the hotel and restaurant industry.
- The organisation and running of a hotel as well as interactions between internal and external business partners.
- The development of Danish and international hotel and restaurant concepts and business models.
- Classification systems and certifications in the hotel and restaurant industry.
- Critical areas of food safety management and own-checks.

Skills

Upon completion, students should be able to:

- Apply the professional terminology pertaining to the hotel and restaurant industry.
- Propose and select possible solutions for menu plans with cost calculations.
- Apply key figures and key performance indicators to assess the competitive situation of a particular hotel or restaurant.
- Identify, assess and apply conventional and digital distribution and marketing channels of the hotel and restaurant industry.
- Identify, implement and embed sustainability into the guest experience.

Competencies

The student should be able to:

- Adapt the hotel or restaurant products and services in the context of a particular market situation.
- Identify and discuss pricing of the services and products offered by a hotel or restaurant in the context of optimisation.

3.1.2 ECTS weight

The subject element is worth 10 ECTS credits.

3.1.3 Content

This subject element concerns hotel and restaurant industry practices that have the guest at the centre, and it also concerns the role of individual hotels and restaurants in the industry.

3.2 Tourism management

3.2.1 Learning objectives

Knowledge

Upon completion, students should have acquired knowledge of:

- Tourism practices, development and strategies (the tourism system).
- Tourism demand, including target groups, tourist typologies, travel behaviour and trends.
- Tourism supply, including tourism products, operators and destinations.

Skills

Upon completion, students should be able to:

- Collect data relevant to tourism, including data concerning trends and forecasts.
- Identify and assess tourism target groups, value chains/collaboration partners and tourism destinations and/or tourism operators.
- Assess and evaluate strategies for inbound and outbound tourism operators at the local, national and international levels.

Competencies

Upon completion, students should be able to:

- Apply collected data relevant to tourism with a view to taking part in the development of new and existing tourism products that are targeted at the target groups of the destination or operator.

3.2.2 ECTS weight

The subject element is worth 10 ECTS credits.

3.2.3 Content

This subject element concerns tourism practices focusing on the destination as well as individual tourism businesses' role in the tourism value chain.

3.3 Sport & event management

3.3.1 Learning objectives

Knowledge

Upon completion, students should have acquired knowledge of:

- What events are and the development they have gone through.
- The tasks related to the event life cycle.

Skills
Upon completion the student should be able to:

- Design and assess the suitability of a sport and/or event concept based on its target group and stakeholders among other factors.
- Identify and assess possible sponsorships and fundraising opportunities.
- Assess whether the event will be financially sustainable.
- Assess the people and skills that are required to run the event, including volunteers.
- Assess the suitability of various communication channels for event promotion.
- Use digital planning tools for event development.
- Assess practice-related and legal aspects.

Competencies
Upon completion, students should be able to:

- Take part in the operational, tactical and strategical work to develop, plan and implement small and medium-sized events.

3.3.2 ECTS weight
The subject element is worth 10 ECTS credits.

3.3.3 Content
This subject element concerns event practices with the overall purpose of managing the development, planning and implementation of small and medium-sized events in collaboration with others.

3.4 Electives
The learning objectives for the electives are described in the appendix to this curriculum, entitled “Catalogue of electives for the Service, Hospitality and Tourism Management study programme”.

4. Framework and criteria for study programme exams

The following describes the framework and criteria for all study programme examinations.

4.1 Automatic registration for all exams

A subject element is finalised by an exam that takes place after the conclusion of the element. When a student commences a subject element, the student will automatically be registered for the ordinary exam for that subject element.

A student cannot withdraw from any study programme exams.

If an exam was not passed, the student will continue to be registered for that particular exam and must attend a resit. Each student has three attempts at passing an exam. If the exam is not passed after three attempts, the student's enrolment in the programme will be terminated.

If a student is on leave of absence, they will not automatically be registered for exams for that particular semester. After the end of the student's leave of absence, they will automatically be registered for the exams that finalise the semester that they have just started and also for any prior, failed exams.

It is the student's responsibility to stay informed of the time and venue for exams as stated on the study programme's electronic platform.

Please see the current *Examination Regulations for UCN's Undergraduate Programmes*, which are available on UCN's website.

4.2 Common exam requirements

All exams in the programme have these requirements in common:

- The written material that makes up the assessment- and examination basis **must make up at least 75% of the number of characters** indicated in the formal requirements for that particular exam. However, this does not apply to the final degree project. Please see the number of characters indicated with the descriptions of each exam.
- The number of characters of an assignment must always be indicated on the front page of the uploaded material.
- Writing and spelling skills will be included in the assessment. Spelling and writing skills may, however, only increase or decrease a student's grade by one grade at the most. The assessment is expressed as an overall assessment of the professional and academic content as well as the student's spelling and writing skills.
- Written material must be uploaded to Wiseflow according to UCN's instructions.
- Written material must always be uploaded in the pdf-file format unless otherwise indicated for that particular exam.
- If the grade of 02 is not achieved at a written exam, students must always prepare a new answer paper for the next examination attempt.
- If the grade of 02 is not achieved at exams that take the form of a combination of written material and an oral presentation, students are allowed to improve the assessment- and examination basis (the project) for the next examination attempt.

- Furthermore, for group examinations, section 9.9 of the UCN Examination Regulations state that: "*Students who do a re-sit exam that is based on a written group assignment are not allowed to make changes to the assignment that was handed in for the ordinary exam. Any changes to improve the written assignment in relation to a re-sit should be submitted as a supplement to the assignment with a clear indication of the name of the student(s) who made the supplement and which assignment the supplement refers to.*"

- The supplement must be uploaded in pdf-format in the 'Paper' section and the original answer paper must be uploaded in the 'Appendix material' section.

- The written supplement is allowed a maximum length that is equivalent to the ordinary exam answer paper. There is no requirement to the minimum length of the supplement, but the supplement is expected to be approximately 25% of the maximum allowed length of the ordinary exam answer paper.

4.3 Special requirements to online students

For students who are pursuing the programme online, the following rules apply in relation to exams:

- The online student bears the full responsibility for their own technical set-up[1] when it comes to conducting online exams. If the exam cannot be conducted because of technical problems, the student will lose an examination attempt, and the student will have two examination attempts remaining to pass that particular exam.

- Filling in and uploading an invigilator form[2]. The form can be found on Pointer.

5. Study start exam

5.1 Exam procedure

The purpose of the study start exam (academic aptitude examination) is to determine whether the student has in fact commenced their study. The exam is an internally assessed individual examination as described below. The examination will be assessed passed/failed.

In cases of illness, maternity/paternity leave or exceptional circumstances, the study programme may exempt individual students from the deadlines that have been set for passing the exam. If a student does not pass the exam on the second attempt, the student's enrolment in the study programme will be terminated.

5.2 Scheduled time

The exam takes place in mid- to late September.

5.3 Examination type

The ordinary exam for the academic aptitude examination is a multiple-choice test of which the student must answer at least half of the questions correctly to pass.

[1] Ensuring a stable internet connection

[2] See subsection 15(3) of the Exam Order (Eksamensbekendtgørelsen).

5.4 Resit exam

If a student does not pass the academic aptitude examination, the student will be offered a resit. The resit exam type will be the same as the ordinary exam.

5.5 Examination language

The examination language is English.

6. The exam testing the three national subject elements Service & experiences, Collaboration & relations, and Business understanding

The three national subject elements Service & experiences, Collaboration & relations, and Business understanding make up the first-year exam and are tested through three part-examinations that take place within the first year of study.

Part-exam: Service & experiences, 15 ECTS total (1/3 weight)

Part-exam: Collaboration & relations, 15 ECTS total (1/3 weight)

Part-exam: Business understanding, 15 ECTS total (1/3 weight)

The student must pass all three part-exams and achieve at least the grade of 02 for each part. The calculated average of the part exams will constitute the grade for the first-year exam.

6.1 Part-exam testing the national subject element Service & experiences

6.1.1 Formal exam requirements

Students must meet the following formal requirements to sit the exam:

The exam is an oral group exam based on submitted, written material spanning a maximum of 8 standard pages (between a maximum of 19,200 and a minimum of 14,400 keystrokes). One standard page is 2,400 keystrokes including spaces and footnotes. The cover page, table of contents, reference list and appendices are not included in the number of keystrokes. Appendices are not assessed.

The written material, which constitutes both the assessment basis and the examination basis, must:

- meet the formal requirements, see above
- be submitted on time, please see the activity schedule.

If the student(s) do(es) not meet all the formal requirements, the answer paper will be rejected. No assessment will be made, and the student will have used an exam attempt and will then have two exam attempts remaining to pass the exam.

6.1.2 Exam procedure

The exam is an internally assessed, oral group examination which is based on a written answer paper. The group must comprise 3–5 students.

The examination will be individually assessed according to the 7-point grading scale.

The written and oral performances are assessed as a whole, leading to a single grade. Exam duration is

10 minutes per student, including time for deliberations.

In special cases where group participation is not possible, students may be exempt from this requirement to allow a single student to write the material and attend the exam by themselves. In this case, exam duration will be set at 15 minutes.

6.1.3 ECTS credits

The examination is worth 15 ECTS credits.

6.1.4 Assessment criteria

The assessment criteria for the exam are the learning objectives for the national subject element Service & experiences. The learning objectives are described in the national part of the curriculum.

6.1.5 Scheduled time

The exam will take place late in the first semester.

The exam must have been passed before the end of the student's first academic year.

In cases of illness, maternity/paternity leave or exceptional circumstances, the study programme may exempt individual students from the deadlines that have been set for passing the exam.

6.1.6 Examination language

The examination language is English.

6.1.7 Exam aids

All aids are permitted.

6.2 Part-exam testing the national subject element Collaboration & relations

6.2.1 Formal requirements for the examination

Students must meet the following formal requirements to sit the exam:

The written answer paper is allowed to span a maximum of 8 standard pages (between a maximum of 19,200 and a minimum of 14,400 keystrokes). The cover page, table of contents, reference list and appendices are not included in the number of keystrokes. Appendices are not assessed.

The written material, which constitutes both the assessment basis and the examination basis, must:

- meet the formal requirements, see above
- be submitted on time, see the activity schedule.

If the student does not meet all the formal requirements, the answer paper will be rejected. No assessment will be made, and the student will have used an exam attempt and will then have two exam attempts remaining to pass the exam.

6.2.2 Exam procedure

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

scale.

6.2.3 ECTS credits

The examination is worth 15 ECTS credits.

6.2.4 Assessment criteria

The assessment criteria for the exam are the learning objectives for the national subject element Collaboration & relations.

The learning objectives are described in the national part of the curriculum.

6.2.5 Scheduled time

The exam will take place in the middle of the second semester.

The exam must have been passed before the end of the student's first academic year.

In cases of illness, maternity/paternity leave or exceptional circumstances, the study programme may exempt individual students from the deadlines that have been set for passing the exam.

6.2.6 Examination language

The examination language is English.

6.2.7 Exam aids

All aids are permitted.

6.3 Part-exam testing the national subject element Business understanding

6.3.1 Formal requirements for the examination

Students must meet the following formal requirements to sit the exam:

The written answer paper is allowed to span a maximum of 20 standard pages (between a maximum of 48,000 and a minimum of 36,000 keystrokes). The cover page, table of contents, reference list and appendices are not included in the number of keystrokes. Appendices are not assessed.

The written material, which constitutes both the assessment basis and the examination basis, must:

- meet the formal requirements, see above
- be submitted on time, see the activity schedule.

If the student does not meet all the formal requirements, the answer paper will be rejected. No assessment will be made, and the student will have used an exam attempt and will then have two exam attempts remaining to pass the exam.

6.3.2 Exam procedure

The exam is an internally assessed, oral group examination which is based on a written answer paper.

The group must comprise 3–5 students.

The examination will be individually assessed according to the 7-point grading scale.

The written and oral performances are assessed as a whole, leading to a single grade.

Exam duration is 12 minutes per student, including time for deliberations.
If a student is granted exemption to attend the exam alone, exam duration will be set at 20 minutes.

6.3.3 ECTS credits

The examination is worth 15 ECTS credits.

6.3.4 Assessment criteria

The assessment criteria for the exam are the learning objectives for the national subject element Business understanding. The learning objectives are described in the national part of the curriculum.

6.3.5 Scheduled time

The exam will take place at the end of the second semester.

The exam must have been passed before the end of the student's first academic year.

In cases of illness, maternity/paternity leave or exceptional circumstances, the study programme may exempt individual students from the deadlines that have been set for passing the exam.

6.3.6 Examination language

The examination language is English.

6.3.7 Exam aids

All aids are permitted.

7. The examination testing the local subject element: Hotel & restaurant management, tourism management, or Sport & event management

7.1 Formal requirements for the examination

Students must meet the following formal requirements to sit the exam:

The written answer paper is allowed to span a maximum of 15 standard pages (between a maximum of 36,000 and a minimum of 27,000 keystrokes). The cover page, table of contents, reference list and

appendices are not included in the number of keystrokes. Appendices are not assessed.

The written material, which constitutes both the assessment basis and the examination basis, must:

- meet the formal requirements, see above
- be submitted on time, see the activity schedule.

If a student does not meet all the formal requirements to the exam, the student will have used an exam attempt and will then have two examination attempts remaining to pass the exam.

7.2 Exam procedure

The exam is an internally assessed, oral group examination which is based on a written answer paper.

The group must comprise 3–5 students.

The examination will be individually assessed according to the 7-point grading scale.

The student will receive a single, cumulative grade in which the written and the

oral performances each weigh 50%. Exam duration is 15 minutes per student,

including time for deliberations. If a student is granted exemption to attend the

exam alone, exam duration will be set at 20 minutes.

7.3 ECTS credits

The examination is worth 10 ECTS credits.

7.4 Assessment criteria

The assessment criteria for the exam are the learning objectives for the local subject elements Hotel & restaurant management, Tourism management, and Sport & event management.

The learning outcomes for the subject element are described above.

7.5 Scheduled time

The exam will take place at the end of the first semester.

The exam must have been passed before the end of the student's first academic year.

In cases of illness, maternity/paternity leave or exceptional circumstances, the study programme may exempt individual students from the deadlines that have been set for passing the exam.

7.6 Examination language

The examination language is English.

7.7 Exam aids

All aids are permitted.

8. The exam testing the local subject element: elective

The learning objectives for the electives are described in the appendix to this curriculum, entitled "Catalogue of electives for the Service, Hospitality and Tourism Management Study Programme".

8.1 Formal requirements for the exam

Students must meet the following formal requirements to sit the exam:

The written answer paper is allowed to span a maximum of 6 standard pages (between a maximum of 14,400 and a minimum of 10,800 keystrokes) including spaces and footnotes. The cover page, table of contents, reference list and appendices are not included in the number of keystrokes. Appendices are not assessed.

The written material, which constitutes both the assessment basis and the examination basis, must:

- meet the formal requirements, see above
- be submitted on time, see the activity schedule.

If a student does not meet all the formal requirements to the exam, the student will have used an exam attempt and will then have two examination attempts remaining to pass the exam.

8.2 Exam procedure

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

8.3 ECTS credits

The exam is worth 5 ECTS credits.

8.4 Assessment criteria

The assessment criteria are the learning objectives for the electives as described in the appendix to this curriculum, entitled "Catalogue of electives for the Service, Hospitality and Tourism Management Study Programme".

8.5 Scheduled time

The second and third semester each feature an elective exam.

The first exam must have been passed before the end of the student's first academic year.

In cases of illness, maternity/paternity leave or exceptional circumstances, the study programme may

exempt individual students from the deadlines that have been set for passing the exam.

8.6 Examination language

The examination language is English.

8.7 Exam aids

All aids are permitted.

9. Internship

9.1 Internship requirements and expectations[3]

During the internship, the student will work on problems that are relevant to the profession while acquiring knowledge of relevant work functions. The relationship between theoretical studies and the internship will be the starting point for the student's learning objectives for the internship.

Based on the internship learning objectives – see the national part of the curriculum – the student and the supervisor/contact person will collaborate on defining personal objectives and a professionally relevant problem statement for the student's internship period.

The learning objectives and the problem statement must be made in writing and saved in the internship portal. These will then guide the planning of the student's work during the internship, including the preparation of the internship report.

The internship compares to a full-time job with the same requirements in terms of number of working hours, effort, commitment and flexibility that a graduate can expect to meet in their first job.

The internship may be organised in a flexible and personalised manner and may form the basis of the student's final degree project.

9.2 Formal requirements for the exam

The allowed maximum length of the written answer paper is 19 standard pages (a maximum of 45,600 keystrokes including spaces and footnotes) distributed across the sections of the report as follows:

The finished report must be compiled in a single file (pdf):

Internship report	Minimum 27,000 and maximum 36,000 keystrokes including spaces and footnotes.
Reflection section	Minimum 7,200 and maximum 9,600 keystrokes including spaces and footnotes.

One standard page is 2,400 keystrokes including spaces and footnotes. The cover page, table of contents, reference list and appendices are not included in the number of keystrokes. Appendices are not assessed.

The report must be prepared individually by each student.

The written material, which constitutes both the assessment basis and the examination basis, must:

- meet the formal requirements, see above

[3] See the Internship Guide for more information.

- be submitted on time, see the activity schedule.

If a student does not meet the examination prerequisites, the student will have used an examination attempt. This means that the student will have two attempts remaining to pass the examination.

9.3 Exam procedure

The internship period is finalized by an individual, oral examination based on a written internship report.

The examination is internally assessed and graded according to the 7-point grading scale.

The written report and the oral performance are assessed as a whole, leading to a single, cumulative grade. Exam duration is 30 minutes per student, including time for deliberations.

9.4 ECTS credits

The examination is worth 15 ECTS credits.

9.5 Assessment criteria

The assessment criteria for the exam are the same as the learning objectives for the compulsory subject element: Internship. The learning objectives are described in the national part of the Curriculum.

9.6 Scheduled time

The exam will take place in the middle of the third semester.

9.7 Examination language

The examination language is English.

9.8 Exam aids

All aids are permitted.

10. The exam testing the national subject element Business development

10.1 Formal requirements for the examination

Formal requirements for the written answer paper

The written answer paper is allowed to span a maximum of 20 standard pages (between a maximum of 48,000 and a minimum of 36,000 keystrokes) including spaces and footnotes. The cover page, table of contents, reference list and appendices are not included in the number of keystrokes. Appendices are not assessed.

The written material, which constitutes both the assessment basis and the examination basis, must:

- meet the formal requirements, see above
- be submitted on time, see the activity schedule.

If a student does not meet all the formal requirements to the exam, the student will have used an exam attempt and will then have two examination attempts remaining to pass the exam.

10.2 Exam procedure

The exam is an externally assessed, oral group examination which is based on a written answer paper.

The group must comprise 3–5 students.

The examination will be individually assessed according to the 7-point grading scale.
The written and oral performances are assessed as a whole, leading to a single grade.

Exam duration is 20 minutes per student, including time for deliberations. The presentation is allowed a maximum duration of 5 minutes per student and no more than 20 minutes per group

If a student is granted exemption to attend the exam alone, exam duration will be set at 30 minutes.

10.3 ECTS credits

The examination is worth 25 ECTS credits.

10.4 Assessment criteria

The assessment criteria for the exam are the learning objectives for the national subject element

Business development. The learning objectives are described in the national part of the curriculum.

10.5 Scheduled time

The exam will take place halfway through the fourth semester.

10.6 Examination language

The examination language is English.

10.7 Exam aids

All aids are permitted.

11.The final examination project

For the requirements for the final examination project as well as the learning objectives, please see the national part of the curriculum.

11.1 Formal requirements for the exam

The following permitted number of keystrokes apply to the final degree project:

The final degree project	Number of keystrokes including spaces
1 student	57,500-67,000
2 students	86,500-100,000
3 students	100,000-117,500

The estimated number of keystrokes includes figures and tables etc. but does not include the front page, table of contents, reference list and appendices. Appendices may be attached in support of the project, but these will not be assessed.

The number of keystrokes must be clearly indicated on the front page of the project.

The written project, which constitutes both the assessment basis and the examination basis, must:

- meet the formal requirements to the final degree project, according to the national part of the Curriculum
- be submitted on time, see the activity schedule.

Late submission or failure to meet all formal requirements for the written project report, which constitutes the written exam component, implies that the student will not be allowed to attend the examination and that they have used one examination attempt.

The exam cannot take place until the other exams of the study programme have been passed.

11.2 Exam procedure

The exam is an externally assessed, oral exam based on the written project report. The written part of the final degree project may be prepared individually or in groups of two or three students at the most.

The written report and the oral performance are assessed as a whole, leading to a single grade. The exam is assessed and graded according to the 7-point grading scale.

Exam duration is 45 minutes per student, (including time for deliberations) of which a maximum of 10 minutes are allowed for the presentation.

11.3 Spelling and writing skills

Spelling and writing skills will be part of the assessment of the written exam project. Spelling and writing skills may, however, only increase or decrease a student's grade by one grade at the most. The assessment is expressed as an overall assessment of the professional/academic content as well as the student's spelling and writing skills.

11.4 ECTS weight

The exam is worth 15 ECTS credits.

11.5 Assessment criteria

The assessment criteria are the same as the learning objectives for the final degree project; see the national part of the Curriculum.

11.6 Scheduled time

The exam will take place at the end of the final semester of the study programme, see the activity schedule.

11.7 Examination language

The examination language is English.

11.8 Exam aids

All aids are permitted. No aids are permitted in the oral part of the examination.

12. Subject elements that may be completed abroad

Each of the Subject elements of the study programme may be completed abroad if a student applies for and is granted pre-approval of credit transfer by the study programme.

Following the end of a pre-approved period abroad, the student has a duty to document the Subject elements that were completed during that period. When applying for pre-approval, the student must consent to allow the educational institution to collect any information that may be required after the student has completed the period abroad.

On final approval of pre-approved credit transfer, the Subject element is considered completed if it was passed according to the regulations governing the study programme.

UCN has a large network of partners abroad, and UCN's International Office may help students find out how to do part of their study outside Denmark. Please contact UCN's International Office for further information. Please note however, that studying or going on an internship abroad requires more work of the student than staying in Denmark. It is up to the student to find out which subjects can be studied abroad etc. with the higher education institution that s/he wants to attend. UCN's International Office will offer

advice, help etc. but will not go into the detailed planning of a study-abroad period. This is the student's own responsibility.

13. Withdrawal from exams

The regulations for withdrawal from examinations can be found at www.ucn.dk/english in the Examination Regulations for UCN's Undergraduate Programmes.

14. Applied teaching methods

UCN's study programmes are based on Reflective Practice-based Learning (RPL), enabling the students to develop competencies to act professionally in a changing world. Throughout the study programme, the student develops professional, social and personal competencies which enable the student to relate theoretical reflection to practical action, thus taking into account the relevant theories, own experiences and prior knowledge.

In the study programmes, RPL promotes teaching and learning activities that link practical knowledge, theoretical knowledge and research-based knowledge. Six fundamental principles guide teaching and learning activities at UCN. The six fundamental principles aim to create constructive conditions for reflection to take place:

- Fundamental principle No. 1: The students' own experiences are incorporated into teaching and learning activities.
- Fundamental principle No. 2: Teaching and learning activities are designed to include appropriate disturbances.
- Fundamental principle No. 3: Teaching and learning activities are organised as exploration.
- Fundamental principle No. 4: The content of teaching and learning activities is based on the good example.
- Fundamental principle No. 5: Lecturers and students work together on learning processes.
- Fundamental principle No. 6: Lecturers and students create room for dialogue.

The six fundamental principles may unfold in different ways in different study programmes, semesters and subjects. Active participation and involvement in relation to the student's own and fellow students' learning is, however, a shared characteristic for all six fundamental principles.

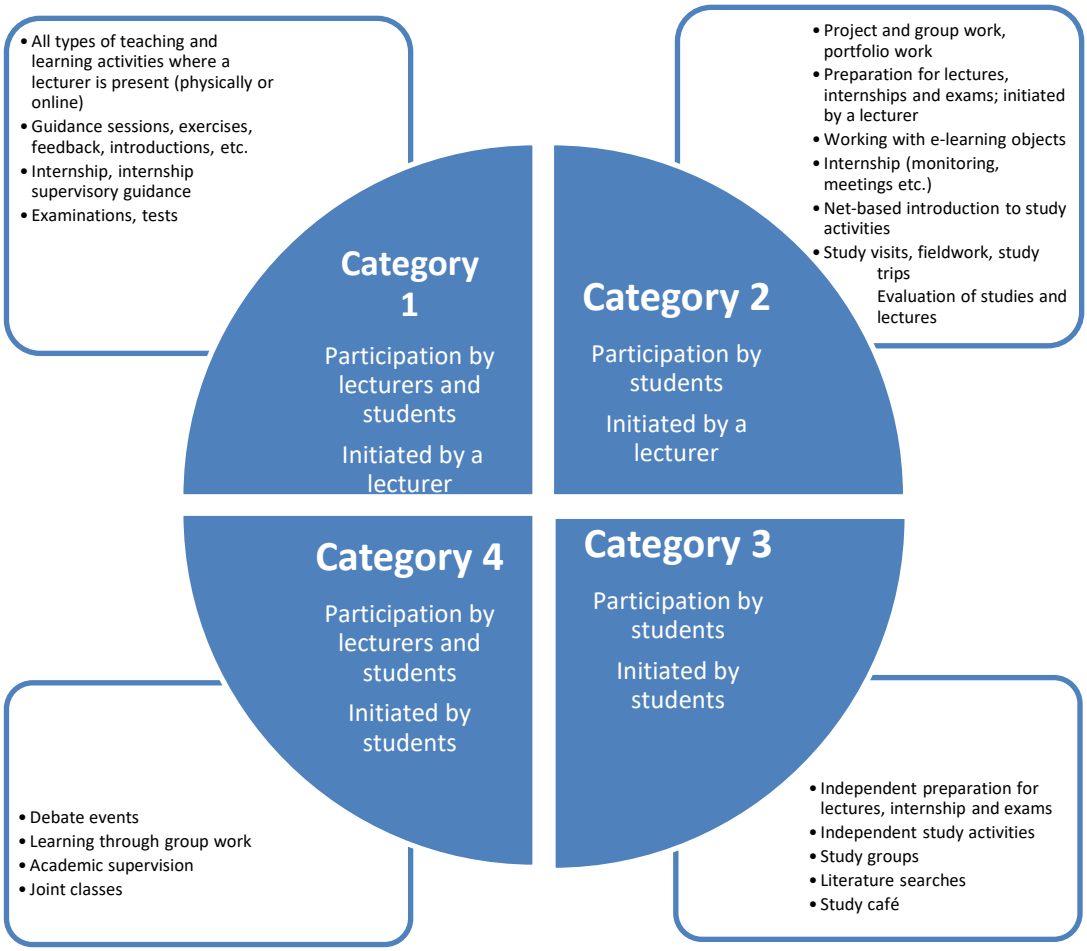
However, learning is not simply the transfer of knowledge from lecturer to student. A fundamental idea on the Service, Hospitality and Tourism Management programme is that the learning process takes place ***within*** the student and in the ***student's relations with*** fellow students and lecturers. Similarly, the study programme is based on the notion that students learn in different ways. For those reasons, the study programme is designed around a range of teaching and learning methods. The study activity model shows the different study activities that are used to help students achieve the learning objectives for the programme. It is important to emphasise, however, that the student must take ownership of their own education processes.

The study activity model for the programme is available at www.ucn.dk/english, and each semester, the semester plan specifies themes in which study activities from the study activity model will take centre stage for the semester in question.

According to the Ministry of Higher Education and Science, a student must achieve '30 ECTS credits worth

of learning' each semester. One ECTS credit equates to 27 working hours for a student. The theme descriptions provides an overview of the anticipated workload for the various subjects/study activities.

14.1 The Study Activity Model



As noted, the study programme uses a wide range of teaching and learning methods that – in combination – are intended to support the above and promote the achievement of the learning objectives described in this curriculum. Throughout the study programme, the teaching and learning methods exhibit clear progression as they go from being knowledge-oriented and managed by the lecturer, to being problem-oriented and managed by the participants.

The teaching and learning activities are also based on relevant occupational practices and link together practice and theory: ***Practice-based Learning***. Problems and challenges from various types of organisations related to the subject fields of the study programme are incorporated.

Teaching and learning activities can be designed to include foreign languages in teaching materials and in the classroom. The student's development of information and communication technology competencies are also supported through the teaching and learning methods used.

15. Compulsory participation and compulsory attendance

The study programme expects students to shop up for timetabled teaching and learning activities and absence may be registered. We expect students to attend because learning requires that students are present and participating actively in study activities.

To achieve the learning objectives and outcomes of the study programme and for the associated forms of teaching and learning to work, it is also important to underline that students are subject to compulsory participation in the shape of

- submission / presentation of assignments / semester examinations / projects etc.

Non-compliance with compulsory participation/examination prerequisites, e.g. if a written exam paper is rejected or if formal requirements are not satisfied, means that the student will have used an exam attempt.

Subsequently, the student will only have two attempts remaining to pass the examination.

The study programme will offer help and supervisory guidance as soon as possible if a student is neglecting his/her obligation to participate.

15.1 Student advisers

If a student is finding it difficult to meet study programme requirements for compulsory participation and attendance, they can contact the programme's student adviser. Students can also turn to the student adviser if they have questions about the planning and course of their studies, studies abroad etc. Contact information for the student adviser can be found on www.ucn.dk/english.

15.2 Lecturers as supervisors

The lecturers on the study programme will often act as supervisors to the students when it comes to study activities such as project assignment work.

Supervisory guidance is provided because UCN wishes to:

- support the development of a good learning environment.
- support social learning processes and constructive collaboration.
- support innovation and development.
- Support study groups to gradually take over the functions of the supervisor at a pace that matches the group's competencies

Generally, the supervisor will focus on project and learning processes, particularly

1. The content of the project
2. Working methods and processes
3. Group dynamics and processes
4. Learning and metacognition

16. Criteria for determining study activity

A student's enrolment in a study programme will be terminated if the student has failed to pass at least one exam over a continuous period of at least one year (non-compliance with study activity requirements).

Periods during which a student has not actively participated in their studies due to leave of absence, maternity or paternity leave, adoption of a child, verified illness or military service are not considered as non-compliance with study activity requirements. On request, the student must provide documentary evidence of such matters (leave, illness or military service).

The study programme may grant exemption from these provisions in exceptional circumstances. An application for exemption must be submitted to the head of programme.

The student will be informed in writing before their enrolment is terminated. In connection with such notification, the student will be made aware of the above-mentioned regulations.

17. Credit transfer for subject elements

Credit transfer assessments take place in different situations.

17.1 Subject elements from the same study programme passed with another educational institution

Passed subject elements are equivalent to corresponding subject elements offered by other educational institutions providing the same study programme.

17.2 Transfer credit assessment

When a student has met his/her duty to disclose information about passed subject elements from another Danish or foreign higher-education study programme and about any work experience that may be assumed to warrant credit transfer, the study programme will decide whether or not to grant credit transfer in each individual case on the basis of completed educational elements and work experience that compare with subjects, educational elements or internship elements. The decision whether to award credit transfer is based on an academic assessment.

17.3 Duty of disclosure

In the event that a student does not meet their duty to disclose information on admission/enrolment:

If a student fails to disclose information about prior education and work experience on admission/enrolment, the student must subsequently submit an application for credit transfer. Such applications will be considered twice a year (in July and January in relation to the start of studies).

This means that the student may have to wait longer than anticipated for a decision of credit transfer.

It is therefore the student's choice to run the risk that a decision of credit transfer may not made in due time before the examination concerned.

- *IF a student does not sit an examination* and UCN later decides NOT to grant the student

transfer credit, the student will have used an exam attempt.

- *IF a student decides to sit an exam before UCN has made a credit transfer decision* and if UCN would have granted credit transfer, credit transfer will NOT be awarded as the student has decided to sit the exam. In this instance, the grade from the 'new' exam will apply irrespective of whether the 'old' exam grade – which might have resulted in credit transfer, had the student applied for it in due time – is higher, and irrespective of whether the student failed the 'new' exam.

Once a student has decided to sit an exam, this will exclude the possibility of awarding due transfer credit after the application has been processed.

17.4 Pre-approval of credit transfer and final credit transfer

Before going to another educational institution in Denmark or abroad to achieve transfer credit for a subject element under this Curriculum, students must submit an application for pre-approval of credit transfer.

Pre-approval of credit transfer will be carried out by UCN.

When a student has successfully completed the requested subject element, and once the application for final credit transfer has been received with the appropriate documentation attached, final credit transfer will be granted.

If the student has not passed the requested subject element, the student must sit an exam according to the regulations for said subject element as set out in this Curriculum.

For an in-depth description of the credit-transfer rules, please refer to the current Examination regulations for UCN's undergraduate programmes.

18. Language

The programme is taught in English.

Students are not required to have any knowledge of foreign languages other than that stated in Ministerial Order no. 221 of 27 February 2019 on admission to academy profession degree programmes and professional bachelor's degree programmes (the Admission Order).

18.1 Examination language

Exams must be conducted in understandable English.

The education institution may exempt students from the requirement that spelling and writing skills form part of the assessment criteria for the final degree project as well as for exams where such skills are stated in this curriculum to be part of the assessment criteria. To be exempt, a student must be able to supply documentary evidence of a relevant, specific disability or impairment. The application for exemption must be submitted to the study programme not later than four weeks before the exam is to take place.

19. Resits and resits due to illness

The rules and regulations for resit exams and resit exams due to illness (illness resit exams) can be found at www.ucn.dk/English in the Examination Regulations for UCN's Undergraduate Programmes.

20. Exam aids

Any regulations on the restricted use of exam aids are indicated at each individual examination description.

21. Special exam arrangements

A student may apply for special exam arrangements if a physical or mental impairment qualifies them to do so. The application must be submitted to the study programme no later than four weeks before the exam is to be held. The application deadline may be waived in cases of sudden health-related problems. The application must be accompanied by a medical certificate, a statement from e.g. an institute for speech, hearing, dyslexia or for the blind, or other evidence of the student's health-related condition or relevant specific impairment.

If the exam language is Danish:

Students whose mother tongue is not Danish may apply for permission to bring dictionaries to exams where aids are not otherwise permitted.

Applications for permission to bring other aids must be submitted to the study programme no later than four weeks before the exam is to be held.

22. Academic misconduct during exams

When handing in a written exam assignment or answer paper, the student must confirm by signature that the assignment/answer paper was written without undue help.

22.1 Use of one's own work and the work of others – plagiarism

The rules for the use of one's own or other people's work – plagiarism – can be found at www.ucn.dk/english in the Examination Regulations for UCN's Undergraduate Programmes.

22.2 Disciplinary actions

Disciplinary actions in the event of academic misconduct and disruptive behaviour during exams:

The rules on disciplinary actions in events of academic misconduct and disruptive behaviour at examinations can be found at www.ucn.dk/english in the Examination Regulations for UCN's Undergraduate Programmes.

23. Complaints about exams and appeals against decisions

The rules on complaints about exams and appeals against decisions can be found at www.ucn.dk/english in the Examination Regulations for UCN's Undergraduate Programmes.

24. Exemptions

The educational institution may grant an exemption from those rules in this institutional part of the Curriculum that were laid down solely by the educational institutions when such exemption is granted on the grounds of exceptional circumstances. The educational institutions cooperate on a uniform exemption practice.

25. Effective date and transition regulations

This institutional part of the Curriculum is valid from 1 September 2021 and applies to all students who enrol on the programme as of that date.

The institutional part of the curriculum of 1 February 2021 will be repealed as of 31 August 2021. Students who were enrolled on the programme prior to 1 September 2021 will be transferred to this institutional part of the Curriculum on 1 September 2021. However, any examinations commenced under the institutional part of the curriculum of 1 February 2019 can be finalised until 31 October 2021.