



Curriculum  
Service, Hospitality and Tourism  
Management  
Institutional section

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## Contents

<b>1.</b>	<b>Curriculum for Service, Hospitality and Tourism Management – Institutional section.....</b>	<b>5</b>
<b>2.</b>	<b>Order of national and local educational elements and Internship, including exams .....</b>	<b>5</b>
<b>3.</b>	<b>Local educational elements, including electives.....</b>	<b>6</b>
3.1	Hotel & Restaurant Management .....	6
3.2	Tourism Management .....	7
3.3	Sport & Event Management.....	8
3.4	Electives .....	9
<b>4.</b>	<b>Framework and criteria for the study programme exams .....</b>	<b>9</b>
4.1	Automatic registration for all exams .....	9
4.2	Common exam requirements .....	10
4.3	Special requirements for online students .....	10
<b>5.</b>	<b>Study start exam .....</b>	<b>11</b>
5.1	Examination method and procedure .....	11
5.2	Scheduled time .....	11
5.3	Exam form .....	11
5.4	Resit .....	11
5.5	Examination language.....	11
<b>6.</b>	<b>Exam in the three national educational elements Services &amp; Experiences, Cooperation &amp; Relations and Business understanding .....</b>	<b>11</b>
6.1	The part exam in the national educational element Services & Experiences .....	12
6.2	Part exam in the national educational element Cooperation & Relations .....	13
6.3	Part exam in the national educational elements Business understanding .....	14
<b>7.</b>	<b>Exam in the local educational element; Hotel &amp; Restaurant Management, Tourism Management, Sport &amp; Event Management .....</b>	<b>15</b>
7.1	Formal exam requirements.....	15
7.2	Examination procedure.....	16
7.3	Weight.....	16
7.4	Assessment criteria .....	16
7.5	Scheduled time .....	16
7.6	Examination language.....	17
7.7	Study aids.....	17
<b>8.</b>	<b>Exam in the local educational element; Electives .....</b>	<b>17</b>
8.1	Formal exam requirements.....	17
8.2	Examination procedure.....	17
8.3	Weight.....	17
8.4	Assessment criteria .....	17
8.5	Scheduled time .....	18
8.6	Examination language.....	18
8.7	Study aids.....	18

---

<b>9.</b>	<b>Internship</b> .....	<b>18</b>
9.1	Internship requirements and expectations .....	18
9.2	Formal exam requirements .....	18
9.3	Internship exam .....	19
9.4	Weight .....	19
9.5	Assessment criteria .....	19
9.6	Scheduled time .....	19
9.7	Examination language .....	20
9.8	Study aids .....	20
<b>10.</b>	<b>Exam in the national educational element Business development</b> .....	<b>20</b>
10.1	Formal exam requirements .....	20
10.2	Examination procedure .....	20
10.3	Weight .....	20
10.4	Assessment criteria .....	21
10.5	Scheduled time .....	21
10.6	Examination language .....	21
10.7	Study aids .....	21
<b>11.</b>	<b>Final exam project</b> .....	<b>21</b>
11.1	Formal exam requirements .....	21
11.2	Examination procedure .....	22
11.3	Writing and spelling skills .....	22
11.4	ECTS credits .....	22
11.5	Assessment criteria .....	22
11.6	Scheduled time .....	22
11.7	Examination language .....	22
11.8	Study aids .....	23
<b>12.</b>	<b>Educational elements that may take place abroad</b> .....	<b>23</b>
<b>13.</b>	<b>Withdrawal from exams</b> .....	<b>23</b>
<b>14.</b>	<b>Learning and teaching forms</b> .....	<b>23</b>
14.1	The Study Activity Model .....	24
<b>15.</b>	<b>Duty to participate and duty to attend</b> .....	<b>25</b>
15.1	Student counselling .....	25
15.2	Lecturers as supervisors .....	25
<b>16.</b>	<b>Criteria for assessing study activity</b> .....	<b>26</b>
<b>17.</b>	<b>Credit transfer for educational elements</b> .....	<b>26</b>
17.1	Passed educational elements from the same study programme at another institution .....	26
17.2	Credit assessment .....	26
17.3	Duty to inform .....	26
17.4	Pre-approval of credit transfer and final credit transfer .....	27
<b>18.</b>	<b>Language</b> .....	<b>27</b>
18.1	Examination language .....	28
<b>19.</b>	<b>Resit and illness resit exams</b> .....	<b>28</b>
<b>20.</b>	<b>Study aids</b> .....	<b>28</b>
<b>21.</b>	<b>Special examination arrangements</b> .....	<b>28</b>
<b>22.</b>	<b>Academic misconduct at exams</b> .....	<b>28</b>

Curriculum for Service, Hospitality and Tourism Management – Institutional section

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22.1	Use of own work and that of others – plagiarism .....	28
22.2	Disciplinary actions in events of academic misconduct and disruptive behaviour.....	28
<b>23.</b>	<b>Complaints about examinations and appeals against decisions.....</b>	<b>29</b>
<b>24.</b>	<b>Exemption .....</b>	<b>29</b>
<b>25.</b>	<b>Effective date and transition provisions .....</b>	<b>29</b>

## 1. Curriculum for Service, Hospitality and Tourism Management – Institutional section

The curriculum for the study programme consists of two sections (sets of rules):

1. The national section
2. The institutional section

The national section has been prepared by the educational network for the AP degree programme in Service, Hospitality and Tourism Management with the purpose of ensuring that the discipline-specific content of the national section of the programme is identical at all institutions.

The institutional section has been prepared by the study programme at University College of Northern Denmark (UCN) in consideration of local and regional demands.

This institutional section (and the national section) of the curriculum has been approved by UCN in accordance with the rules that apply to the study programme, including *Ministerial Order on technical and commercial academy profession programmes and professional bachelor programmes*.

In case of discrepancies between this Curriculum and other rules for the programme, such other rules will apply.

## 2. Order of national and local educational elements and Internship, including exams

Year	National educational elements	Local educational elements	ECTS	Internal/external
1		Study start exam	0	Internal
	Services & Experiences		15	Internal
	Cooperation & Relations		15	Internal
	Business understanding		15	Internal
		Local educational element	10	Internal
		Elective	5	Internal
2	Internship		15	Internal
		Elective	5	Internal
	Business development		25	External
	Final exam project		15	External
<b>Total ECTS credits</b>			<b>120</b>	

All exams are graded according to the 7-point grading scale, except the study start exam.

Information about the time for exams can be found in the Academic activity calendar.

### **3. Local educational elements, including electives**

There are local educational elements worth 20 ECTS, of which 10 are electives. The students may have electives at other institutions if they pay the expenses for transport, overnight stays, etc. themselves.

The student must choose between one of the following local educational elements:

- Hotel & Restaurant Management
- Tourism Management
- Sport & Event Management

#### **3.1 Hotel & Restaurant Management**

##### **3.1.1 Learning outcomes**

###### **Knowledge**

The students should have acquired knowledge of:

- The practice 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 the hotel as well as the interaction between the different internal and external business partners
- The development of Danish and international hotel and restaurant concepts and business models
- Classification systems and certifications within the hotel and restaurant industry
- Critical control areas within food handling and own-check

###### **Skills**

The students should be able to:

- Apply the hotel and restaurant industry's specific professional terminology
- Set up and select options for menu planning and the associated calculations
- Apply the industry's key performance indicators and key figures to assess the competitive situation for a hotel or a restaurant

- Identify, evaluate and apply the hotel and restaurant industry's traditional and digital distribution and marketing channels
- Identify, implement and embed sustainability in the guest experience

### **Competences**

The students should be able to:

- Adapt the hotel and restaurant's products and services in relation to an existing market situation
- Identify and discuss the pricing of the services offered by a hotel or restaurant from an optimisation context

#### **3.1.2 ECTS credits**

The local educational element is worth 10 ECTS credits.

#### **3.1.3 Content**

The local educational element addresses the hotel and restaurant industry's practice with the guest in focus, including the role of the individual hotel and restaurant business in the industry.

### **3.2 Tourism Management**

#### **3.2.1 Learning outcomes**

##### **Knowledge**

The students should have acquired knowledge of:

- Tourism practice, development and strategy (the tourism system)
- Tourism demand, including target groups, tourist types, travel behavior, motivation and trends
- Tourism supply, including tourism products, stakeholders and destinations

##### **Skills**

The students should be able to:

- Collect tourism data, including data about trends and forecasts
- Identify and assess tourism target groups, value chains/relations and tourism destination and/or tourism stakeholders

- Assess and evaluate strategies for inbound and outbound tourism stakeholders at a local, national and international level

### **Competences**

The students should be able to:

- Handle collected tourism-relevant data with a view to participating in the development of new and existing tourism products, directed at the target groups of the destination and/or stakeholder

### **3.2.2 ECTS credits**

The local educational element is worth 10 ECTS credits.

### **3.2.3 Content**

The local educational element addresses tourism practice with the destination as the central element as well as the role of the individual tourism enterprise in the tourism value chain.

## **3.3 Sport & Event Management**

### **3.3.1 Learning outcomes**

#### **Knowledge**

The students should have acquired knowledge of:

- What events are and what development they have undergone
- What tasks relate to the life cycle of events

#### **Skills**

The students should be able to:

- Draw up and assess the suitability of a sport and/or event concept based on, i.a., target group and stakeholders
- Identify and assess potential sponsorships and fundraising options
- Assess whether the event is financially sustainable
- Assess which persons and competences are required to run the event, including volunteers
- Assess the suitability of different communication channels for the promotion of events
- Apply digital planning tools for the development of events



- Assess practice-related risks and legal aspects

### **Competences**

The students should be able to:

- Take part in the operational, tactical, and strategic work on developing, planning, and implementing sustainable small and medium-sized events

### **3.3.2 ECTS credits**

The local educational element is worth 10 ECTS credits.

### **3.3.3 Content**

The local educational element addresses the practice of the event with the overall aim of being able – in cooperation with others – to handle the development, planning and implementation of small and medium-sized events.

### **3.4 Electives**

Learning outcomes for electives are described in appendix to this Curriculum, “Catalogue of electives for the Service, Hospitality and Tourism Management study programme, 2019-2021”.

## **4. Framework and criteria for the study programme exams**

The following is a description of framework and criteria for all programme exams.

### **4.1 Automatic registration for all exams**

The final part of an educational element is an exam. When a student starts on an educational element, the student is automatically registered for the ordinary exam of the educational element.

Students cannot withdraw from programme exams.

If a student fails to pass an exam, the student will continue to be registered for the exam and must re-sit the exam. Students have three exam attempts. If the student fails to pass the exam after three attempts, the student ceases to be registered as a student.

However, automatic registration will not take place if a student is on leave in a semester. After finished leave the student is automatically registered for the exams that complete the semester in which the student has just started as well as exams not yet passed, if any.

It is the student’s own responsibility to obtain information about time and place on UCN’s electronic platform.

Please see the Examination Regulations for UCN on UCN's homepage.

## 4.2 Common exam requirements

Common to all exams in the programme are:

- The written material, which makes up assessment as well as examination basis, must as a **minimum constitute 75 % of the number of characters** described under formal requirements for the individual exams. This does not apply for the final examination project, see the number of characters below.
- For written exams, students must always prepare a new assignment, if they fail to obtain the grade 02 in the exam attempt in question.
- For exams where the exam form is a combination of written material and oral presentations, it is possible to improve the assessment and examination basis (the project), if the grade 02 is not obtained in the exam attempt in question.<sup>1</sup>
- Furthermore, UCN's Examination Regulations (section 9.9) underline that: *"Students who take a re-sit based on a written group assignment are not allowed to make changes to the assignment that was handed in for the ordinary exam. Any improvements or amendments made to the written assignment in relation to a re-sit must be submitted as an appendix to the assignment with a clear indication of the name of the student(s) who made the appendix and which assignment the appendix refers to."*
- The appendix is to be uploaded in PDF format under "Paper", and the original paper is to be uploaded under "Appendix material".
- The size of the written appendix may not exceed that of the ordinary exam. The appendix is expected to be one quarter of the maximum number of characters; there is no minimum number of characters.

## 4.3 Special requirements for online students

The following rules for exam apply to students following the programme online:

- The online students alone are responsible for their own technical set-up<sup>2</sup> for the exam. If the exam cannot be held due to technical problems, the students will be considered to have used an exam attempt, and they will have two attempts left to pass the exam in question.
- Filling in and upload of form about invigilator.<sup>3</sup> The form is available on Pointer.

<sup>1</sup> This does not apply to the final exam project; see the national section of this Curriculum.

<sup>2</sup> Ensuring a stable internet connection and information about Skype name.

<sup>3</sup> Cf. § 15 of the Exam Order

## **5. Study start exam**

### **5.1 Examination method and procedure**

The purpose of the study start exam is to establish whether the student has in fact started on the study programme. The exam is an internally assessed, individual exam as described below. The exam is assessed as passed/not passed.

The study start exam is not comprised by the rules in Chapter 10 Complaints about examinations, in Ministerial Order no. 1500 of 02 December 2016.

That means that the student cannot complaint about 1) the examination basis, including the examination questions, assignments, etc., 2) the examination procedure, or 3) the assessment.

The programme may exempt individual students from the deadlines specified for passing the exam, if the exemption is due to illness, maternity or paternity leave or exceptional circumstances. Registration will be terminated for students who do not pass the exam in their second attempt.

### **5.2 Scheduled time**

The study start exam will take place in mid/late September.

### **5.3 Exam form**

The ordinary study start exam consists of a multiple-choice test, and the students must answer 50% of the questions correctly in order to pass.

### **5.4 Resit**

If the students do not pass the study start exam, they are offered a resit examination. The resit will be in the same form as the supplementary exam in the ordinary exam.

### **5.5 Examination language**

The exam language is English.

## **6. Exam in the three national educational elements Services & Experiences, Cooperation & Relations and Business understanding**

The three national educational elements Services & Experiences, Cooperation & Relations, and Business understanding constitute the 1<sup>st</sup>-year exam and are examined through three part exams that take place in the 1<sup>st</sup> year of study:

Part exam: Services & Experiences, a total of 15 ECTS (weighted one third)

Part exam: Cooperation & Relations, a total of 15 ECTS (weighted one third)

Part exam: Business understanding, a total of 15 ECTS (weighted one third)

All three part exams must be passed with at least the grade 02, and the average of the part exams constitute the overall grade for the 1<sup>st</sup>-year exam.<sup>6</sup>

## **6.1 The part exam in the national educational element Services & Experiences**

### **6.1.1 Formal exam requirements**

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

The exam is based on presentation material prepared by the students. To meet the formal requirements, the presentation material must be submitted in due time before the oral group presentation. If the presentation material has not been submitted in due time, the oral group exam cannot be completed, and there will not be an assessment. The student thus will be regarded as having used one examination attempt and has two attempts left to pass the exam.

### **6.1.2 Examination procedure**

The exam is an internally assessed oral group exam graded individually according to the 7-point grading scale<sup>7</sup>.

One overall grade will be given based on an overall assessment of the written and oral performance.

10 minutes are allocated per examinee, including time for deliberations.<sup>8</sup>

### **6.1.3 Weight**

The exam is worth 15 ECTS.

### **6.1.4 Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the national educational element Services & Experiences.

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

### **6.1.5 Scheduled time**

The exam takes place at the end of the 1<sup>st</sup> semester.

<sup>6</sup> Cf. § 15 of the Exam Order

<sup>7</sup> Group size 3-5 students

<sup>8</sup> If the student is granted exemption to sit the exam alone, 15 minutes are allocated for examination including time deliberations.

The exam must be passed before the end of the student's 1<sup>st</sup> year of study.

The study programme may exempt individual students from the deadlines specified for passing the exam, if the exemption is due to illness, maternity or paternity leave or exceptional circumstances.

#### **6.1.6 Examination language**

English.

#### **6.1.7 Study aids**

All study aids are permitted.

### **6.2 Part exam in the national educational element Cooperation & Relations**

#### **6.2.1 Formal exam requirements**

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

The written assignment may not exceed eight standard pages (a maximum of 19,200 characters, including spaces and footnotes). The character count is exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

The written assignment, which constitutes the assessment as well as the examination basis, must:

- Meet the formal requirements, cf. above
- Be submitted in due time, cf. the Academic activity calendar

If a student does not meet all formal exam requirements, the assignment is rejected. There will not be an assessment, and the student will be regarded as having used an examination attempt. The student thus has two attempts left to pass the exam.

#### **6.2.2 Examination procedure**

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

#### **6.2.3 Weight**

The exam is worth 15 ECTS.

#### **6.2.4 Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the national educational element Cooperation & Relations.

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

#### **6.2.5 Scheduled time**

The exam takes place mid 2<sup>nd</sup> semester.

The exam must be passed before the end of the student's 1<sup>st</sup> year of study.

The study programme may exempt individual students from the deadlines specified for passing the exam, if the exemption is due to illness, maternity or paternity leave or exceptional circumstances.

#### **6.2.6 Examination language**

English.

#### **6.2.7 Study aids**

All study aids are permitted.

### **6.3 Part exam in the national educational elements Business understanding**

#### **6.3.1 Formal exam requirements**

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

The written assignment may not exceed 20 standard pages (a maximum of 48,000 characters, including spaces and footnotes). The character count is exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

The written assignment, which constitutes the assessment as well as the examination basis, must:

- Meet the formal requirements, cf. above
- Be submitted in due time, cf. the Academic activity calendar

If a student does not meet all formal exam requirements, the assignment is rejected. There will not be an assessment, and the student will be regarded as having used an examination attempt. The student thus has two attempts left to pass the exam.

### **6.3.2 Examination procedure**

The exam is an internally assessed oral group<sup>10</sup> exam graded according to the 7-point grading scale. One overall grade will be given based on an overall assessment of the written and oral performance. 12 minutes are allocated per examinee, including time for deliberations.<sup>11</sup>

### **6.3.3 Weight**

The exam is worth 15 ECTS.

### **6.3.4 Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the national educational element Business understanding.

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

### **6.3.5 Scheduled time**

The exam takes place at the end of the 2<sup>nd</sup> semester.

The exam must be passed before the end of the student's 1<sup>st</sup> year of study.

The study programme may exempt individual students from the deadlines specified for passing the exam, if the exemption is due to illness, maternity or paternity leave or exceptional circumstances.

### **6.3.6 Examination language**

English.

### **6.3.7 Study aids**

All study aids are permitted.

## **7. Exam in the local educational element; Hotel & Restaurant Management, Tourism Management, Sport & Event Management**

### **7.1 Formal exam requirements**

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

<sup>10</sup> Group size 3-5 students

<sup>11</sup> If the student is granted exemption to sit the exam alone, 20 minutes are allocated for examination, including time for deliberations.

The written assignment may not exceed 20 standard pages (a maximum of 48,000 characters, including spaces and footnotes). The character count is exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

The written project, which constitutes the assessment as well as the examination basis, must:

- Meet the formal requirements, cf. above
- Be submitted in due time, cf. the Academic activity calendar

If a student does not meet all formal exam requirements, the student will be regarded as having used an examination attempt. The student thus has two attempts left to pass the exam.

## **7.2 Examination procedure**

The exam is an internally assessed oral group<sup>12</sup> exam based on the written assignment.

The exam is graded according to the 7-point grading scale.

One overall grade is given, and the written and oral part weight 50 % each.

20 minutes are allocated per examinee, including time for deliberations.<sup>13</sup>

## **7.3 Weight**

The exam is worth 10 ECTS.

## **7.4 Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the national educational elements Hotel & Restaurant Management, Tourism Management, and Sport & Event Management.

The learning outcomes appear from the above.

## **7.5 Scheduled time**

The exam takes place at the end of the 1<sup>st</sup> semester.

The exam must be passed before the end of the student's 1<sup>st</sup> year of study.

The study programme may exempt individual students from the deadlines specified for passing the exam, if the exemption is due to illness, maternity or paternity leave or exceptional circumstances.

<sup>12</sup>. Group size 3-5 students

<sup>13</sup>.If the student is granted exemption to sit the exam alone, 20 minutes are allocated for the examination including time deliberations as well.



## **7.6 Examination language**

English.

## **7.7 Study aids**

All study aids are permitted.

## **8. Exam in the local educational element; Electives**

Learning outcomes for electives are described in appendix to this Curriculum, “Catalogue of electives for the Service, Hospitality and Tourism Management study programme, 2019-2021”.

### **8.1 Formal exam requirements**

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

The written assignment may not exceed six standard pages (a maximum of 14,400 characters, including spaces and footnotes). The character count is exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

The written assignment, which constitutes the assessment as well as the examination basis, must:

- Meet the formal requirements, cf. above
- Be submitted in due time, cf. the Academic activity calendar

If a student does not meet all formal exam requirements, the student will be regarded as having used an examination attempt. The student thus has two attempts left to pass the exam.

### **8.2 Examination procedure**

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

### **8.3 Weight**

The exam is worth 5 ECTS.

### **8.4 Assessment criteria**

Learning outcomes for electives are described in appendix to this Curriculum, “Catalogue of electives for the Service, Hospitality and Tourism Management study programme, 2019-2021”.

## **8.5 Scheduled time**

The exam takes place in the 2<sup>nd</sup> and 3<sup>rd</sup> semester.

The first exam must be passed before the end of the student's 1<sup>st</sup> year of study, the second before the end of the student's 2<sup>nd</sup> year of study.

## **8.6 Examination language**

English.

## **8.7 Study aids**

All study aids are permitted.

# **9. Internship**

## **9.1 Internship requirements and expectations**

During the Internship, students work with professionally relevant issues and acquire knowledge of relevant job functions. The connection between the theoretical tuition and the Internship forms the basis of the student's Internship goals.

Based on the learning outcomes for the Internship, cf. the national section of this Curriculum, the student and the supervisor/contact person will collaborate on setting the specific personal goals and the relevant research question of the Internship.

The goals and the research question are written down on the student's Internship portal. These goals will determine the planning of the students' Internship tasks and work, including preparation of the Internship report.

The Internship should be considered similar to a full-time job with the same requirements for working hours, effort, commitment, and flexibility that graduates 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 exam project.

## **9.2 Formal exam requirements**

The written assignment<sup>14</sup> may not exceed 19 standard pages (a maximum of 45,600 characters, including spaces and footnotes), of which the reflection chapter may not exceed four standard pages (a maximum of 9,600 characters, including spaces and footnotes).

<sup>14</sup> See Internship guide for further elaboration.

The exam paper MUST be handed in as one PDF file:

Internship report	Min. 27.000 and max. 36.000 characters, including spaces and footnotes
Reflection chapter	Min. 7.200 and max. 9.600 characters, including spaces and footnotes

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

The report is prepared individually.

The assignment must meet the formal requirements and be submitted in due time.

If a student fails to meet the formal exam requirements, the student is regarded as having used an examination attempt. The student thus has two attempts left to pass the exam.

### **9.3 Internship exam**

At the end of the Internship there will be an individually assessed oral exam based on a written internship report.

The exam is an oral exam based on the written Internship report. The exam is internally assessed and graded according to the 7-point grading scale.

One overall grade will be given based on an overall assessment of the internship report and the oral performance.

30 minutes are allocated per examinee, including time for deliberations.

### **9.4 Weight**

The exam is worth 15 ECTS.

### **9.5 Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the national educational element internship.

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

### **9.6 Scheduled time**

The examination will take place in the middle of the 3<sup>rd</sup> semester.

The exam must be passed before the end of the student's 2<sup>nd</sup> year of study.

## **9.7 Examination language**

English.

## **9.8 Study aids**

All study aids are permitted.

# **10. Exam in the national educational element Business development**

## **10.1 Formal exam requirements**

### **Formal requirements for the written assignment**

The written assignment may not exceed 20 standard pages (a maximum of 48,000 characters, including spaces and footnotes). The character count is exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

The written assignment, which constitutes the assessment as well as the examination basis, must:

- Meet the formal requirements, cf. above
- Be submitted in due time, cf. the Academic activity calendar

If a student does not meet all formal exam requirements, the student will be regarded as having used an examination attempt. The student thus has two attempts left to pass the exam.

## **10.2 Examination procedure**

The exam is an externally assessed oral group<sup>15</sup> exam graded individually according to the 7-point grading scale.

One overall grade will be given based on an overall assessment of the written and oral performance.

20 minutes are allocated per examinee, including time for deliberations.<sup>16</sup> Max. 5 minutes per student may be used for the oral presentation, however max. 20 minutes per group.

## **10.3 Weight**

The exam is worth 25 ECTS.

<sup>15</sup> Group size 3-5 students

<sup>16</sup> If the student is granted exemption to sit the exam alone, 30 minutes are allocated for examination, including time for deliberations.

#### **10.4 Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the national educational element Business development.

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

#### **10.5 Scheduled time**

The exam takes place in the middle of the 4<sup>th</sup> semester.

The exam must be passed before the end of the student's 2<sup>nd</sup> year of study.

#### **10.6 Examination language**

English.

#### **10.7 Study aids**

All study aids are permitted.

### **11. Final exam project**

For final exam project requirements and learning outcomes, please see the national section of this Curriculum.

#### **11.1 Formal exam requirements**

The following number of characters apply to the final examination project:

Final examination project	Maximum no. of characters in the examination paper, including spaces
1 student	57.500-67.000
2 students	86.500-100.000
3 students	100.000-117.500

The number of characters are inclusive of figures and tables, etc., but exclusive of cover page, table of contents, reference list and appendices. Appendices may be enclosed to substantiate projects. However, they are not included in the assessment.

The number of characters must appear clearly from the cover page.

The written project, which constitutes the assessment as well as the examination basis, must:

- Meet the formal requirements for the final exam project; cf. the national section of this Curriculum
- Be submitted in due time, cf. the Academic activity calendar

Incorrect submission or incomplete fulfilment of the formal requirements for 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 regarded as having used an exam attempt.

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

### **11.2 Examination procedure**

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

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

45 minutes are allocated per examinee, including time for deliberation. The student may use max. 10 minutes for the oral presentation.

### **11.3 Writing and spelling skills**

Writing and spelling skills form part of the assessment of the written exam project. However, writing and spelling skills can only change the grading with one grade up or down. The assessment is an expression of an overall assessment of the discipline-specific content as well as writing and spelling skills.

### **11.4 ECTS credits**

The exam is worth 15 ECTS credits.

### **11.5 Assessment criteria**

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

### **11.6 Scheduled time**

The exam takes place at the end of the last semester of the programme, cf. the Academic activity calendar.

### **11.7 Examination language**

English.

### 11.8 Study aids

All study aids are permitted. However, not during the oral part of the examination.

## 12. Educational elements that may take place abroad

Each of the educational elements of the study programme may take place abroad, if the 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 elements 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 visit.

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

UCN has a broad network of partners abroad, and UCN's International Department may help students to do part of their study abroad. UCN's International Department can be contacted for further information. However, it takes more work on the part of the individual students if they want to study abroad. It is up to the individual students to examine which educational elements to study abroad, etc. at the desired university. The International Department will be of assistance with good advice, but they do not take part in the detailed planning. That is up to the students themselves.

## 13. Withdrawal from exams

The rules on withdrawal from exams are found here: [www.ucn.dk/english/about-ucn](http://www.ucn.dk/english/about-ucn), Examination Regulations.

## 14. Learning and teaching forms

UCN's learning approach is called "Reflective Practice-Based learning". Reflective means that, through their study, students are motivated to develop personal and professional competences, such as the competence to reflect on and assess their own learning outcome.

Through systematic feedback processes, surveys and decisions on the knowledge and practice of the profession/industry so far, the students will qualify to becoming independent, innovative, and problem-solving in their work as employees in an organisation. Via their study the students will become deeply rooted in the professions/industries which the study programme aims at.

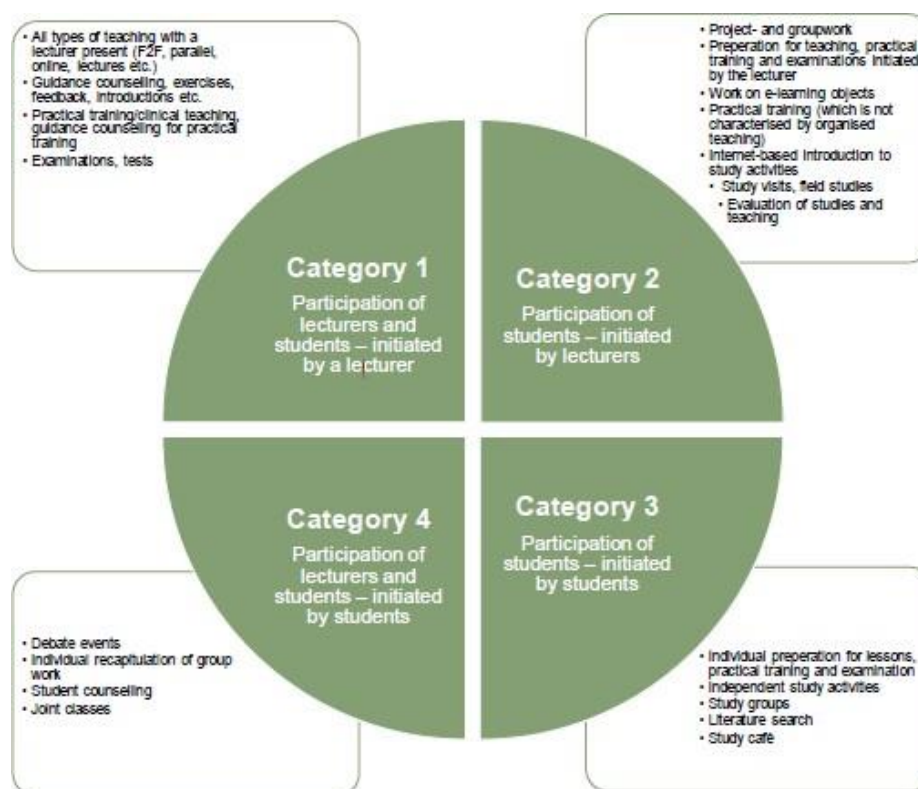
However, learning is not transfer of knowledge from lecturer to student. In the Service, Hospitality and Tourism Management programme the point of departure is that learning takes place **within** the students and **in the relation** with fellow students and lecturers. The basis of learning in the study programme is also that students learn in different ways. Therefore, the programme is planned based on different educational methods. The Study Activity Model shows the different study activities that are brought into play

to get the students to achieve the learning outcomes of the study. However, it is important to stress that the students must take ownership of their study.

The Study Activity Model can be seen on [www.ucn.dk](http://www.ucn.dk), and for each semester the different study activities to work with in the semester in question are specified in thematic descriptions.

According to the Ministry of Education and Science, the students must achieve 30 ECTS credits worth of tuition per semester. 1 ECTS credit equals 27 work hours for the student. The subject descriptions thus include an overview of the expected workload in the different subjects/study activities.

### 14.1 The Study Activity Model



In the programme, we thus use a wide range of learning and teaching methods that combined support the students in achieving the learning outcomes described in the national as well as the institutional sections of this Curriculum. Through the programme there is a clear progression in the learning forms, so that they move from knowledge-oriented and teacher-led tuition to problem-oriented and participatory tuition.

Further, the tuition is based on relevant industry practice and connects practice and theory – **Practice-based learning**. Issues from the different types of companies within the professional areas of the programme are involved.



The tuition supports the ICT competences of the students.

## **15. Duty to participate and duty to attend**

UCN expects the students to attend the scheduled tuition, and absenteeism is registered. UCN expects this from the students because learning requires attendance and active participation in the study activities.

In order to achieve the learning outcomes of the programme and for the tuition forms to work, it is also important to specify that the students have a duty to participate in the form of:

- Submission / presentation of assignments / projects, etc.

Non-compliance with the duty to participate/the attendance prerequisite, such as rejection of a written assignment, or non-compliance with formal requirements for the assignment means that the students have used an exam attempt.

The student now only has two attempts left at passing the exam.

The study programme intervenes with help and guidance as early as possible, if, contrary to expectations, students fail to attend the tuition or to live up to their duty to participate.

### **15.1 Student counselling**

As a student you can contact the student advisor if you experience challenges in respect of meeting the requirements of the study as to participation and attendance. The students can also contact the student advisor if they have questions about the form of the study, stays abroad, etc. See contact information for the student advisor on [www.ucn.dk](http://www.ucn.dk).

### **15.2 Lecturers as supervisors**

The lecturers often act as supervisors for the students as regards the study activities, for instance in project work.

This is because we want to:

- Support the development of a good learning environment
- Support social learning processes and constructive collaboration
- Support innovation and development
- Support the study group in gradually taking over the supervisor's functions at a pace that fits the competence of the group

The supervisor will generally focus on project processes with focus on:

1. Project content

2. Working method and process
3. Group dynamics and process
4. Learning and meta cognition

## **16. Criteria for assessing study activity**

Registration will be terminated for students who have not passed at least one exam for a continuous period of at least one year (non-compliance with the study activity requirements).

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 is to 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.

## **17. Credit transfer for educational elements**

Credit assessments take place in several contexts.

### **17.1 Passed educational elements from the same study programme at another institution**

Passed educational elements are equivalent to the corresponding educational elements offered by other educational institutions that offer the programme.

### **17.2 Credit assessment**

#### **Compulsory credit in connection with application for admission to/enrolment in the programme**

When the students have fulfilled their duty to inform about completed educational elements from another Danish or international further education and on employment assumed to result in credit transfer, the educational institution will grant credit transfer in each individual case based on completed/passed educational elements and occupations that match course units and parts of the Internship. The decision is based on a professional assessment.

### **17.3 Duty to inform**

**If students have not fulfilled their duty to inform the institution about admission/enrolment:**

Twice a year (July and January, respectively), there will be a credit assessment of an application which the student might subsequently send to the institution, if the duty to inform the institution in connection with the admission/enrolment has not been fulfilled.

That may mean that the student has to wait for the decision on a granting of credit transfer.

It is, thus, the student who bears the risk of the decision on credit transfer not being made prior to the exam.

- *IF the student omits to sit the exam, and UCN subsequently declines credit transfer, the student is considered to have used an exam attempt*
- *IF the student chooses to sit the exam before UCN has made its decision on credit transfer, and UCN would have granted credit transfer, credit will NOT be granted in this situation, as the student has chosen to sit the exam. Therefore, the grade given for the new exam will apply, no matter if the “old exam” – which could have resulted in credit transfer, if the student had applied for it in due time – was higher, and no matter if the student did not pass the new exam*

If the student has chosen to sit the exam, it will not be possible to be granted credit transfer after the application has been considered.

#### **17.4 Pre-approval of credit transfer and final credit transfer**

Before a student travels to another institution in Denmark or abroad, and if the student wants to apply for credit transfer for a educational element from this curriculum, the student must send an application for pre-approval of credit transfer.

UCN decides on pre-approval of the credit transfer.

When the student has successfully completed the desired educational element, and the application for final credit transfer has been received with relevant documentation, the final credit transfer is granted.

If the student has not passed the desired educational element, the student must sit an exam according to the curriculum rules for the educational element.

For further elaboration of the rules, see UCN’s Examination Regulations.

## **18. Language**

The teaching materials are in English, and the lessons are taught 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.

### **18.1 Examination language**

Examinations must be taken in understandable English.

## **19. Resit and illness resit exams**

The rules on resit and illness resit exams are found here: [www.ucn.dk/english/about-ucn](http://www.ucn.dk/english/about-ucn), Examination Regulations.

## **20. Study aids**

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

## **21. Special examination arrangements**

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

## **22. Academic misconduct at exams**

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

### **22.1 Use of own work and that of others – plagiarism**

The rules on the use of own work and that of others – plagiarism – are found here: [www.ucn.dk/english/about-ucn](http://www.ucn.dk/english/about-ucn), Examination Regulations.

### **22.2 Disciplinary actions in events of academic misconduct and disruptive behaviour**

The rules on disciplinary actions in events of academic misconduct and disruptive behaviour are found here: [www.ucn.dk/english/about-ucn](http://www.ucn.dk/english/about-ucn), Examination Regulations.

### **23. Complaints about examinations and appeals against decisions**

The rules on complaints about examinations and appeals against decisions are found here: [www.ucn.dk/english/about-ucn](http://www.ucn.dk/english/about-ucn), Examination Regulations.

### **24. Exemption**

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

### **25. Effective date and transition provisions**

This institutional part of the curriculum is valid from 1 September 2019 and is valid for students who are enrolled as of this date.

Students enrolled before 1 September 2019 follow the 2018-2020 curriculum. The 2018-2020 curriculum will be repealed as of 31 August 2019.

Students who have not completed the programme according to the 2017-2019 curriculum by 31 August 2019 will be transferred to the 2019-2021 curriculum. However, exams started before 31 August 2019 will be concluded according to this institutional section of the curriculum not later than 31 January 2020.