

Curriculum for the Bachelor's Degree  
Programme in International Hospitality  
Management 2016-18  
- Institutional section



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## 1. Order of examinations by semesters

*Overview of all exams and their order*

Examination order	Exam	90 ECTS credits distributed across the exams	Internal/external assessment	Assessment	Grading weight:
5th semester	1. Management	15	Internal	7-point grading scale	2
5th semester	2. Philosophy of science and methodology	5	Internal	7-point grading scale	1
5-6th semester	3. Economics	15	Internal	7-point grading scale	2
6th semester	4. Cultural awareness and customer relations	10	<b>External</b>	7-point grading scale	2
6th semester	5. Strategy	10	<b>External</b>	7-point grading scale	2
6th semester	6. Elective educational component	5	Internal	7-point grading scale	1
7th semester	7. Internship	15	Internal	7-point grading scale	1
7th semester	8. Bachelor Project.	15	<b>External</b>	7-point grading scale	4

**Information about the time and place for exams can be found in the activity calendar.**

## 2. Framework and criteria for the study programme exams

### 2.1 Economics

#### Exam participation prerequisites

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

- All learning activities<sup>1</sup> within economics must be passed with an average of 02 before the start of the exam. The average grade obtained in the learning activities count for 25% of the exam grade. The exam counts for the remaining 75%.

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

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

<sup>1</sup> Information on learning activities as well as release and submission can be found in the activity calendar.

In case of re-examination a new assignment, case paper or project, which constitutes the written part of the exam, must be submitted.

### **Examination procedure**

The exam is an internally assessed individual oral exam based on a case and questions answered in groups.<sup>4</sup>

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

The exam is worth 15 ECTS credits.

One individual overall grade is given based on an overall evaluation of the written and oral performance. This grade counts for 75%. The obtained average grade in the learning activities counts for 25%.

Exam duration is 30 minutes per student, including time for deliberations.

### **Formal written case paper requirements**

A written individual paper answering the questions of the case must be submitted.

The written paper may not exceed six standard pages (a maximum of 14,400 characters including spaces). Spreadsheet files must be uploaded as appendices and will be part of the assessment. The six pages are exclusive of cover page, table of contents, reference list.

A standard page is 2,400 characters including spaces and footnotes.

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

### **Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the Economics core area.

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

### **Scheduled time**

The exam will take place during 6th semester. Further information about time and location as well as release and submission of the case can be found on Canvas.

### **Examination language**

English.

## **2.2 Management**

### **Exam participation prerequisites**

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

- All learning activities<sup>6</sup> within management must be passed with an average of 02 before the start of the exam. The average grade obtained in the learning activities count for 25% of the exam grade. The exam grade counts for 75%.

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<sup>4</sup> Groups is made by the institution (UCN)

<sup>6</sup> Information on learning activities as well as release and submission can be found in the activity calendar.

The written paper may not exceed 12 standard pages (a maximum of 28,800 characters including spaces, minimum of 21,600 characters including spaces). The 12 pages are exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

A standard page is 2,400 characters including spaces and footnotes.

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

In case of re-examination a new assignment, case paper or project, which constitutes the written part of the exam, must be submitted.

### **Examination procedure**

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

The exam is worth 15 ECTS credits.

One individual overall grade is given based on an evaluation of the written case report. This grade counts  $\frac{3}{4}$  and the average grade obtained in learning activities counts for  $\frac{1}{4}$ .

### **Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the Leadership core area.

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

### **Scheduled time**

The exam will take place at the end of the 5th semester. Information about time and place can be found in the activity calendar.

### **Examination language**

English.

## **2.3 Philosophy of Science**

### **Exam participation prerequisites**

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

- All learning activities<sup>9</sup> within Philosophy of Science must be passed with an average of 02 before the start of the exam. The average grade obtained in the learning activities count for 25 % of the exam grade. The exam grade counts for the remaining 75 %.
- The examination consists of:
  - A written individual project proposal of maximum 12,000 characters with spaces. (Written work under 75% of the maximum will be rejected, which will result in a used examination attempt. The character count does not include front page and literature list.)

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<sup>9</sup> Information on learning activities as well as release and submission can be found in the activity calendar.

- Formal requirements to the written project proposal are as follows:
  - The student will be presented with a problem area, based on which a research problem has to be formulated
  - The student has to present a theory or theories after a thorough review of relevant literature. The theory or theories should lay the foundation for the suggested primary research design
  - The student has to write a section on Theory of science and methodology, which is to contain the following:
    - Ontological and epistemological considerations
    - A well-argued description of suggested primary research design
    - A sample interview guide/ questionnaire etc.
  - The proposal should include a literature list which should contain all the literature read for this written assignment

Not more than five standard pages (a maximum of 12,000 characters including spaces). A standard page is 2,400 characters including spaces and footnotes. The five pages are exclusive of cover page, table of contents, reference list and appendices.

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

In case of re-examination a new assignment, case paper or project, which constitutes the written part of the exam, must be submitted.

### **Examination procedure**

The exam is an internally assessed, individual written examination graded according to the 7-point grading scale. The exam is worth 5 ECTS credits.

One individual overall grade is given based on an evaluation of the written case report. This grade counts for 75% and the average grade obtained in learning activities counts for 25%.

### **Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the Leadership, module 2 core area:

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

### **Scheduled time**

The exam will take place at the end of the 5th semester. Information about time and place can be found in the activity calendar.

### **Examination language**

English.

## **2.4 Cultural awareness and customer relations**

### **Exam participation prerequisites**

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

- All learning activities<sup>13</sup> within Cultural Awareness and Customer Relations must be passed before the start of the exam.

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

In case of re-examination a new assignment, case paper or project, which constitutes the written part of the exam, must be submitted.

### **Examination procedure**

The exam is an externally assessed, individual oral examination graded according to the 7-point grading scale.

The students draw a question within the four focus areas<sup>16</sup> and get 30 minutes for preparation.

The exam is worth 10 ECTS credits.

One individual overall grade is given based on an evaluation of the written case report.

Exam duration is 30 minutes per examinee, including time for deliberations.

### **Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the Cultural awareness and customer relations core area

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

### **Scheduled time**

The exam takes place during the 6th semester. Information about time and place can be found in the activity calendar.

### **Examination language**

English

## **2.5 Strategy**

### **Exam participation prerequisites**

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

- All learning activities<sup>17</sup> within Strategy (obligation to participate) in the 6th semester must be passed
- The strategy report must meet the formal requirements, cf. below, and be submitted in due time, cf. submission date on Canvas.
  - Strategy report formal requirements
    - Approval of research question within the given time frame<sup>18</sup>
    - Cover page and title, including number of characters including spaces
    - Table of contents

<sup>13</sup> Information on learning activities as well as release and submission can be found in the activity calendar.

<sup>16</sup> Can be found on Canvas

<sup>17</sup> Information on learning activities as well as release and submission can be found on Canvas.

<sup>18</sup> See Canvas

- Introduction, incl. presentation of problem statement, research question and approaches
- Background, theory and analysis
- Conclusion
- Reference list/bibliography
- Appendices (include only appendices central to the report)

The written paper may not exceed the following numbers of characters including spaces:

Number of students	Min – Max number of characters:
1	30-45.000
2	50-75.000
3	70-105.000
4	87-130.000
5	100-150.000

The pages are exclusive of cover page, table of contents, reference list and appendices. Appendices are not part of the assessment.

A standard page is 2,400 characters including spaces and footnotes.

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

In case of re-examination a new assignment, case paper or project, which constitutes the written part of the exam, must be submitted.

#### **Examination procedure**

The exam is an externally assessed, individual oral examination graded according to the 7-point grading scale.

The exam is worth 10 ECTS credits.

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

Exam duration is 30 minutes per examinee, including time for deliberations.

#### **Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the Strategy core area:

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

#### **Scheduled time**

The exam takes place in the 6th semester. Information about time and place can be found on Canvas.

#### **Examination language**

English.

### **3. Elective educational component**

#### **Destination Development**



## **Content**

The aim of the course is to give the students a broader understanding of the concept of hospitality on the level of a tourist destination. The students will learn how destinations develop and which elements contribute to their success. The course presupposes both hands-on and interdisciplinary learning approaches, where the students will be learning from real-life cases and participating in data collection and contributing to destination development projects, while also drawing on knowledge from other courses in the 6<sup>th</sup> semester.

## **ECTS credits**

5 ECTS.

## **Learning outcomes – Destination Development**

### ***Knowledge***

The students should have acquired knowledge about

- The concept of destination, the destination product and the involved stakeholders
- Hostmanship on a destination level
- Destination Management Organization (DMO) and DMO's role in the destination
- Tourism policies and destination development from a top-down and bottom-up perspective
- Tourist markets and types of destinations, as well as destination life cycle

### **Skills**

The students should be able to

- Analyse and assess a destination's weaknesses and strengths
- Estimate a destination's potential with regards to specific markets
- Participate in the evaluation of co-operation forms and opportunities, including partnerships, networks, alliances and clusters

### **Competences**

The students should be able to

- Participate in destination development, including development of marketing and branding strategies on the level of individual stakeholders and on the destination level
- Independently or in cooperation, conceptualise hospitality products and guest experience designs

### **Scheduled time**

6<sup>th</sup> semester.

## **3.1 Elective educational components exam**

### **Exam participation prerequisites**

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

- All learning activities<sup>19</sup> within the elective element (obligation to participate) in the 6th semester must be passed
- The poster<sup>21</sup>, which is prepared in groups<sup>22</sup>, must be submitted in due time, cf. submission date on Wiseflow.

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

In case of re-examination a new assignment, case paper or project, which constitutes the written part of the exam, must be submitted.

### **Exam form (when choosing the institution's offer of elective component)**

The exam is an internally assessed, oral group examination with individual grading, graded according to the 7-point grading scale.

The exam is worth 5 ECTS credits.

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

Exam duration is 1 hour per group (20 minutes per examinee), including time for deliberations.

### **Scheduled time**

The exam will take place at the end of the 6th semester. Information about time and location, the wording of the assignment as well as submission of the written group project can be found in the activity calendar.

### **Examination language**

English.

## **4. Internship**

### **Internship requirements and expectations**

The internship is a full-time internship with a workload of 30 hours a week, exclusive of internship project and log. The aim of the internship is that, upon completion of the internship period, the students should be able to assess and include theories for solving practice-oriented problems that are relevant to the programme and the final bachelor project. Students who begin the top-up programme will normally already have gone through a compulsory internship period of three months, worth 15 ECTS credits, as part of their qualifying exam (AP programme). An internship of another three months (15 ECTS credits) thus still remains to be completed in the top-up programme. During the internship, students work with professionally relevant issues and acquire knowledge of relevant job functions. The students will be associated with one or more companies during the internship. As a rule, the internship is unpaid. The students themselves must actively apply for internships, and UCN ensures the framework of the internship.

### **4.1 The internship exam**

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

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<sup>19</sup> Information on learning activities as well as release and submission can be found on Canvas.

<sup>21</sup> The requirements for the poster will be announced on Canvas prior to the exam

<sup>22</sup> Not more than five students per group.

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

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

In case of re-examination a new assignment, case paper or project, which constitutes the written part of the exam, must be submitted.

### **Examination procedure**

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

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

Exam duration is 30 minutes per examinee, including time for deliberations.

The exam starts with a 5-minute presentation based on the internship. This is followed by a 15-minute examination per examinee, incl. deliberations.

The exam is worth 15 ECTS credits.

### **Formal written project requirements**

The internship report may not exceed 17 standard pages (a maximum of 40,800 characters incl. spaces). Appendices (if necessary), where you may present copies of company reports, interview transcripts, completed questionnaires etc.

A standard page is 2,400 characters including spaces and footnotes. The 17 pages are exclusive of cover page, table of contents, reference list and appendices. Appendices will not be assessed.

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

### **Assessment criteria**

The assessment criteria for the exam are the same as the learning outcomes for the internship, which can be seen in the national section of this Curriculum.

### **Scheduled time**

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

### **Examination language**

English.

## **5. Bachelor Project exam**

Please see the national section of this Curriculum for the International Hospitality Management programme for final exam project requirements as well as learning outcomes.

## 5.1 Bachelor Projekt examination

### Exam participation prerequisites

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

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

The exam cannot take place until the internship exam and other exams of the study programme have been passed and learning activities approved.

### Examination procedure

The exam is an externally assessed oral examination based on a written project.

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.

The project is presented by the examinee; a maximum of 15 minutes. Exam duration is 60 minutes per student, including time for deliberations.

The exam is worth 15 ECTS credits.

### Assessment criteria

The assessment criteria for the exam are the same as the learning outcomes for the final exam project.

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

### Scheduled time

The exam will take place at the end of the 7th semester. Information about time and place can be found on Canvas.

### Examination language

English.

## 6. Educational components that may take place abroad

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

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

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

## **7. Learning and teaching forms**

In the programme we 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.

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

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

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

Furthermore, we offer different activities that may help promote learning in the individual, such as individual guidance and coaching. The tuition focuses on supporting the development of the skills and competences of the profession.

## **8. Credit transfer for the elective educational components**

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

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

## **9. Obligation to participate**

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

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

Furthermore, some programme elements may have compulsory attendance.

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

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

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

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

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

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

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

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

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

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

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

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

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

## **11. Examination 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.

### **11.1 Examination language**

The exam language is English.

## **12. Illness resit examinations and resit examinations**

### **12.1 Illness resits**

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

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

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

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

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

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

### **12.2 Resits**

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

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

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

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

## **13. Study aids**

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

## **14. Special exam arrangements**

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

## **15. Academic misconduct at exams**

On submission of a written exam assignment, the students must confirm by signature<sup>23</sup> that the assignment was prepared without undue help.

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

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

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

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

During exams

An examinee who without question

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

and

an examinee who

- behaves in a disruptive manner

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

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

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

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

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

this will be reported to the relevant programme.

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<sup>23</sup> Takes place automatically through our digital exam platform WISEflow.



## **15.4 The process of identifying academic misconduct, including plagiarism**

### *Suspension of the exam*

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

### *Form and contents of the report of misconduct*

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

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

### *Involving the examinee – hearing of the parties*

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

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

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

### *Sanctions against academic misconduct and disruptive behaviour during exams*

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

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

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

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

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

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

The student cannot participate in lectures or exams while suspended.

### *Complaints*

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

Complaints on the grounds of legal matters (e.g. legal incapacity, the hearing procedure, guidelines on making complaints, correct interpretation of the Exam Order, etc.) may be brought before the Danish Agency for Higher Education. The complaint must be brought before the institution and directed to the attention of the relevant programme director who will make a statement. The complainant will have the opportunity to comment on the statement, the deadline being usually one week. The institution will submit the complaint, the statement and any comments made by the complainant to the Danish Agency for Higher Education. The deadline for complaints made to the institution is two weeks from the day the complainant was notified of the decision, see section 51 of the Exam Order.

## **16. Complaints about exams and appeals against decisions<sup>24</sup>**

### **16.1 Complaints about exams**

Students are recommended to seek guidance from the student advisors in connection with the complaints procedure and writing a complaint.

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

The Exam Order divides complaints into

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

The two kinds of complaints are dealt with differently.

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

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

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

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

The complaint must be sent to the programme director.

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

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

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

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24. See section 10 of the Exam Order: [www.ufm.dk/en/exam-order](http://www.ufm.dk/en/exam-order)

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

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

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

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

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

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

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

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

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

The deadline may be disregarded in exceptional circumstances.

## **16.2 Appeals**

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

The appeal must be sent to the programme director.

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

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

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

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

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

3. a dismissal of the appeal.

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

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

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

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

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

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

### **16.3 Complaints about legal matters**

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

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

## **17. Exemption**

The institutions may grant exemption from the rules in this institutional section of the curriculum that are laid down solely by the institutions<sup>25</sup>, when found substantiated in exceptional circumstances. The institutions cooperate on a uniform exemption practice.

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

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

The curriculum (national and institutional in the same curriculum) from September 2012 still applies to students registered for the programme under that curriculum. The curriculum is repealed upon graduation of the last student registered for the programme under that curriculum; not later than 30 June 2016, however.

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

## Institutional curriculum – International Hospitality Management

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The curriculum (national and institutional in the same curriculum) from September 2013 still applies to students registered for the programme under that curriculum. The curriculum is repealed upon graduation of the last student registered for the programme under that curriculum; not later than 30 June 2017, however.