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Erhvervsakademi og
Professionshøjskole

Exam Catalogue for AP Program in Service, Hospitality & Tourism Management

Valid for autumn semester 2018

AP Degree 2018-2020

completed 10.08.2018

CONTENTS

1. Introduction.....	3
2. Overview of exams by semesters	3
3. Description of the Commencement Test	4
4. Description of course element testing – the individual examinations.....	5
4.1 How formulating and spelling capacities influence the assessment.....	10
5. Description of compulsory learning activities	10
6. Exam dates and deadlines	11
7. Any further information regarding exams.....	12

1. Introduction

This catalogue for exams and testing is a supplement to the valid curriculum for Service, Hospitality & Tourism Management beginning in autumn 2018 at UCL University College, Denmark.

This catalogue presents descriptions of:

- the commencement test
- all the exams for the programme, including
 - o exam form
 - o content
 - o admission requirements
 - o assessment form
- obligatory learning activities

For general exam regulations, please see *Examination Regulations for Lillebaelt Academy* at eal.dk and the Ministerial Order on Examinations on Professionally Oriented Higher Education Programmes and Executive Order on grade scale and other assessment.

For more information, see <https://www.retsinformation.dk>

2. Overview of exams by semesters

Students are tested in the various course elements through a series of exams and tests.

Schematic representation of the relationship between tests, the components of the program and their time-based location

Semester	Exam name	ECTS and Course Element	Will appear on the diploma
1st semester	Study Start Test		Approved/not approved
	Methodology Exam 1	5 ECTS (please refer to enclosed exam catalogue for the program with the specific learning objectives and course elements)	1 grade
2nd semester	Specialization Exam	10 ECTS specialization module (optional educational element)	Separate grade (weight 50% of the total optional element)
	Optional Educational Element Exam 1	5 ECTS module (optional educational element)	Separate grade (weight 25% of the total optional element)
	1. Year Portfolio Exam	40 ECTS	1 overall grade

		Exam in all learning objectives from the 1.year excl. optional local elements and methodology project (specified)	
3rd semester	Optional Educational Element Exam 2	5 ECTS module (optional educational element)	Separate grade (weight 25% of the total optional element)
	Business Development Project	25 ECTS Exam in all learning objectives from the theme (educational element) Business Development	1 overall grade
4th semester	Internship Exam	15 ECTS	1 overall grade
	Final Exam Project (dissertation)	15 ECTS	1 overall grade

3. Description of the Commencement Test

UCL University College, Denmark holds a Commencement Test for AP Program in Service, Hotel & Tourism Management. The student must pass this test in order to continue on the programme according to the Ministerial Order on Examinations on Professionally Oriented Higher Education Programmes § 10.

Commencement Test
Timing: The Commencement Test is held within the first month of the programme.
Form: Written exam
<p>Description of exam form: The aim of the study start test is to identify, whether the students actively participate in their studies.</p> <p>The study start test is made up of different assignments, which together serve as documentation for the knowledge of the different tools to be used during this education as well as the students' participation in the introduction program and start-up of classes.</p> <p>The duration of the study start test is 90 minutes, and it is an individual test.</p>
<p>Assessment: Pass/fail. Results are given immediately after completion of the activities.</p>
Admission requirements: None
<p>Consequences of failing: If the student does not pass the examination in the second try, the enrolment in the programme will be terminated, cf. the Examination Order § 10.</p>
Particulars regarding the Commencement Test: The commencement test is not covered by the rules for complaints about tests; cf. the Examination Order Section § 10 section 4. UCL University College,

Denmark may grant dispensation for the individual student from the dates stipulated to pass the test on grounds of illness, maternity leave or exceptional circumstances. These conditions must be documented.

4. Description of course element testing – the individual examinations

Exam: Methodology	ECTS: 5	Internal
Timing: At the end of module 4 on 1.semester		
Exam Form: Written report with oral opponent and defense in groups		
<p>Detailed description of the examination form: The purpose of the methodology project is to test the students' methodological competencies meaning the ability to define, analyze and solve and area of investigation and purvey the results of this. Simultaneously, the purpose of the project is to test the students' abilities to critically evaluate another group's work and present the comments in writing and orally. The students work in groups of 3-5 members with an area of investigation of their own choices; which can be interdisciplinary or of a more general nature. The institution approves subject and area of investigation as well as allocates tutoring.</p> <p>Grading of the methodology project is based an assessment of:</p> <ul style="list-style-type: none"> • Solving the group assignment based on a topic of their own choice • Being an opponent for another group's project 		
Learning goals: The learning objectives for the test are identical to the learning objectives for module 4 on 1. Semester		
Assessment: passed/not passed		
Admission requirement: Completion of prior obligatory learning activities. Form and contents of these appear on the various modules' lecture plans.		
Consequences of failing: If the students do not pass the exam, they will have to participate in a re-exam		

Exam: Specialization Exam	ECTS: 10	Internal
Timing: By the end of Specialization Module 2 on the 2.semester		
Exam form: Oral group exam (10 min. Allocated for each group member)		
<p>Detailed description of the examination form: Based upon a case solved in groups of 3-5 members the students must write a synopsis of 10.000 characters per group.</p> <p>Hand-in: Monday during the last week of the module. Exam: 10 min. oral individual exam. The grade given is based on the 7-point</p>		
Learning goals: The Learning goals for the exam are identical to the Learning goals for both specialization modules (1 and 2)		
Assessment: The grade given is based on the 7-point scale and accounts for 25% of the combined grade for the specialization exams.		

Admission requirement: Completion of previous Obligatory Learning Activities. Form and substance of those appears from the Lecture Plans of the module.

Consequences of failing: If the examination is not passed, the student must participate in a re-exam. A new case will be formulated for the re-exam.

Exam: Optional Educational Element Exam 1	ECTS: 5	Internal
Timing: By the end of optional module on 2.semester		
Exam form: Oral exam based upon a written report		
Detailed description of the examination form:		
Learning goals: The learning goals for the exam are identical with the learning goals for the elective module		
Assessment: The grade given is based on the 7-point scale and accounts for 25% of the combined grade for the specialization exams.		
Admission requirement: The student must have passed Specialization exam		
Consequences of failing: If the examination is not passed, the student must participate in a re-exam		

Exam: 1st year exam, portfolio exam	ECTS: 40	Internal
Timing: By the end of 2nd semester		
Exam form: Individual portfolio exam. The exam consists of three parts: <ul style="list-style-type: none"> • Presentation portfolio • Written document of reflection • Oral test 		
Detailed description of the examination form:		
<p><u>Presentation portfolio</u> The presentation portfolio is an individual descriptive presentation of three self-elected Obligatory Learning Activities from the 1st year. The portfolio must present the self-elected Obligatory Learning Activities and explain the process regarding the preparation of those.</p> <p><u>Written document of reflection:</u> The document of reflection must contain:</p> <ul style="list-style-type: none"> • A specification of the professional challenges and issues the student wants to focus on in relation to the elected Obligatory Learning Activities and in relation to all Learning Goals of the 1st study year (except the elective modules) • A discussion of and reflection on the chosen theories, methods and literature • A short reflection on the student's professional development of the 1st study year and how the student relates to his or her own further professional development within the chosen occupational direction • A maximum scope of 12,000 characters. A minimum of 75% of the maximum scope of characters corresponding to 9,000 characters has to be handed in – otherwise the document is rejected. 		

<p><u>Individual oral exam</u></p> <p>The point of departure of the oral part of the exam is the document of reflection, which together with the presentation portfolio has been evaluated of the examiner before the exam. The oral exam lasts 30 min. including assessment.</p>
<p>Learning goals: 40 ECTS with testing of all learning goals from the first year, exempting the elective modules (specialization). I.e. the themes (national educational elements) Service & Experiences, Business Understand and Cooperation & Relations.</p>
<p>Assessment: The grade given is based on the 7-point scale and one overall grade is given.</p>
<p>Admission requirement: Completion of previous Obligatory Learning Activities. Form and substance of those appears from the Lecture Plans of each module.</p>
<p>Consequences of failing: If the examination is not passed, the student must participate in a re-exam. At the re-exam the student must improve the presentation portfolio and the document of reflection and participate in a new oral exam.</p>

Exam : Optional Educational Element Exam 2	ECTS: 5	Internal
Timing: By the end of optional module on 3. Semester		
Exam form: Appears from the chosen elective module (specialization)		
Detailed description of the examination form: Appears from the chosen elective module		
Learning goals: The learning goals appears from the chosen elective module		
Assessment: The grade given is based on the 7-point scale and accounts for 25% of the combined grade for the specialization exams.		
Admission requirement: None		
Consequences of failing: If the examination is not passed, the student must participate in a re-exam		

Exam: Exam in Business Development	ECTS: 25	External
Timing: At the end of the Business Development module		
Exam form: Oral exam based on a written report		
Detailed description of the examination form:		
<p>The student is to draw up a business plan for a specific business situation selected by the student.</p> <p>The examination is oral and is based on the written report.</p> <p>The written report is individual, but with the possibility of writing the business plan as a group project. The oral exam is individual, and the exam lasts 30 minutes, including assessment.</p> <p>The scope of the business plan is minimum 25,000 characters and maximum 50.000. (incl. spaces, excl. front page, table of contents, bibliography and appendix)</p> <p>It is recommended that the students are working in groups of 3-5 members.</p>		

<p>At the exam, the student must provide an individual investor pitch/presentation of 3-5 min excl. the video clip of the business plan. Then there will be examination of the business plan.</p> <p>As part of the pitch the students must illustrate the distinctiveness of the business idea to the customer/user by presenting a video clip of max. 3 min. in English</p> <p>In the assessment is included the business plan, the group's video clip, the individual pitch and the oral examination. The written and oral parts are assessed equally.</p>
<p>Learning goals: The learning goals for the test are identical to the learning goals for the module Business Development</p>
<p>Assessment: One combined grade according to the 7-point scale</p>
<p>Admission requirement: Completion of previous Obligatory Learning Activities. Form and substance of those appears from the lecture plans of each module.</p>
<p>Consequences of failing:</p> <p>If the student does not hand in the business plan for the ordinary exam or has not participated in the oral exam, the re-exam will be held as an ordinary exam. See above.</p> <p>The re-exam is individual and takes 30 minutes including assessment. At the re-exam the student must provide a new pitch and hand in an improved version of the business plan.</p> <p>The product presentation on video is still a part of the pitch, and it is up to the student, whether a new video should be produced for the re-exam</p> <p>Students receive one individual combined grade based on the 7-point scale.</p>

Exam: Internship exam	ECTS: 15	Internal
<p>Timing: The internship examination is held immediately after completion of the internship period</p>		
<p>Exam form: Individuel mundtlig eksamen baseret på praktikprojektet. Individual oral exam based on the internship report.</p>		
<p>Detailed description of the examination form</p> <p>During the course of the internship period and in the period immediately following, the student is to prepare an internship report. The report is to be based on an issue of own choice in the internship company and is also to include an evaluation of the extent to which the learning and personal goals specified by the student have been met.</p> <p>The internship examination is held immediately after completion of the internship period, and the form is a written report with oral defense.</p> <p>The examination is based on the written project and consists of an individual oral exam lasting 30 minutes, during which time the student should present and discuss his or her project, the future implications of the project as well as reflect on learning goals.</p>		

The scope of the internship report is not to exceed 35,000 characters. The report has to have a minimum scope of 75% or 26.250 characters – else the report will be rejected.

Learning goals: The learning goals of the exam are identical to the learning goals for the internship

Assesment: One combined grade according to the 7-point scale.

Admission requirement: Goals for the professional and personal learning outcome must be approved by the internship counselor. Log book must be sent to counselor according to the rules in force (see Fronter).

Consequences of failing:

If the examination is not passed, the student must participate in a re-exam. At the re-exam a new internship is to be handed in, based on a new research question.

Exam 8: Final examination project	ECTS: 15	External								
Timing: At the end of 4th semester										
Exam form: Written project with subsequent oral exam										
<p>Detailed description of the examination form:</p> <p>The final examination project is designed to document the students’ understanding of practical and central theories and methods in relations to a problematic business situation focusing on a specific work task within the taught modules of the program. This area of investigation/problem statement must be central for both the program and the industry and possibly formulated in cooperation between the student and a private/public company. The institution approves the area of investigation/problem statement.</p> <p>The project is based on collected information, facts and ideas and should demonstrate the student’s ability to process, analyze and evaluate the selected material and to combine this with relevant theories and methodologies covered by the study program.</p> <p>Financial considerations and elements are to be included as a natural part of the basis for the selection of solution. It is required that the students make use of detailed field and desk research in working with the final project.</p> <p>The student, the institution and the internship company are to agree on the subject matter of the final project, as the project aims to solve a practical issue within the company.</p> <p>The institution must approve the subject and the initial problem statement¹, and will assign the student a supervisor.</p> <p>The final examination project is to be developed on the basis of central areas in the education and the student’s specialization and is expected to reflect to a high degree the competency profile of a graduate.</p> <p>Scope: No. of characters for the final examination project:</p> <table border="1" data-bbox="279 1706 1311 1856"> <thead> <tr> <th>Final examination project</th> <th>No. of characters including spacing</th> </tr> </thead> <tbody> <tr> <td>1 student</td> <td>57.500-67.000</td> </tr> <tr> <td>2 students</td> <td>86.500-100.000</td> </tr> <tr> <td>3 students</td> <td>100.000-117.500</td> </tr> </tbody> </table>			Final examination project	No. of characters including spacing	1 student	57.500-67.000	2 students	86.500-100.000	3 students	100.000-117.500
Final examination project	No. of characters including spacing									
1 student	57.500-67.000									
2 students	86.500-100.000									
3 students	100.000-117.500									

¹ Note that it is only permissible to make minor adjustments to the problem statement, and it will always be advisable to contact the relevant supervisor

The assessment of no. of characters includes illustrations and tables etc. But excl. front page, table of contents, list of sources and appendices. Appendices may be attached to back up projects, but these are not part of the assessment.

No. of characters must appear clearly on the front page of the report.

If these above mentioned requirements are not met then the student has used one attempt at the exam and thus failed.

Learning goals: All the learning goals of the study program

Assessment: Individual oral exam lasting 45 minutes, including assessment. One combined grade according to the 7-point scale is given. The grade is communicated to the student immediately after completion of the oral exam.

Admission requirements: The student must have passed all Obligatory Learning Activities and exams at the 1st to 4th semester prior to this exam.

Consequences of failing:

If the examination is not passed, a new project must be prepared. This may be based on the same topic, but the problem statement must be significantly different from the initial problem statement.

4.1 How formulating and spelling capacities influence the assessment

At the assessment of the final project, the formulating and spelling capacities of the student are part of the assessment foundation, regardless of which language the project is written in. Yet the professional content outweighs the formulating and spelling capacities, cf. the Examination Order § 35, section 4.

5. Description of compulsory learning activities

The programme stipulates that a student must meet some prerequisite requirements to participate in an exam. These prerequisites are called obligatory learning activities.

Below is the correlation between the individual obligatory learning activities and the associated exams, as well as the consequences of not completing a specific obligatory learning activity, including the possibility of fulfilling obligatory learning activities in the second or third attempts.

Obligatory learning activity	Associated exam	Deadlines	Consequences of not completing a obligatory learning activity in the first attempt	Consequences of not completing a obligatory learning activity in the second attempt	Consequences of not completing a obligatory learning activity in the third attempt
UCL University College, Denmark demands several learning activities in	1st year portfolio exam	Deadlines will be written in the project descriptions,	You have used one exam attempt	You have used two exam attempts	You have used three exam attempts and your enrolment in the

the 1st and 2nd semester		uploaded on Fronter	You must complete the obligatory learning activity. In specific cases this could be as an individual assignment.	You must complete the obligatory learning activity. In specific cases this could be as an individual assignment.	programme will be terminated
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For all learning activities three attempts are given. The holding of the second attempt must be within 14 days after having received the evaluation of the first attempt. Correspondingly, the holding of the third attempt must be within 14 days after having received the second attempt.

By absenteeism with valid reason in connection with learning activities where presence is demanded, a dispensation can be given for handing in the assignment.

6. Exam dates and deadlines

Semester	Exam	Deadline if any hand-in	Exam date	Date for re-exam (including deadline)
1st semester	Study start test		10/9 2018	18/9 2018
	Methodology Exam		Hand in: 7/1 2018 Hand in opponent paper: 11/1 2019 Oral test: Week 4, 2019	Hand in: 8/2 2019 Hand in opponent paper: 15/2 2019 Oral test: Week 9, 2019
2nd semester	Specialisation Exam		February 2019 At the end of Specialisation Module 2*	1. re-exam *
	Optional Educational Element 1		Spring 2019 at the end of elective module 1	1. re-exam*
	1st year exam		May/June 2019	1. re-exam: June 2019
3rd semester	Optional Educational Element 2		Autumn 2019 At the end of elective module 2**	
	Development Project		December 2019	1. re-exam: April 2020

4th semester	Internship exam		In the beginning of April 2020	1. re-exam: May 2020 2. re-exam: May/June 2020
	Final exam project		June 2020	1. re-exam: Sept./Oct.2020

Unless anything else is stated, the 2nd re-exam is held as an ordinary exam with the next year group.

*) Dates will follow at the 1st September 2018 when the modules of the semester have been placed.

***) Dates will follow at the 1st February 2019 when the modules of the semester have been placed.

7. Any further information regarding exams

For instance Hand in paper, Written project, No-show for obligatory activity, Participation in Oral presentation (see your Semester plan/Calendar of events).

- If you are sick: Send an email to the teacher, who is in charge of the relevant activity and explain that you are sick. Hand in a Doctor's note at the Study administration or in your Student counsellor's office no more than 3 working days after the relevant activity has been held. You will be exempt from doing the activity, but you will be offered to do it later, when you are well.
- If you are not sick: You may not take part in the upcoming exams, before you have fulfilled the Compulsory activity/obligatory assignment. Contact your teacher and ask, what you must do to fulfil the requirements for the relevant activity.

NOTE: You are using one exam attempt every time an exam date has passed, even if you have been banned from attending the exam. Once you have used 3 exam attempts, you will be signed out of the Study programme.

Lack of participation in Compulsory exams:

- If you are sick: Call Reception +45 7010 5800 or send an email to ucl@ucl.dk in the morning time and explain that you are sick. Hand in a Doctor's note at the Study administration or in the Student counsellor's office no later than 3 working days after the exam has been held. This means that you have not used an attempt.
- If you are not sick: You must take part in the first coming re-exam, and you have now used one attempt. Re-exam will count as your second exam attempt, and you will only have one attempt left.

Contact a Student counsellor, if you are in doubt:

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SHTM Odense)
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