



Erhvervsakademi og  
Professionshøjskole

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

**Valid for Spring semester 2018**

**AP Degree 2018-2020 Winter**

**completed 21.01.2018**

**revised 02.08.2018**



## CONTENTS

1. Introduction.....	4
2. Overview of exams by semesters .....	4
3. Description of the Commencement Test .....	5
4. Description of course element testing – the individual examinations.....	6
5. Description of obligatory learning activities.....	12
6. Exam dates and deadlines .....	13
7. Any further information regarding exams.....	<b>Fejl! Bogmærke er ikke defineret.</b>

## 1. Introduction

This catalogue for exams and testing is a supplement to the valid curriculum for Service, Hospitality & Tourism Management beginning in Winter 2018 at Lillebaelt Academy.

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 (internal/external)	Course element	Will appear on the diploma
1st semester	Study Start Test		Pass/Not pass
	Specialisation Exam 1	5 ECTS Specialisation Module (elective module)	Separate grade (accounts for 25% of the total specialisation grade)
2nd semester	Specialisation Exam 2	5 ECTS Specialisation Module (elective module)	Separate grade (accounts for 25% of the total specialisation grade)
	Specialisation Exam 3	5 ECTS Specialisation Module (elective module)	Separate grade (accounts for 25% of the total specialisation grade)
	1st Year Exam	45 ECTS Testing all Learning Goals of the first study year, excluding the elective modules	One overall grade

3rd semester	Specialisation Exam	5 ECTS Specialisation Module (elective module)	Separate grade (accounts for 25% of the total specialisation grade)
	Development Project	25 ECTS Testing all Learning Goals of the theme (educational element) Business Development	One overall grade
4th semester	Intern Exam	15 ECTS	One overall grade
	Final Project	15 ECTS	One overall grade

### 3. Description of the Commencement Test

Lillebaelt Academy 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.

<b>Commencement Test</b>
<b>Timing:</b> The Commencement Test is held within the first month of the programme.
<b>Form:</b> Written exam
<p><b>Description of exam form:</b> 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><b>Assessment:</b> Pass/fail. Results are given immediately after completion of the activities.</p>
<b>Admission requirements:</b> None
<p><b>Consequences of failing:</b> 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>
<p><b>Particulars regarding the Commencement Test:</b> The commencement test is not covered by the rules for complaints about tests; cf. the Examination Order Section § 10 section 4. Lillebaelt Academy 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.</p>

#### 4. Description of course element testing – the individual examinations

Exam: Specialisation Exam 1	ECTS: 5	Internal
<b>Timing:</b> By the end of the first Specialisation Module on the 1st semester		
<b>Exam form:</b> Written exam		
<p><b>Detailed description of the examination form:</b></p> <p>Written examination, consisting of five open questions that are to be answered individually within the 90 minutes allotted.</p> <p>The questions are intended to test the student's knowledge about theories and relevant issues within the chosen area of specialisation.</p>		
<b>Learning goals:</b> The Learning goals for the exam are identical to the Learning goals for Specialisation Module		
<b>Assessment:</b> The grade given is based on the 7-point scale and accounts for 25% of the combined grade for the specialization exams. Grades are individual.		
<b>Admission requirement:</b> Completion of previous Obligatory Learning Activities. Form and substance of those appears from the Lecture Plans of the module.		
<b>Consequences of failing:</b> If the examination is not passed, the student must participate in a re-exam. New questions will be formulated for the re-exam.		

Exam: Specialisation Exam 2	ECTS: 5	Internal
<b>Timing:</b> By the end of the 2nd Specialisation Module on the 2nd semester		
<b>Exam form:</b> Oral group exam (10 minutes pr student)		
<p><b>Detailed description of the examination form:</b></p> <p>The students must in groups of 3-5 persons solve a case which is to be given 8 days before the oral exam. The case will be based on a relevant current issue that sheds light on central areas of the chosen specialization. The case is based on the previous specialisation lessons.</p> <p>The student must at the exam:</p> <ul style="list-style-type: none"> <li>• present the answers/paper to the case with elaboration and discussion of the answers / putting the answers into perspective</li> <li>• orally defend own answers/paper</li> </ul> <p>All students must actively participate in the answering of the case.</p> <p>The exam result is given by a combined evaluation of:</p> <ul style="list-style-type: none"> <li>• The students presentation and discussion/putting the answers into perspective</li> <li>• The students oral defense of the answers</li> </ul>		

<b>Learning goals:</b> The learning goals for the exam are identical with the learning goals for Specialisation Module 2
<b>Assessment:</b> The grade given is based on the 7-point scale and accounts for 25% of the combined grade for the specialisation exams.
<b>Admission requirement:</b> Completion of previous Obligatory Learning Activities. Form and substance of those appears from the Lecture Plans of the module.
<b>Consequences of failing:</b> If the examination is not passed, the student must participate in a re-exam. A new case will be formulated for the re-exam.

<b>Exam: Specialisation Exam 3</b>	<b>ECTS: 5</b>	<b>Internal</b>
<b>Timing:</b> By the end of the 3rd Specialisation Module on the 3rd semester		
<b>Exam form:</b> This examination is in the form of an oral exam based on a written report drawn up by the student. Both the report and the oral exam are individual.		
<p><b>Detailed description of the examination form:</b></p> <p>At the end of the third semester that student is to prepare, on an individual basis, a specialisation project that is intended to document the student's acquired knowledge, skills and competences within selected topics covered by the elective module as well as obligatory subjects of relevance.</p> <p>The student is to work out a research question for the project, which must be approved by the lecturer. After the research question has been approved there will be no option for supervision from the lecturer.</p> <p>The specialisation project is to be based on the curriculum of the module as well as desk research. Supplementary literature, which can support the problem area in question, must be included in the report.</p> <p>It is not mandatory to carry out field research in connection with the project, but this may be included in the report when relevant.</p> <p>The written report is to be defended in an individual oral exam lasting 20 minutes.</p> <p>The written report has 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 written report is rejected.</p> <p>The students' performance will be measured against specified criteria:</p> <ul style="list-style-type: none"> <li>• The academic and methodological level of the project</li> <li>• The student's ability to present and reflect upon his/her work</li> <li>• The student's oral defense</li> </ul> <p>The oral exam can cover not only subject matter in the elective module but also other subjects of relevance to the student's topic and problem area.</p>		
<b>Learning goals:</b> The learning goals for the exam are identical with the learning goals for Specialisation Module 3		

**Assesment:** The grade given is based on the 7-point scale and accounts for 25% of the combined grade for the specialisation exams.

**Admission requirement:** The student must have passed Specialisation exam 1 and 2

**Consequences of failing:** If the examination is not passed, the student must participate in a re-exam. At the re-exam a new written report must be elaborated based on a new research question.

Exam: 1st year exam, portfolio exam	ECTS: 45	Internal
<b>Timing:</b> By the end of 2nd semester		
<b>Exam form:</b> Individual portfolio exam. The exam consists of three parts: <ul style="list-style-type: none"><li>• Presentation portfolio</li><li>• Written document of reflection</li><li>• Oral test</li></ul>		
<b>Detailed description of the examination form:</b>  <u>Presentation portfolio</u> The presentation portfolio is an individual descriptive presentation of three self-elected Obligatory Learning Activities from the 1 <sup>st</sup> year. The portfolio must present the self-elected Obligatory Learning Activities and explain the process regarding the preparation of those.  <u>Written document of reflection:</u> The document of reflection must contain: <ul style="list-style-type: none"><li>• 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 1<sup>st</sup> study year (except the elective modules (specialisation))</li><li>• A discussion of and reflection on the chosen theories, methods and literature</li><li>• A short reflection on the student's professional development of the 1<sup>st</sup> study year and how the student relates to his or her own further professional development within the chosen occupational direction</li><li>• 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.</li></ul> <u>Individual oral exam</u> 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 assesment.		
<b>Learning goals:</b> 45 ECTS with testing of all learning goals from the first year, exempting the elective modules (specialisation). I.e. the themes (national educational elements) Service & Experiences, Business Understand and Cooperation & Relations.		
<b>Assesment:</b> The grade given is based on the 7-point scale and one overall grade is given.		
<b>Admission requirement:</b> Completion of previous Obligatory Learning Activities. Form and substance of those appears from the Lecture Plans of each module.		



**Consequences of failing:** If the examination is not passed, the student must participate in a re-exam. At the re-exam a new written report must be elaborated based on a new research question. At the re-exam the student must improve the presentation portfolio and the document of reflection and participate in a new oral exam.

<b>Exam: Specialisation Exam 4</b>	<b>ECTS: 5</b>	<b>Internal</b>
<b>Timing:</b> By the end of the 4th Specialisation Module on the 3rd semester		
<b>Exam form:</b> Appears from the chosen elective module (specialisation)		
<b>Detailed description of the examination form:</b> Appears from the chosen elective module (specialisation)		
<b>Learning goals:</b> The learning goals appears from the chosen elective module (specialisation)		
<b>Assesment:</b> The grade given is based on the 7-point scale and accounts for 25% of the combined grade for the specialization exams.		
<b>Admission requirement:</b> None		
<b>Consequences of failing:</b> If the examination is not passed, the student must participate in a re-exam		

<b>Exam: Exam in Business Development</b>	<b>ECTS: 25</b>	<b>External</b>
<b>Timing:</b> At the end of the Business Development module		
<b>Exam form:</b> Oral exam based on a written report		
<b>Detailed description of the examination form:</b>  The student is to draw up a business plan for a specific business situation selected by the student.  The examination is oral and is based on the written report.  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.  The scope of the business plan is minimum 10,000 characters. Business plans conducted as group work increases the scope of the work by minimum 25% for each group member, i.e. 2500 characters extra for each group member.  It is strongly recommended that the students write 30,000-50,000 characters to accomplish an adequate business plan – therefore, it is also recommended that the students are working in groups of 3-5 members.  At the exam, the student initially must show the group’s product presentation in the form of a video clip of 3-5 min., to illustrate the distinctiveness of the business idea to the customer/user.  Subsequently, the student must provide an individual investor pitch/presentation of 3-5 min. of the business plan. Then there will be examination of the business plan.		

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.
<b>Learning goals:</b> The learning goals for the test are identical to the learning goals for the module Business Development
<b>Assesment:</b> One combined grade according to the 7-point scale
<b>Admission requirement:</b> Completion of previous Obligatory Learning Activities. Form and substance of those appears from the Lecture Plans of each module.
<p><b>Consequences of failing:</b></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>

<b>Exam: Internship exam</b>	<b>ECTS: 15</b>	<b>Internal</b>
<b>Timing:</b> The internship examination is held immediately after completion of the internship period		
<b>Exam form:</b> Individuel mundtlig eksamen baseret på praktikprojektet. Individual oral exam based on the internship report.		
<p><b>Detailed description of the examination form</b></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><b>The internship examination is held immediately after completion of the internship period.</b> ,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> <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.</p>		
<b>Learning goals:</b> The learning goals of the exam are identical to the learning goals for the internship		
<b>Assesment:</b> One combined grade according to the 7-point scale.		
<b>Admission requirement:</b> 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.

<b>Exam 8: Final examination project</b>	<b>ECTS: 15</b>	<b>External</b>
<b>Timing:</b> At the end of 4th semester		
<b>Exam form:</b> Written project with subsequent oral exam		
<p>Detailed description of the examination form:</p> <p>The project is designed to document the student's ability to methodologically define and develop a complex research question in relation to a specific project in an internship company.<sup>1</sup></p> <p>The project is also intended to develop and demonstrate the student's ability to combine knowledge and skills from the obligatory modules and the elective learning elements, enabling him or her to understand and relate to the specific work tasks of a company.</p> <p>The project is based on collected information, facts and ideas and should demonstrate the student's ability to process, analyse 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.</p> <p>It is required that the student makes 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 statement<sup>2</sup>, 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 specialisation and is expected to reflect to a high degree the competency profile of a graduate.</p> <p>As a rule, the final exam project is to be developed individually and is typically written for the company in which the student has completed his or her internship. However, permission may be granted for a group of up to three students, who have been interns in the same company, or that they in consultation with their different internship companies to work with a more industry-related subject matter.</p>		

<sup>1</sup> The academy must be informed in writing and give approval if the student does not intend to write about his or her internship company.

<sup>2</sup> 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

## Permissible scope:

Final examination project	Maximum no. of characters including spacing
1 student	80,000 characters
2 students	120,000 characters
3 students	160,000 characters

A minimum of 75% of the maximum amount of characters must be handed in – else the project will be rejected.

**Learning goals:** All the learning goals of the study programme

**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 obligatory 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
Erhvervsakademiet Lillebælt demands several learning activities in the 1st and 2nd semester	1st year portfolio exam	Deadlines will be written in the project descriptions, uploaded on Fronter	You have used one exam attempt  You must complete the obligatory learning activity. In specific cases this could be as an individual assignment.	You have used two exam attempts  You must complete the obligatory learning activity. In specific cases this could be as an individual assignment.	You have used three exam attempts and your enrolment in the programme will be terminated

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		7 February 2018	19 February 2018
	Specialisation Exam 1		23 March 2018	13 April 2018 26 April 2018
2nd semester	Specialisation Exam 2		Case hand-out: 30. august 2018  Oral examination: 7/9 og 10/9 2018	Case hand-out: 17.september 2018  Oral examination: 25/9 og 26/9 2018
	Specialisation Exam 3		Approval of problem statement: 4/10 2018	Approval of problem statement: 29/10 2018

			Hand-in: 11/10 2018 Oral examination: 17/10, 18/10 og 19/10 2018	Hand-in: 12/11 2018 Oral examination: 20/11 og 21/11 2018
	1st year exam		Hand-in: 17. December 2018 Oral examination: 3. og 4. January 2019	Hand-in: 10. January 2019 Oral examination: 3. og 4. January 2018
<b>3rd semester</b>	Specialisation Exam 4		Spring 2019 At the end of Specialisation Module 4**	
	Development Project		May/June 2019	1. re-exam: December 2019 A distinction between re-exam and re-exam due to illness. At a re-exam due to illness it is possible to seek dispensation to participate in the oral exam in May/June 2019
<b>4th semester</b>	Internship exam		In the beginning of November 2019	1. re-exam: November 2019 2. re-exam: November/December 2019
	Final exam project		December 2019	1. re-exam: December 2019/January 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.

### Compulsory assignments/obligatory assignments

#### Lack of participation in Compulsory assignments/obligatory activities:

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 [eal@eal.dk](mailto:eal@eal.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:

Susanne Skov Nielsen:  
(Serviceøkonom and  
SHTM Odense)  
65434541  
[sun@eal.dk](mailto:sun@eal.dk)

Kirsten Stürup  
(Serviceøkonom and  
SHTM Vejle)  
65434850  
[kst@eal.dk](mailto:kst@eal.dk)

