

# THE EEG

## THE EDUCATION & EXAMINATION GUIDE

# MBA

### **Master of Business Administration Programmes (Apeldoorn Specialisations)**

International Management - Hospitality - Education - Health & Social Care - Sports Business

### **(Amsterdam Specialisations)**

International Management - Entrepreneurship & Innovation - Finance



1 January 2019

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\* Note : All MBA students can complete an *optional* 30 credit work placement during their studies. For overall guidance please see the IBA EEG and consult your Academic Supervisor for more information.



# THE EEG - PART 1

## INTRODUCTION



1 January 2019

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## INTRODUCTION

### WELCOME TO WITTENBORG UNIVERSITY OF APPLIED SCIENCES!

I would like to extend a warm welcome to all new students and all returning current students to our institute, and am sure that the new academic year will be even more fruitful and successful than the last academic year.

This year we are pleased to welcome students in both our main campus of Apeldoorn and at our campuses in Amsterdam, and in Vienna.

With 6 starts a year for most of our programmes, some of you will be reading this at the start entries of September, October and December, however some of you will only have started in February, April or even May. This dynamic approach to education will make your experience a 'real life experience', with students entering and leaving a phase at different times – just as in the real world of work.

If you have just started your Bachelor's, your Master of Science degree, or a BSC / BA double degree programme with the University of Brighton, you will also be experiencing a unique blend of transnational higher education, that sees the benefits of public and private universities working together to offer top quality degrees in joint taught programmes.

If you have entered into our MBA programme, you will be challenged by a double accredited intensive and rewarding experience. From this year we also offer our 'I'MBA – an International MBA, the I-MBA in Finance and the I-MBA in Entrepreneurship & Innovation.

### OUR CONTINUED MISSION STATEMENT IN 2018-2019

#### Key Values

##### Internationalisation - Diversity - Ethics

Wittenborg University of Applied Sciences sees its role as the education and training of highly qualified, internationally minded, socially responsible and intercultural, critical and independently thinking graduates, who engage in innovative and creative business in companies and organizations around the world, either working for others or in the instigation of business and entrepreneurship. **Wittenborg embraces internationalisation as a key value.**

To achieve this, the University engages in close dialogue with industry, government and NGOs. Wittenborg strives to bring expertise, knowledge and diversity to the local region in which it operates, thereby enhancing the economy, culture and social environment around the University.

Wittenborg's outlook is global and it aims to maintain its independent status whilst being one of the most international and diverse higher education institutions in the Netherlands. The University promotes total equality of students and staff, of cultures and genders and people with disabilities within the institute. Wittenborg promotes a working environment that is fair, and emphasises respect between and within its student and staff body. **Wittenborg embraces diversity as a key value.**

The practical applied sciences that are engaged within Wittenborg's programmes enable the University to maintain up to date content within a diverse range of management orientated disciplines and implement curriculum to the highest modern education standards. As a University of Applied Sciences, Wittenborg sees as important an interdisciplinary approach to higher education, which is reflected in the cross-disciplinary broad management programmes that allow students to develop their knowledge, skills and development *through applied research in a manner that is not subject constrictive*. **Wittenborg embraces ethics as a key value.**

Wittenborg's goal is to develop into a broad management orientated University of Applied Sciences in various professional field such as Business & Entrepreneurship, Hospitality & Tourism, Arts & Technology, Health & Social Care and Education. The University will maintain quality through maintaining a vigorous and transparent accreditation cycle for its programmes, ensuring dialogue with its students and staff through their active involvement of the accreditation and validation processes.

Wittenborg will strive to continue developing new methods of teaching and learning that meet the changing needs of society and technology. Within its role as a higher education institute the University supports life-long learning through the development and implementation of up to date and industry driven professional programmes aimed at corporate employees and individuals.

#### NEW SLOGAN

From 2018-2019 our new slogan is:

**'Better Yourself – Better Our World'**

#### CONTINUING DEVELOPMENT

##### 5 SCHOOLS

Wittenborg offers its programmes and carries out research in 5 different areas, managed through the schools of business, hospitality & tourism, sport & health, arts & technology, and education. Most of you will be following programmes in the School of Business and the School of Hospitality & Tourism, however some students will be following programmes in the developing schools of Health & Sport, Arts & Technology and in Education.

#### AMBA & AACSB

In the past year, WUAS has joined the internationally renowned business school accrediting bodies AMBA and AACSB and appointed a Vice President Academic Affairs, Professor Dr Ron Tuninga, who will lead the institute through these prestigious accreditations.





## THE BACHELOR PROGRAMMES - IMPROVEMENT OF ORGANISATION

The Bachelor of Business Administration degree programme is officially entitled "International Business Administration". It is a broad bachelor's business and management degree programme leading to a BBA award.

Since the IBA programme first started in 2004 with 3 specialisations, it has developed into over 12 different specialisations. With growing numbers and the continuous development of curriculum content the IBA programme has been sub-divided into 4 different 'Programme Pathways'.

Following this development, in the past 3 years, the bachelor programme has been organised into the IBA, the HBA (Hospitality Business Administration) and the EBA (Entrepreneurial Business Administration). From this academic year (2018-2019) the BBA will be further divided with the introduction of MCI for the Marketing, Communication and Information business administration students. The new MCI programme pathway will allow new modules and specialisations to be developed providing students with more choice and electives.

In 2018-2019, HBA has also been positively restructured in such a way that the hospitality, tourism, event management and sports programmes fit better with each-other and allow more flexibility for students to interchange within the HBA programme.

Also, we have taken steps to ensure that students wishing to complete the double degree with the University of Brighton can do so without a study delay, possibly finishing the UK degree before the Dutch one.

The possibility to finish the Brighton part of the degree before the WUAS part has also been implemented within the EBA programme in Amsterdam last year and proven successful, with a number of students having completed the Brighton degree at the end of block 7 and who will complete their WUAS degree at the end of block 1.

Some of the benefits of these changes are:

- Smaller class sizes;
- Improved timetabling;
- Greater teacher interaction with students;
- More emphasis in teaching on specific programme areas within generic modules;
- Clearer identity within programmes, for students and teachers;

The organisation of the bachelor's in 4 programme pathways is now as follows:

**'Classic' IBA** – International Business Administration, covering the specialisations:

- Economics & Management
- Financial Services Management
- Real Estate Management
- Logistics & International Trade

**MCI** - Marketing, Communication & Information, covering the specialisations:

- Marketing & Communication
- Information Management

**HBA** – Hospitality Business Administration, covering the specialisations:

- Hotel & Hospitality Services Management
- Event Management
- Tourism Management
- Sport Business Management
- Hospitality Management (Top-up)

Also, HBA – Double degree with the University of Brighton

- Hospitality Management (BBA from WUAS)
- International Hospitality Management (BA Hons from University of Brighton)

**EBA** – Entrepreneurial Business Administration, covering the specialisation:

- Entrepreneurship & Small Business Management

Also, EBA – Double degree with the University of Brighton

- Entrepreneurship & Small Business Management (BBA from WUAS)
- Business Management (BSc Hons from University of Brighton)

### **CLASS SIZES AND EDUCATION & EXAMINATION GUIDES (EEG)**

In 2018-2019 WUAS has introduced 3 EEG's for its bachelor's programmes:

1. EEG 'Classic' IBA & MCI Programmes
2. EEG HBA Programmes
3. EEG EBA Programmes

Within the EEG's students will find the curriculum for their programme.

**Note:** The module codes are being translated into codes with programme extensions. This has happened in Moodle (Wittenborg Online) however not yet in all documentation. The codes now have the extensions according to their programme (IBA, EBA, HBA, MCI) and online are unique module areas. Also, when the same modules are given at two locations the following extensions are used:

- APL = Apeldoorn
- VIE= Vienna
- AMS = Amsterdam
- LON = London



***An Example:***

The module Marketing Mix (MA12) has become

- MA12\_IBA
- MA12\_MCI
- MA12\_EBA  
and
- MA12\_HBA.

You will find your module guides on Wittenborg Online and the Module Content and activities in the online Course Areas, according to programme and location.

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**CLASS SIZES IBA AND HBA IN 2018-2019**

If the phase 1 or phase 2 class is larger than around 30 students it will be split into Class A and Class B.

- IBA Class A = Economics & Management & Real Estate Management.
- IBA Class B = Financial Services Management & Logistics & International Trade.
- HBA Class A = Hotel & Hospitality Services Management
- HBA Class B = Tourism, Event Management, Sports Business Management

## THE MASTER PROGRAMMES – JOINT MSC PROGRAMMES AND THE MBA

This year the Master of Science programmes, in Sports Business Management, International Hospitality Management, International Tourism Management and International Event Management are being offered to new students and last year's pre-Master group. These exciting 1 year MSc degree programmes are offered jointly by Wittenborg University of Applied Sciences and the University of Brighton.



During the academic year 2018-2019, the MSc programmes will also be included in a new version of the programme, submitted for accreditation by the Dutch NVAO, as Masters of Business - International Management programmes (MIM). The programme will essentially follow the same structure as the MBA, with six entry points a year, and the Brighton Master will be slotted alongside it. This will require input from students and staff, both from WUAS and from Brighton, however the benefit will be that students could receive a double master's award. Please contact us if you require information about this.

The MBA programmes, that follow the same block system as the IBA, with 6 entry points. From 2018-2019, the MBA has been joined by an International MBA, now offered in Amsterdam, and the specialisations Finance and Entrepreneurship have been moved to this variant of the MBA degree. The I-MBA programme is offered in our wonderful new location within the Dali Building in Amsterdam.

During 2018-2019, the MBA programmes will undergo FIBAA re-accreditation and all students and staff will be asked to assist and be involved in this process. During the same period the MBA will also start its AMBA accreditation process. NVAO re-accreditation is not due until 2021.

### **MASTER SCHOLARSHIP FOR WITTENBORG GRADUATES**

We are pleased to be able to continue the policy that all Wittenborg's bachelor's graduates, past and present are automatically provided a 3000-euro scholarship towards the fee of the MSc and MBA programmes, whenever you choose to follow them.

### **PHD FOR MASTER GRADUATES**

We are also pleased to confirm that all WUAS Master Graduates are entitled to enter the PhD programme in Apeldoorn with the University of Brighton (see below). Please contact [admission@wittenborg.eu](mailto:admission@wittenborg.eu) for details and terms and conditions.

## CAMPUS UPDATE

### VIENNA CAMPUS

A big welcome to our students in Vienna following the bachelor's programme there!

Students from Apeldoorn and Amsterdam can choose to follow a period of study at the WUAS Vienna location. In Vienna a special mix of the Classic IBA bachelor's programmes are offered allowing 'credit transfer' between WUAS campuses that allow students to study for one to three blocks abroad within their own programme.

### AMSTERDAM CAMPUS



The Amsterdam campus has moved during the summer to a fantastic new location in Amsterdam SE, within the Amsterdam Arena Port development area, with (very) close access to Schiphol Airport, public transport and the Amsterdam Ring Road (A9). Many international companies are located around the new campus, such as the EU headquarters of Adidas and the Dutch offices of Deutsche Bank. It is also close to the Johan Crujff Arena, formerly known as the Amsterdam Arena, which is home to Dutch football club Ajax.

The address is: Dali Building, Herikerbergweg 260, 1101 CT Amsterdam.

For more details on the Amsterdam campus please follow online at <https://www.wittenborg.eu/amsterdam.htm>

### STUDY IN LONDON

From 2019 all WUAS bachelor's students will be offered the opportunity to follow modules at Wittenborg's London location. For more details please see: <https://www.wittenborg.eu/london.htm>

## RESEARCH

In 2018-2019, Wittenborg will continue investing and participating in specific research projects, both at local, regional and international levels. If you want to be involved in research programmes at Wittenborg please as your Process Tutor to put your ideas and ambitions forward to the Research Centre.

### PHD DOCTORAL COLLEGE

From 2018, WUAS has joined forces with its partner, the University of Brighton, to offer 3-4 year PhD programmes at its Apeldoorn Campus. Students study at Wittenborg in Apeldoorn, and have two supervisors, one from the University of Brighton and one from Wittenborg. The PhD degree is awarded by the University of Brighton.



### THE NEWSLETTER & NEWS

The Wittenborg University Press (WUP) team is always on the lookout for budding writers who would like to contribute interesting articles or papers to the University news pages on the website and on Wittenborg Online.

Interested? Contact the editors at [newsletter@wittenborg.eu](mailto:newsletter@wittenborg.eu)

### THE STUDENT REPRESENTATIVES

The 'Student Reps' is the body of students who have direct talks with us, as directors about everything concerning life at Wittenborg University of Applied Sciences. Student Reps are involved in the evaluation of education, teaching staff, support services and staff and are an invaluable resource for the university. Normally 2 students per phase, prep year / pre-master and MSc programmes are invited to become a member of the Student Reps.

This year we will be organising a different, more approach to the meetings, in the form of a conference day that allows greater representation!

Interested? Please send an email to [studentreps@wittenborg.eu](mailto:studentreps@wittenborg.eu)

### **THE PROGRAMME COMMITTEES**

Want to make an impact on your own study programme development? From last year a new body was instigated for each study programme, the so-called Programme Committee. Members include both students and teachers and the committee reviews its programme and submits recommendations to management.

Interested? – Contact your Process Tutor.

### **THE STUDENT ASSOCIATION**

We are pleased to announce that this year we will be once again holding elections for the Student Association, (known as SWIFT), and once the committee is in place we will be allocating budget to support SWIFT to be able to organise social and cultural events throughout the year.

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That leaves us only to wish you all an enjoyable and productive study time with us, here in Apeldoorn, in Amsterdam, in Vienna, or even in London next year!

**Good Luck with your studies!**

**Peter Birdsall, MA.Ed**

Director of Education

President & Chair of the Wittenborg University of Applied Sciences Executive Board

31 August 2018

# THE EEG - PART 2

## MBA EDUCATION GUIDE



1 January 2019



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## MASTER OF BUSINESS ADMINISTRATION EDUCATION GUIDE

### INTRODUCTION TO MASTER OF BUSINESS ADMINISTRATION

#### WITTENBORG'S EDUCATION PHILOSOPHY

As an institute we believe that whether a student has an academic focus on research or a practical focus on applied science our education should be closely related to the reality of the changing world and society around us, and that the business studies we offer students should be linked in every way possible to the real life of business and organisation in an international and often global context.

The development of skills, competencies and knowledge never stops. Wittenborg believes that its Masters students should be stimulated to develop as far as they can, sowing the seeds for continuous and productive learning. Learning is a life-long activity that Wittenborg students will appreciate as a highly valuable asset to their careers.

Wittenborg's philosophy is to simulate real life in its approach to education, providing a differentiated programme with traditional knowledge-based teaching combined with a development of skills and competencies leading to a vocation training situation in which students can discover their strengths and weaknesses and build on the former and improve the later.

- Wittenborg students will learn to identify the environment they are in and adapt accordingly.
- Wittenborg students will learn to say what they do, and do what they say.

## ENTRY REQUIREMENTS FOR THE MBA

Admission into programmes at Wittenborg is governed by the Graduation & Examination Board that empowers the Student Registrar to admit students based on pre-defined criteria.

In cases where applicants have deviating admissions documents, such as Bachelor degrees that are not listed in Naric or recognised by NUFFIC, the Student Registrar is required to forward the application to the Exam Board for a decision. Using the tools of Nuffic and NARIC diploma verification, diplomas and periods of study are validated in line with the requirements of the Lisbon Convention, through the use of <http://www.enic-naric.net> as is described in the convention and its explanatory report. <sup>1</sup>

- Master Students should have the appropriate education qualifications, validated by NUFFIC and NARIC
- a Bachelor degree or equivalent recognised qualification;
  - Applicants are requested to provide an academic reference from their previous education institute;
  - It is not necessary to have obtained a Bachelor degree from the domain of Business Administration, however in their degree students must have completed an academic piece of work (final project or dissertation) that shows a degree of academic writing and research experience.
- MBA students should have at least 3 years professional experience (after undergraduate degree);
  - Applicants are requested to provide a reference from a company or organisation where they have worked;
- Master Students have attained a working level of the English Language equivalent to an IELTS 6.5 band, with a minimum 6 for writing.i.e. "Has generally effective command of the language despite some inaccuracies, inappropriacies and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations."
- Applicants must write a letter of motivation and submit their Curriculum Vitae and 2 letters of reference.
- Students are interviewed by Wittenborg for their intention, motivation and aptitude. They must pass this admission interview, which can be carried out in person, or through IT communications, such as video phone.

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<sup>1</sup> The Lisbon Recognition Convention, officially the Convention on the Recognition of Qualifications concerning Higher Education in the European Region

- After students have passed the admission interview, and offered have been offered a place at Wittenborg, they are asked to sign a Wittenborg Study Agreement, which details the agreements made between Wittenborg about entry into the programme, and possible preparation courses that are required. The Wittenborg Study Agreement also states that students have read and understood the Education and Examination Guide (EEG)
- Wittenborg is signatory for the national Code of Conduct for international students in the Netherlands, where specifics regarding entry requirements are also re-iterated.
- The application procedure for international students is fully described on the Wittenborg website [www.wittenborg.eu](http://www.wittenborg.eu). All the required documents and information regarding the fee structure can be found there.

NB: Students entering Wittenborg programmes and signing the Study Agreement are expected to have received and read the EEG (this document).

#### **The Domain Business Administration as defined in WUAS' NVAO and FIBAA accreditation**

*"The MBA degree programme is aimed at providing graduates with the skills and competencies to fulfil management positions in the field of business administration, both in the public and private sector. These positions can include management or policy-making positions in large organisations, as well as positions of management in small to medium sized companies (SMEs). An aim is that students are able to critical analyse and evaluate various developments within an organisation so that they can form, create and instigate policies, visions and aims and solutions within that organisation. They should be in a position to analyse the strategic processes and vision of a company or organisation and using this analysis apply and implement tools to innovate, optimise and (re-)structure these processes using an integral approach. From an international perspective the students should learn to analyse the environment they find themselves in and adapt their behaviour and role according to the macro and micro environments they find themselves in."*

#### **Programme Profile as defined in WUAS' NVAO and FIBAA accreditation**

*"An international business administration professional will develop into a career person who is able to organize, develop products, services and policies, instigate and execute policies, perform under stress, control processes, analyse organisation traits, utilise human resources and plan their management, motivate staff and personnel, manage financial information, use information effectively, plan and organise campaigns, understand internal and external markets, interact with the surroundings, network, manage chains, communicate effectively, show leadership skills, manage meetings, present ideas, sell ideas and products, speak and write at least the English language, participate in company and organisation decision making and understand local and international cultures and the effects these have on the organisation and the individual."*

*"Business Administrators can operate in financial or technical environments but also management and leadership settings and a combination of these. They must understand the need for leadership and motivating people. They must understand the impact of change and the need for innovation. The Business Administrator will understand the need for good communication skills and have a good understanding of society, economics and sustainability. Understanding the need for stable and solid management within a company, large or small is important. A business person in modern day Europe needs to be able to communicate with people across the continent and across the world, and requires the ability to understand the effects of national and international governments on the business ventures they are involved in."*

*"An MBA qualified Business Administrator is specifically able to manage a number of complex and integrated business operations within an international or a local setting, at both a tactical and strategic level, using skills and competencies that require a capability of inter-disciplinary thinking. They will show the ability to combine solid research and critical analysis skills to develop an organisation's corporate strategy within its business and cultural domain."*

## THE MBA FINAL QUALIFICATIONS

The MBA programmes all have 5 core overall qualifications that reflect the following:

1. **Understanding (Body of Knowledge)**
2. **Adoption (Strategic Management Roles)**
3. **Communication (Skills)**
4. **Conduct (Research)**
5. **Continuously develop personal skills (Lifelong learning)**

After completion of the Wittenborg MBA programme, the student is able to:

1. **Understand the MBA body of knowledge and apply its concepts and theories to the current business practice in an international and intercultural context, including:**
  - supporting an effective and efficient human resources policy, supporting and optimizing business relationships and networks
  - conceiving and developing effective marketing strategies and policies and making informed strategic decisions with regard to market research, branding and market penetration
  - supporting the role of accounting principles and principles of corporate finance in the decision making process (including investment opportunities, capital requirements, risk minimization, financial reporting)
  - supporting supply chain and quality management in order to increase efficiency and competitiveness
  - supporting information technology and business automation processes
2. **Adopt appropriate management and leadership roles to strategic policy issues and decision-making processes in an international and intercultural context, including:**
  - making informed strategic decisions with regard to the positioning of the organization within its (local/national/global) business environment
  - distinguishing between formal strategic processes and the needs for change processes
  - being able to manage small to medium sized business, companies in the non-profit sector, or government organisations
  - supporting the concept of corporate sustainability and the transformation process towards an ethical, sustainable business
  - being able to identify and/or create new business opportunities and reduce restrictions in the existing external business environment



- being able to reorganize growing or stagnating organisations depending on environmental factors
  - supporting business innovation and idea generation within the constraints of internal and external influences
- 3. Use communication skills and critical analysis skills in order to improve effectiveness of business processes, including:**
- being aware of cultural differences and diversity in the workplace
  - implementing effective problem-solving, team-work and team-building skills
  - being able to assess others' linguistic communication skills at business and governmental level
  - being able to position, defend, and communicate a company's policies (e.g. on sustainability) to internal and external stakeholders
  - being able to review analytical reports and plans
  - being able to apply various statistical techniques in business decision making and reporting
- 4. Conduct individual and group research in the area of international business or management practice.**
- being able to use and present (in tables and graphs) descriptive statistical data and indicators within the context of business planning and research
  - being able to design a methodologically sound research proposal based on current conceptual models and quantitative & qualitative techniques
- 5. Apply skills for continuous personal development**
- being able to self-reflect on one's personal and professional development, taking responsibility for the continuous development of his or her knowledge and learning skills, and being able to continue to undertake further studies with a high degree of autonomy

### ***A Graduate's Qualification and Competence Goals***

The qualification and competence goals of the MBA are in line with those of a Professional Master degree from a University of Applied Sciences in the Netherlands: through a combination of knowledge gained from text books, scientific research literature, exposure to business practice and the application of understanding and knowledge, students reach a stage at which they can start their (international) careers or continue their studies in the Netherlands or abroad. According to the Dutch Ministry of Education

“holders of HBO Master’s degrees (University of Applied Sciences) have obtained the qualifications for the level of independent and/or management level professional practitioner in an occupation or spectrum of occupations, and have reached the level needed to work in a multi-disciplinary environment in which a University of Applied Sciences degree is either required or would be of use.”

In line with the all-round domain specific qualification and competence goals of a Netherlands University of Applied Sciences degree.

### ***Wittenborg Business Administration Graduates will show the following:***

- ability to work independently;
- ability to develop or generate new ideas and communicate these and be pro-active;
- ability to think ahead and actively change processes to improve them;
- develop an analytical capability based on experience;
- quickly ascertain the effect of change within organisations;
- ability to quickly prioritise;
- ability to quickly gain an overview of an organisation;
- ability to understand complex situations;
- has a broad understanding of business as well as a deeper understanding of work field specific issues (specialist);
- has good written and spoken presentation skills;
- has the ability to work in autonomous teams and values the input of peers;
- has developed a good understanding of the social – economic environment, and maintains this;
- has the ability to socialise with fellow graduates and academics;
- has the ability to take worthwhile decisions both long-term and short-term based on available facts and existing situations;

### ***Furthermore, an MBA graduate:***

- has the ability to lead people and motivate teams;
- has the ability to communicate conclusions;

- is flexible and can cope with uncertain situations;
- shows creativeness and innovation through the ability to introduce new thoughts alongside normal theory;
- shows social competence, through self-reflection, cultural adaptability, and openness to other ways of thinking: is to be empathic.

A Business Administration programme focuses on the skills and competencies required to operate in an international business working environment, both politically and socially, and both permanent and temporary. The competences and skills should be attuned to a small- to middle-sized business organizations which operate in an international business environment and which may be part of the operations of multi-national organisations. Graduates should be able to work with people and groups in diverse forms of organisations; they can be flat or highly hierarchical, primarily economically, socially or politically orientated.

A graduate will be required to recognize and understand the following processes:

- The development and execution of specific policies of an organisation that will lead to higher levels of optimisation, revenues, growth and sustainability
- The nurturing and maintenance of relationships within and between organisations, networks and chains;
- The management of processes in fulfilment of developed and developing management aims;
- The planning, control and organisation of processes within an organisation;
- The development and adherence to quality control processes;
- The management of products, production processes and chains;

Wittenborg students will further develop the following domain competencies:

- An understanding of common business practices;
- Understand change and trends in the field of international business;
- Identify the relationship between social developments and requirements and the organisation structure, its financial planning, its operational processes and its human resource management;
- Learn to view internal processes from an integral viewpoint, working together with a range of different specialists;
- Understand the importance of developing networks, chains and relationships;
- Collect, analyse and present information to an organisation, and suggest solutions and optimisations for the organisation;
- Analyse the financial and legal aspects within an organisation in order to offer alternative processes;
- Prepare advice on the internal operation and processes within an organisation;
- Develop, implement and evaluate change management within an organisation;
- Communicate clearly and effectively within an organisation;

- Work independently and be creative;
- Identify diverse business cultures and adapt to them;
- Learn to adapt to the business and national environments in which they find themselves;
- Work under stress, in complex cross-business domain situations;

The business administration curriculum is designed to introduce students to a wide range of business administration activities, placing these in the international context that the students already find themselves in. By the end of the programme, Wittenborg students should have further developed the following broad knowledge areas:

- An understanding of the broad scope of business administration, and the interdisciplinary thinking required in organisations;
- An organisational perspective on (international) business activities within companies and an understanding of the contexts in which these occur;
- An ability to research a problem and present possible solutions;
- An understanding of the financial knowledge requirements of a junior manager within a company, and the ability to put this knowledge into practice;
- An understanding of intercultural issues in business administration;

Specifically, international business administration students will have acquired the following skills:

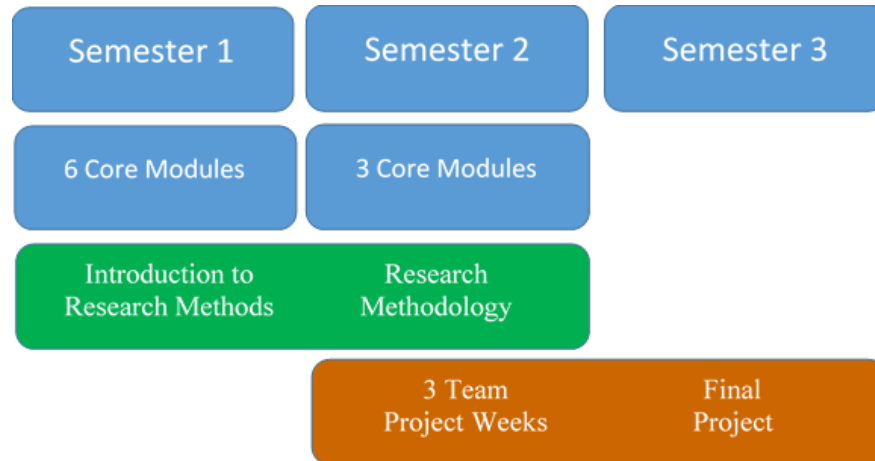
- New language learning skills;
- Language “through-thinking”;

To understand their own interpersonal communication skills and how to improve and refine these, including areas such as:

- Negotiation
- Interviewing
- Presentation and public speaking skills
- Meetings
- Teamwork
- Leadership
- Information Technology usage: internet and desktop publishing programmes, usage of an Intranet
- Study skills: reading and learning in a foreign language, note-taking, brain storming, mind mapping, researching a subject in-depth, paper writing, contributing to / keeping a journal

## PROGRAMME STRUCTURE

The full-time MBA is structured in three semesters spanning 1 ½ years, with distinct aspects to each semester.



## BLOCK SYSTEM – SEMESTER 1 & 2

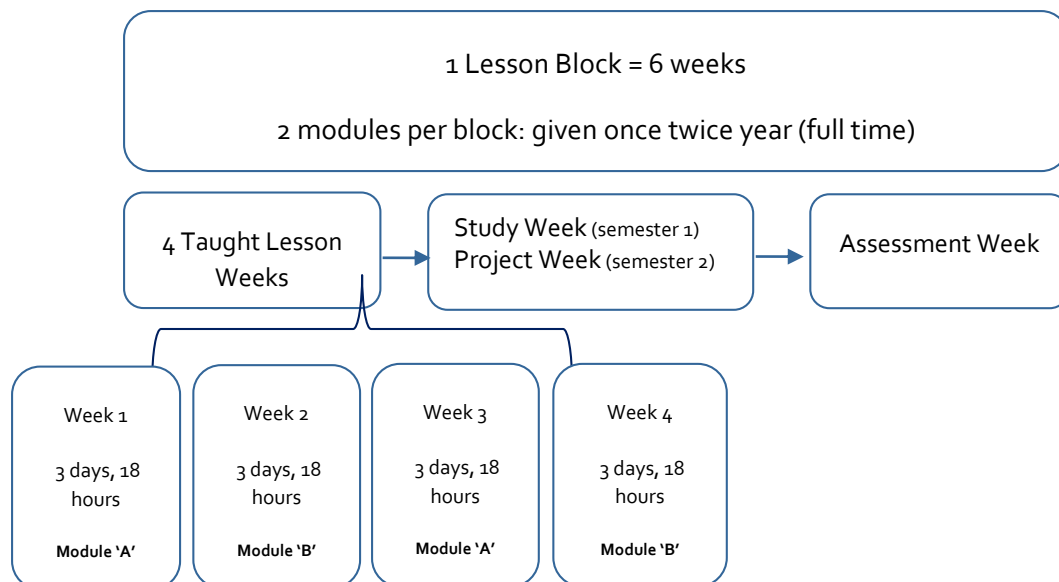
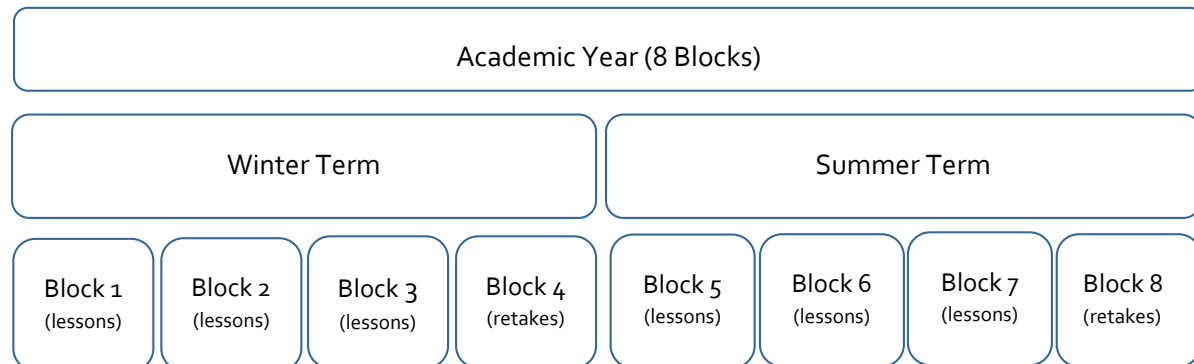
Semester 1				Semester 2			
Block 1	Block 2	Block 3	Block 4	Block 5	Block 6	Block 7	Block 8
4 Lesson Weeks with a maximum of 2 core modules.			2 Weeks for Retakes and Tutorials	4 Lesson Weeks with a maximum of 2 core or <i>elective</i> modules.			2 Weeks for Retakes and Tutorials
1 Assignment & Literature Review Week Students have a week to work on their assignments and review the literature for their current modules. During this week, guest speakers related to the taught modules will be invited to give seminars.  Rescheduled lessons can also be followed in this period.				1 Project Week – Students carry out an interdisciplinary consultancy project assignment, as part of the module “Project Weeks” During this week, guest speakers related to the taught modules will be invited to give seminars, and company visits will be organised for students.  Rescheduled lessons can also be followed in this period.			
1 Assessment Week with closed or open book written examinations.				1 Assignment Submission Week, in which students complete their assignments, and can be asked to present if required.			





## BUSINESS LIKE PROGRAMMING

Wittenborg's yearly programming is flexible but business-like. We allow students to enter at different times of the year so that class groupings may change and develop during your time with us. This system provides a stimulating network of international interaction among business students and staff. First and second year modules are taught in blocks of six weeks; full module examinations take place in the final week; thus completing that part of the programme. This block system allows students to enter the programme at six evenly-spaced times through the 40 week academic year. Graduation is also possible at these times.



**Semester 1** provides students with 6 of the core MBA subjects, balanced equally over the semester. Each module, given over a six weeks block, is weighted at 5 European Credits. These modules incorporate a number of classic functional business administration areas, which, besides by forms of classical delegation of knowledge, will be grasped by reflective learning, i.e. learning in which students reflect on their prior work experience or, in cases of part time students, on their current work and employment organisation in the light of the materials provided in the various modules. Students must have done all semester 1 modules in order to enter into semester 2 modules.

Reflective learning helps to develop critical thinking, self-awareness and analytical skills. It involves an individual in a reflective process.

During Semester 1, students are given 9 hours of lessons of (an introduction to) Research Methods, which is part of the Final Project. During Semester 1, guest speakers will be invited to give seminars during the third week of each block (Assignment and Literature review weeks)

**Semester 2** provides students with at least 1 compulsory modules that build on the core modules from Semester 1. In some of the MBA programmes, one module, Business Statistics is also partially aimed at preparing students for quantitative research in their Final Project. In Semester 2, students currently follow between 2 and 4 modules from a chosen elective MBA "pathway":

- General Management
- Hospitality Management
- Entrepreneurship & Innovation
- Finance
- Health & Social Care
- Education Management
- Sport Business Management

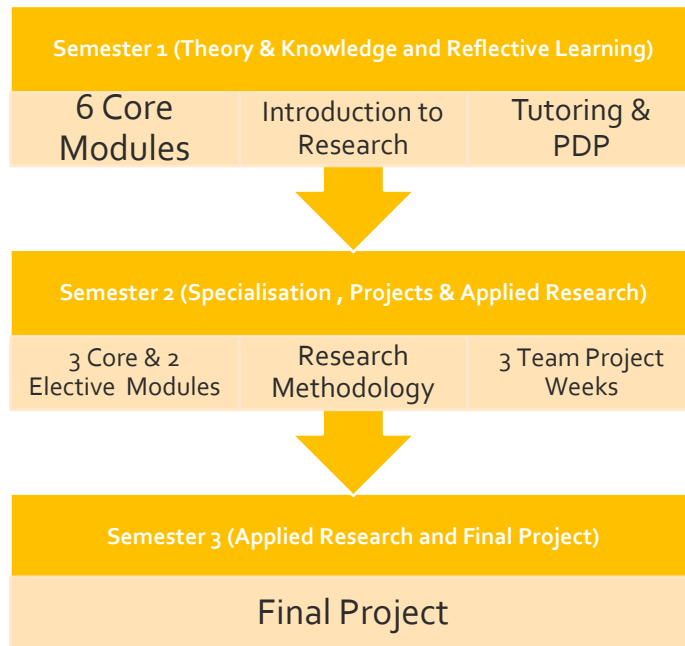
**Please see PART 3 for details of the elective modules for each MBA pathway.**

During Semester 2, also follow the Research Methods module in preparation of the Final Project. They will complete Research Methods with the production and submission of a Final Project Proposal.

Semester 1 Core Modules
Human Resource Management
Marketing Management
Management Accounting & Finance
Operations Management
International Management
Information Management

Semester 2 Core Modules that can be taken
Corporate Sustainability
Business Statistics
Strategic Management

During Semester 2, students are required to complete 3 team project weeks, each comprising of an interdisciplinary research project focusing on problem solving, instigated in cooperation with companies and organisations in the region. The 3 team project weeks will include company visits and guest lectures, designed to give students a connection to the local business community and to assemble information relevant to their problem-solving assignments.



**Semester 3** will see students completing their Final Project. The Final Project covers the full semester (Term) of ½ a year, which includes research and editing time. Failed assignments modules from semesters 1 and 2 can be reworked and re-submitted at the start of this semester, according to deadlines set by the programme management.

#### MODULE PLANNING

**Timetabling:** teaching will be done using the “block teaching” method. Wittenborg aims to teach as many of its Master modules in teaching blocks of three days.

In practice this will mean that the programme will aim to offer a module’s 36 teaching hours in two sessions of 3 days.

As an **EXAMPLE**, in Block 1 of Semester 1, fulltime students could expect the following lesson timetable:

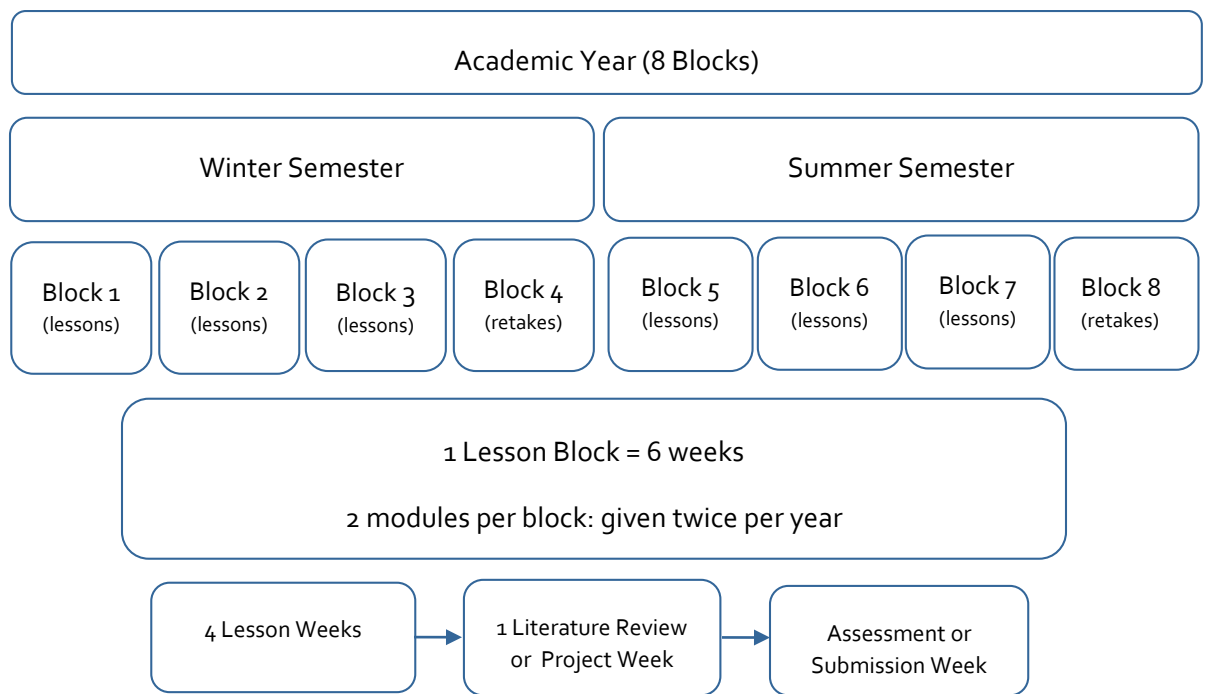
<b>Block</b>	<b>Week</b>	<b>Subject</b>	<b>Days</b>	<b>Hours</b>
Block 1	Week 1	Management Accounting & Finance	Wed, Thurs, Fri	18 (6 per day)
	Week 2	Marketing Management	Wed, Thurs, Fri	18 (6 per day)
	Week 3	Management Accounting & Finance	No planned lessons	
	Week 4	Marketing Management	Wed, Thurs, Fri	18 (6 per day)
	Week 5	Assignment & Literature Review	Wed, Thurs, Fri	18 (6 per day)

	Week 6	Written Exam	No planned lessons	
--	--------	--------------	--------------------	--

**PART-TIME MBA**

The MBA is also offered to students who wish to study part-time in 3 years. This will mean that instead of following 2 modules per block, only 1 module will be taken, and project weeks and research methods will be spread across a whole year. The editing time allowed for the final project will also be extended across 1 year.

- The Wittenborg courses are planned into two separate semesters known as the Winter Term and the Summer term; each with 3 teaching blocks of 6 weeks. Modules are taught in 1 block, and examined at the end of that block.
- Each semester is comprised of 4 blocks = 3 blocks of 6-weeks (with each block being made up of 4 weeks of lessons, 1 project week and 1 exam week); and 1 block of 2 weeks for missed lessons and full module exams.
- Students can start their studies either at any full 6-weeks block, in the Winter Term or the Summer Term.
- Each block has individual modules and these will be offered once a year.
- Each module has examination or assessment moments, all held on 1 day at the end of the block.
- Each exam has a retake exam, held in blocks 4 or 8. Students are only allowed to register for re-take exams for modules that have been given in that term.

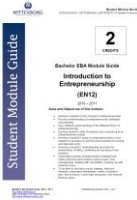


**COMPARISON OF FULL TIME VERSUS PART TIME PROGRAMME**

Full Time Programme			Part Time Programme		
Period	Duration	Content	Period	Duration	Content
Semester 1 (Winter Term)	Block 1 -4 (½ Year)	6 Modules Introduction to Research Methods	Semester 1 (Winter Term)	Block 1 -4 (½ Year)	3 Modules
Semester 2 (Summer Term)	Block 5 -8 (½ Year)	3 Modules 2 Elective Modules 3 Project Weeks Research Methods	Semester 2 (Summer Term)	Block 5 -8 (½ Year)	3 Modules Introduction to Research Methods
Semester 3 (Winter Term)	Block 1 -4 (½ Year)	Final Project	Semester 1 (Winter Term)	Block 1 -4 (½ Year)	3 Modules 1 Project Week Research Methods
NB: Part time students have more flexibility to plan their Project Weeks and their Research Methods lessons due to the combination of Full -Time / Part –Time students in lessons.			Semester 2 (Summer Term)	Block 5 -8 (½ Year)	2 Elective Modules 2 Project Weeks Research Methods
			Semester 1 (Winter Term)	Block 1 -8 (1 Year)	Final Project
			Semester 2 (Summer Term)		



## STARTING A MODULE: DOCUMENTATION



Each module is described in a Module Guide, which clearly states the aims and objectives of the module. On the front cover of the Module Guide students can clearly see how many EC credits are allocated to the module, and as shown in this example, the aims and objectives are clearly stated on the front cover.

When starting the module, the teacher will present students with a Module Guide which is comprised of a collection of documents including:

### ***Module Description***

This will tell students exactly what they can expect to learn from the module, and how it will be taught. It records the link between what is taught, the curriculum and the requirements of the accredited bachelor programme. Students can also find the number of ECs allocated to the module.

### ***Module Guide – Lesson Blocks***

This document will provide students with an overview of the study components of their module. Each week will show what is to be studied during that period, and even page numbers of books that should be read before the lesson. The module plan will provide students with an insight into what they can expect from a lesson block.

### ***Module Evaluation Plan***

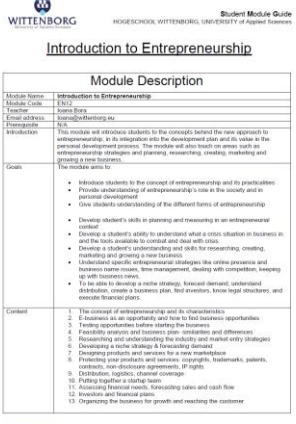
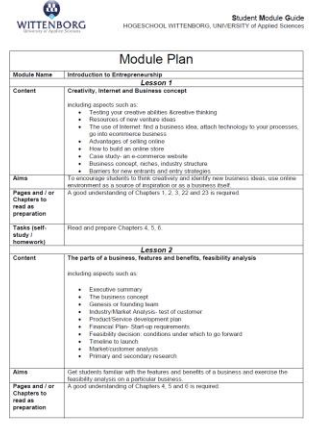
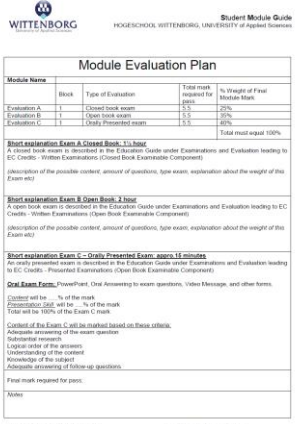
This document will give students a precise overview of how their module will be examined and marked.

### ***Relative documents to the module: Reading material***

The module plan also contains any relative reading material, web links, and literature resources that are standard learning tools within the module.

### ***Module Plan-Lesson Plans***

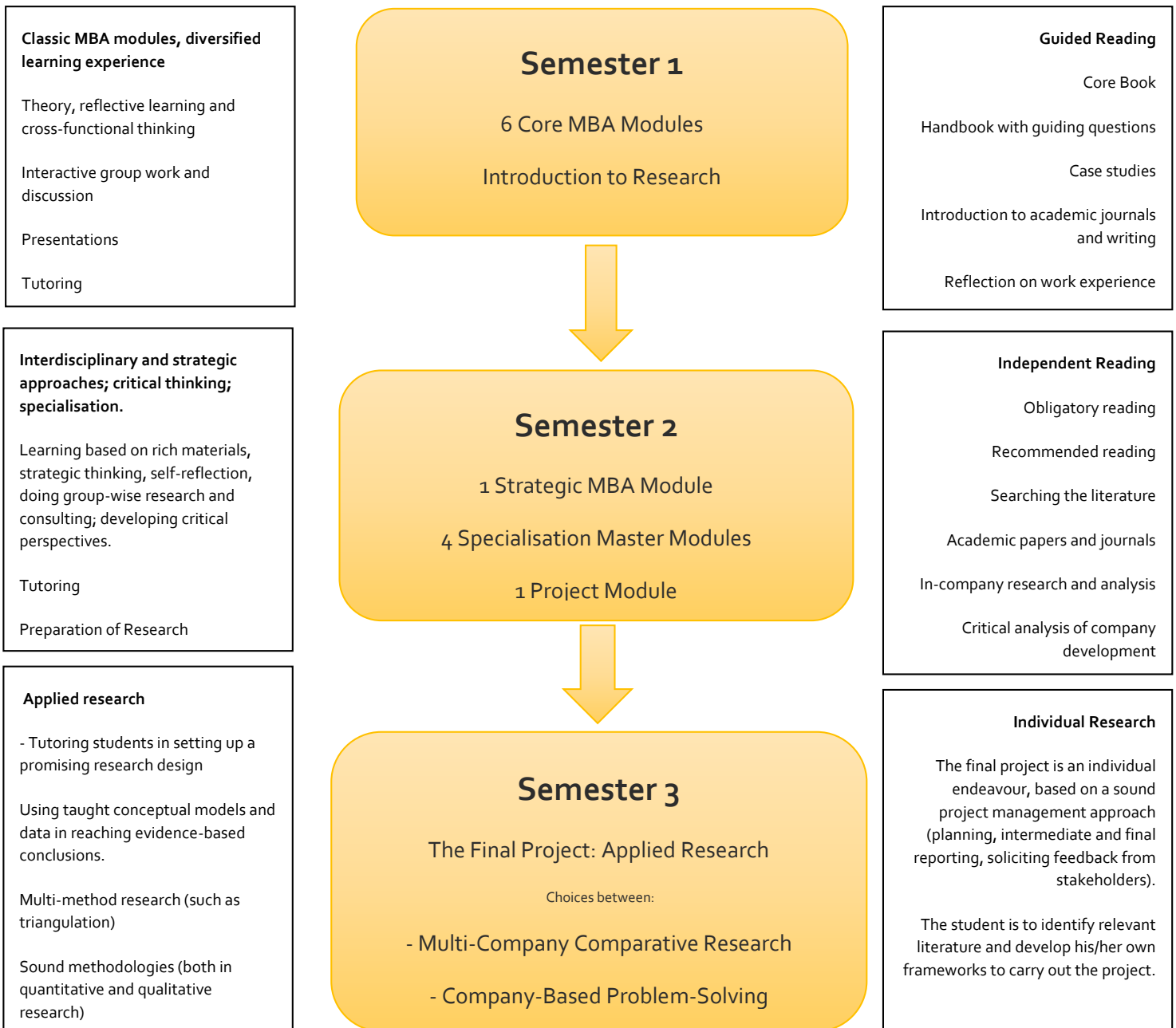
Teachers are required to keep up-to-date lesson plans of each of the lessons / seminars / lectures they give. If required, these lesson plans are archived at the central education administration office for quality control and accreditation purposes only.

		
<p><b>Module Description</b></p> <ul style="list-style-type: none"> <li>a complete overview of the module aims and objectives</li> <li>the module's content</li> <li>the current teacher, responsible for the module and contact information</li> <li>the number of lesson hours/ self-study hours</li> <li>instruction methods</li> <li>Assessment methods</li> <li>required literature</li> <li>recommended literature</li> <li>EC credits allocated</li> <li>exact overview of study load</li> <li>teaching language</li> <li>prerequisites for starting the module</li> </ul>	<p><b>Module Plan</b></p> <ul style="list-style-type: none"> <li>an overview of lesson content on a lesson basis</li> <li>content of a lesson block</li> <li>aims and objectives of that lesson</li> <li>an overview of required reading and home work</li> </ul>	<p><b>Module Evaluation Plan</b></p> <ul style="list-style-type: none"> <li>an overview of the testing and examination(s)</li> <li>time and length given to an examination</li> </ul>

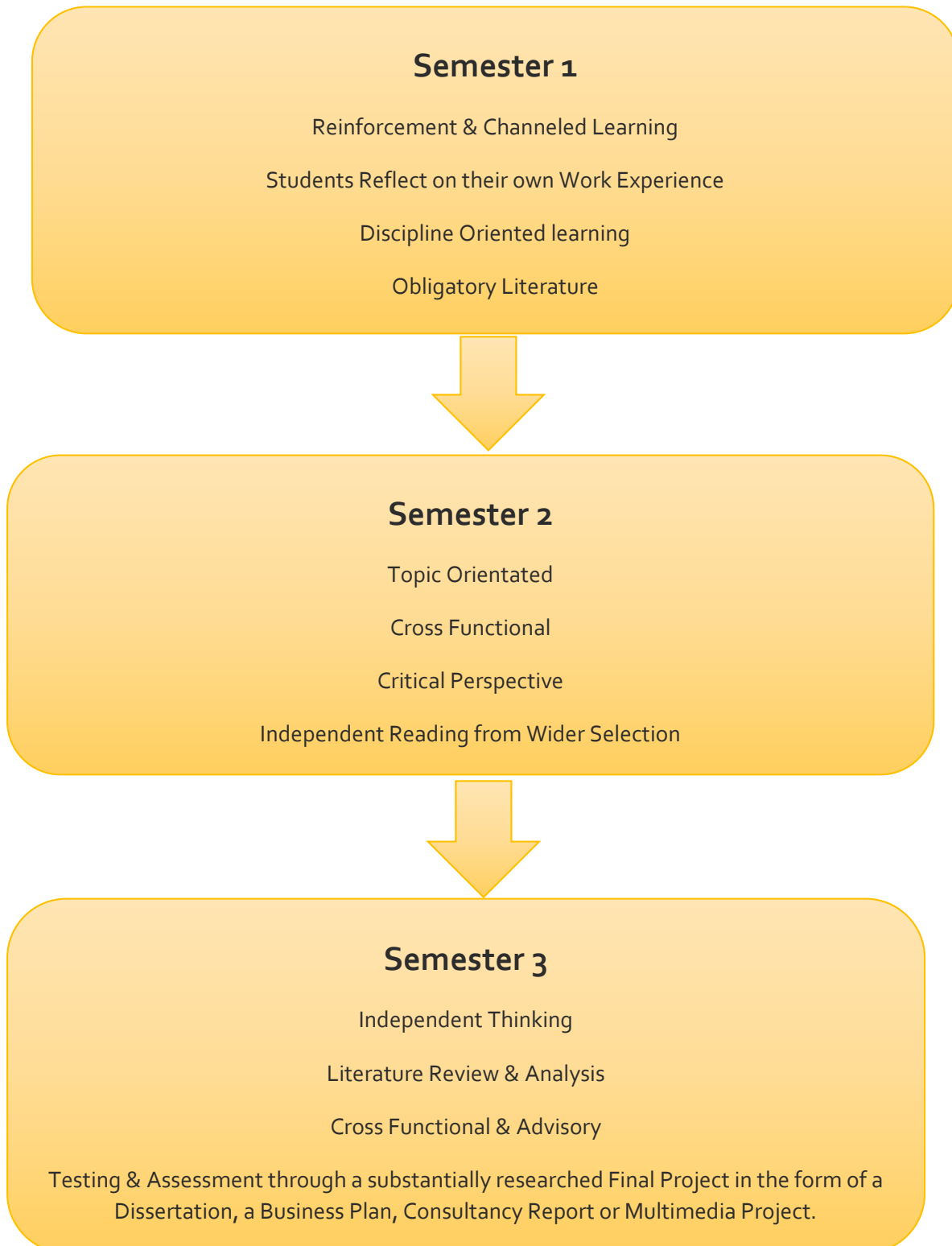
**DIDACTIC APPROACH & STRUCTURE**

The MBA has 2 Semesters, and 516 hours of contact hours in modules comprising of

- 432 lesson hours (12 modules x 6 days x 6 hours)
- 36 contact hours during project weeks (12 x 3 weeks)
- 24 tutoring hours Semesters 1 & 2
- 24 tutoring hours Final Project



**DIDACTIC APPROACH & ASSESSMENT**



## THE EEG - PART 3

# MASTER OF BUSINESS ADMINISTRATION - PROGRAMMES CURRICULUM



1 January 2019

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### Note:

The MBA programme in Amsterdam shares the same core modules as in Apeldoorn. International Management is offered at both locations and the specialisations in Entrepreneurship & Innovation and Finance are typical to the dynamic environment in Amsterdam!

<b>Master of Business Administration (MBA) in International Management</b>				
<b>Year 1, Semester 1</b>				
<b>Block</b> <small>(Part-time Semester)</small>	<b>Module / Subject</b>	<b>Contact Hours</b>	<b>EC Credits</b>	<b>Module Code</b>
1 / 5 (1) <sup>1</sup>	Management Accounting & Finance	36	5	FIN41
1 / 5 (2) <sup>2</sup>	Marketing Management	36	5	MA41
1 / 5 (2)	Research Methods Introduction (Final Project)	9	(FP)	GA41
2 / 6 (1)	Human Resource Management	36	5	MO41
2 / 6 (2)	Operations Management	36	5	MO42
3 / 7 (1)	International Management	36	5	MO43
3 / 7 (2)	Information Management	36	5	TEC41
<b>Year 1, Semester 2</b>				
5 / 1 (2)	Research Methods (Final Project)	27	(FP)	GA41
5 / 1 (1)	Globalisation, Society & Culture	36	5	MO44
6 / 2 (2)	International Corporate Sustainability	36	5	EN42
6 / 2 (1)	Business Statistics	36	5	GA42
7 / 3 (1)	Strategic Management	36	5	SM41
7 / 3 (2)	International Consultancy	36	5	MO45
Semester 2 (1 & 2)	Project Module (3 Project Weeks)		5	PW41
<b>Total Year 1</b>			<b>60 Credits</b>	
<b>Year 2 (1 Semester /Term)</b>				
3 Blocks (18 weeks - See Part8)	Final Project	N/A	30	GA41
<b>Total Year 2</b>			<b>30 Credits</b>	
<b>Total Credits MBA</b>			<b>90 Credits</b>	

<sup>1</sup>(1) is Year 1 for part-time students

<sup>2</sup>(2) is Year 2 for part-time students

<b>Master of Business Administration (MBA) in Hospitality Management</b>				
<b>Year 1, Semester 1</b>				
<b>Block</b> <small>(Part-time Semester)</small>	<b>Module / Subject</b>	<b>Contact Hours</b>	<b>EC Credits</b>	<b>Module Code</b>
1 / 5 (1) <sup>3</sup>	Management Accounting & Finance	36	5	FIN41
1 / 5 (2) <sup>4</sup>	Marketing Management	36	5	MA41
1 / 5 (2)	Research Methods Introduction (Final Project)	9	(FP)	GA41
2 / 6 (1)	Human Resource Management	36	5	MO41
2 / 6 (2)	Operations Management	36	5	MO42
3 / 7 (1)	International Management	36	5	MO43
3 / 7 (2)	Information Management	36	5	TEC41
<b>Year 1, Semester 2</b>				
5 / 1 (2)	Research Methods (Final Project)	27	(FP)	GA41
5 / 1 (1)	Critical Perspectives in Hospitality Management	36	5	HM41
6 / 2 (2)	Business Statistics	36	5	GA42
6 / 2 (1)	Hospitality Operational Excellence	36	5	HM40
7 / 3 (1)	Strategic Management	36	5	SM41
7 / 3 (2)	International Hospitality Development	36	5	HM42
Semester 2 (1 & 2)	Project Module (3 Project Weeks)		5	PW41
<b>Total Year 1</b>			<b>60 Credits</b>	
<b>Year 2 (1 Semester /Term)</b>				
3 Blocks (18 weeks - See Part8)	Final Project	N/A	30	GA41
<b>Total Year 2</b>			<b>30 Credits</b>	
<b>Total Credits MBA</b>			<b>90 Credits</b>	

<sup>3</sup>(1) is Year 1 for part-time students

<sup>4</sup>(2) is Year 2 for part-time students



<b>Master of Business Administration (MBA) in Education</b>				
<b>Year 1, Semester 1</b>				
<b>Block</b> <small>(Part-time Semester)</small>	<b>Module / Subject</b>	<b>Contact Hours</b>	<b>EC Credits</b>	<b>Module Code</b>
1 / 5 (1) <sup>5</sup>	Management Accounting & Finance	36	5	FIN41
1 / 5 (2) <sup>6</sup>	Marketing Management	36	5	MA41
1 / 5 (2)	Research Methods Introduction (Final Project)	9	(FP)	GA41
2 / 6 (1)	Human Resource Management	36	5	MO41
2 / 6 (2)	Operations Management	36	5	MO42
3 / 7 (1)	International Management	36	5	MO43
3 / 7 (2)	Information Management	36	5	TEC41
<b>Year 1, Semester 2</b>				
5 / 1 (2)	Research Methods (Final Project)	27	(FP)	GA41
5 / 1 (1)	Critical Perspectives in Education	36	5	EM41
6 / 2 (1)	Leadership and Management in Education	36	5	EM42
6 / 2 (2)	Business Statistics	36	5	GA42
7 / 3 (1)	Strategic Management	36	5	SM41
7 / 3 (2)	Change Management: New teaching & Learning Approach	36	5	EM44
Semester 2 (1 & 2)	Project Module (3 Project Weeks)		5	PW41
<b>Total Year 1</b>			<b>60 Credits</b>	
<b>Year 2 (1 Semester /Term)</b>				
3 Blocks (18 weeks - See Part8)	Final Project	N/A	30	GA41
<b>Total Year 2</b>			<b>30 Credits</b>	
<b>Total Credits MBA</b>			<b>90 Credits</b>	

<sup>5</sup>(1) is Year 1 for part-time students

<sup>6</sup>(2) is Year 2 for part-time students

<b>Master of Business Administration (MBA) in Sports Business Management</b>				
<b>Year 1, Semester 1</b>				
<b>Block</b> <small>(Part-time Semester)</small>	<b>Module / Subject</b>	<b>Contact Hours</b>	<b>EC Credits</b>	<b>Module Code</b>
1 / 5 (1) <sup>7</sup>	Management Accounting & Finance	36	5	FIN41
1 / 5 (2) <sup>8</sup>	Marketing Management	36	5	MA41
1 / 5 (2)	Research Methods Introduction (Final Project)	9	(FP)	GA41
2 / 6 (1)	Human Resource Management	36	5	MO41
2 / 6 (2)	Operations Management	36	5	MO42
3 / 7 (1)	International Management	36	5	MO43
3 / 7 (2)	Information Management	36	5	TEC41
<b>Year 1, Semester 2</b>				
5 / 1 (2)	Research Methods (Final Project)	27	(FP)	GA41
5/1(1)	Sports in the Global Marketplace	36	5	SBM41
6 / 2 (2)	Ethical and Social Responsibility: Theory and Application	36	5	MO46
6 / 2 (1)	Business Statistics	36	5	GA42
7 / 3 (1)	Strategic Management (in Sports Business)	36	5	SM41
7 / 3 (2)	Critical Issues in Sports & Leisure	36	5	SP32
Semester 2 (1 & 2)	Project Module (3 Project Weeks)		5	PW41
<b>Total Year 1</b>			<b>60 Credits</b>	
<b>Year 2 (1 Semester /Term)</b>				
3 Blocks (18 weeks - See Part8)	Final Project	N/A	30	GA41
<b>Total Year 2</b>			<b>30 Credits</b>	
<b>Total Credits MBA</b>			<b>90 Credits</b>	

<sup>7</sup>(1) is Year 1 for part-time students

<sup>8</sup>(2) is Year 2 for part-time students

<b>Master of Business Administration (MBA) in Health &amp; Social Care</b>				
<b>Year 1, Semester 1</b>				
<b>Block</b> <small>(Part-time Semester)</small>	<b>Module / Subject</b>	<b>Contact Hours</b>	<b>EC Credits</b>	<b>Module Code</b>
1 / 5 (1) <sup>9</sup>	Management Accounting & Finance	36	5	FIN41
1 / 5 (2) <sup>10</sup>	Marketing Management	36	5	MA41
1 / 5 (2)	Research Methods Introduction (Final Project)	9	(FP)	GA41
2 / 6 (1)	Human Resource Management	36	5	MO41
2 / 6 (2)	Operations Management	36	5	MO42
3 / 7 (1)	International Management	36	5	MO43
3 / 7 (2)	Information Management	36	5	TEC41
<b>Year 1, Semester 2</b>				
5 / 1 (2)	Research Methods (Final Project)	27	(FP)	GA41
5/1 (1)	Advancing Professional Decision Making	36	5	HC41
5/1(1)	Enabling Leadership In Health Care	36	5	HC42
6 / 2 (2)	Business Statistics	36	5	GA42
7 / 3 (1)	Strategic Management	36	5	SM41
7 / 3 (2)	Strategy Health Care Management	36	5	HC44
Semester 2 (1 & 2)	Project Module (3 Project Weeks)		5	PW41
<b>Total Year 1</b>			<b>60 Credits</b>	
<b>Year 2 (1 Semester /Term)</b>				
3 Blocks (18 weeks - See Part8)	Final Project	N/A	30	GA41
<b>Total Year 2</b>			<b>30 Credits</b>	
<b>Total Credits MBA</b>			<b>90 Credits</b>	

<sup>9</sup>(1) is Year 1 for part-time students

<sup>10</sup>(2) is Year 2 for part-time students

<b>Master of Business Administration (MBA) In Entrepreneurship &amp; Innovation</b>				
<b>Year 1, Semester 1</b>				
<b>Block</b> <small>(Part-time Semester)</small>	<b>Module / Subject</b>	<b>Contact Hours</b>	<b>EC Credits</b>	<b>Module Code</b>
1 / 5 (1) <sup>11</sup>	Management Accounting & Finance	36	5	FIN41
1 / 5 (2) <sup>12</sup>	Marketing Management	36	5	MA41
1 / 5 (2)	Research Methods Introduction (Final Project)	9	(FP)	GA41
2 / 6 (1)	Human Resource Management	36	5	MO41
2 / 6 (2)	Business Operations	36	5	MO42
3 / 7 (1)	International Management	36	5	MO43
3 / 7 (2)	Information Management	36	5	TEC41
<b>Year 1, Semester 2</b>				
5 / 1 (2)	Research Methods (Final Project)	27	(FP)	GA41
5 / 1 (1)	Innovation, Creativity & Entrepreneurship	36	5	EN43
6 / 2 (2)	International Corporate Sustainability	36	5	EN42
6 / 2 (1)	Business Statistics	36	5	GA42
7 / 3 (1)	Strategic Management	36	5	SM41
7 / 3 (2)	Venture Capital & Private Equity	36	5	FIN45
Semester 2 (1 & 2)	Project Module (3 Project Weeks)		5	PW41
<b>Total Year 1</b>			<b>60 Credits</b>	
<b>Year 2 (1 Semester /Term)</b>				
3 Blocks (18 weeks - See Part8)	Final Project	N/A	30	GA41
<b>Total Year 2</b>			<b>30 Credits</b>	
<b>Total Credits MBA</b>			<b>90 Credits</b>	

<sup>11</sup>(1) is Year 1 for part-time students

<sup>12</sup>(2) is Year 2 for part-time students

<b>Master of Business Administration (MBA) in Finance</b>				
<b>Year 1, Semester 1</b>				
<b>Block</b> (Part-time Semester)	<b>Module / Subject</b>	<b>Contact Hours</b>	<b>EC Credits</b>	<b>Module Code</b>
1 / 5 (1) <sup>13</sup>	Management Accounting & Finance	36	5	FIN41
1 / 5 (2) <sup>14</sup>	Marketing Management	36	5	MA41
1 / 5 (2)	Research Methods Introduction (Final Project)	9	(FP)	GA41
2 / 6 (1)	Human Resource Management	36	5	MO41
2 / 6 (2)	Business Operations	36	5	MO42
3 / 7 (1)	International Management	36	5	MO43
3 / 7 (2)	Information Management	36	5	TEC41
<b>Year 1, Semester 2</b>				
5 / 1 (2)	Research Methods (Final Project)	27	(FP)	GA41
5 / 1 (1)	Corporate Finance	36	5	FIN42
6 / 2(1)	Financial & Monetary Economics	36	5	FIN43
6 / 2 (2)	Business Statistics	36	5	GA42
7 / 3 (1)	Strategic Management	36	5	SM41
7 / 3 (2)	Venture Capital & Private Equity	36	5	FIN45
Semester 2 (1 & 2)	Project Module (3 Project Weeks)		5	PW41
<b>Total Year 1</b>			<b>60 Credits</b>	
<b>Year 2 (1 Semester /Term)</b>				
3 Blocks (18 weeks - See Part8)	Final Project	N/A	30	GA41
<b>Total Year 2</b>			<b>30 Credits</b>	
<b>Total Credits MBA</b>			<b>90 Credits</b>	

<sup>13</sup>(1) is Year 1 for part-time students

<sup>14</sup>(2) is Year 2 for part-time students

# THE EEG - PART 4

## PRACTICAL INFORMATION GUIDE



31 August 2017

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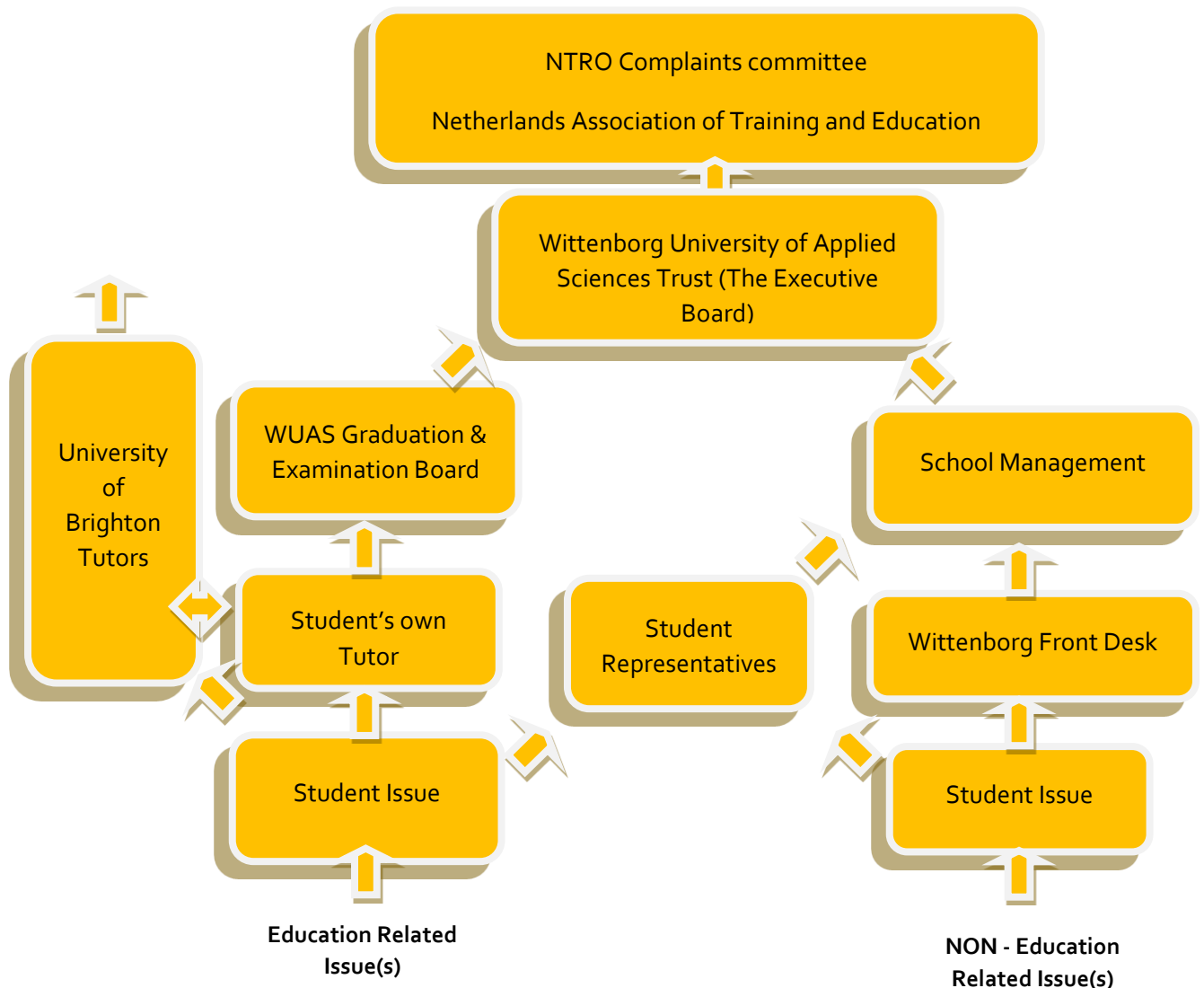
## STUDENT SUPPORT

Student Support at Wittenborg is described both in the specific programme's student guide as well as the student charter, in which expectations are explained from both the institute and the student.

In the Education and Examination Guide there is a table mapping who is who at Wittenborg with email addresses are provided for students to use.

There are 2 specific types of student support: Educational and non-Educational and the flowchart below shows how a student issues can be dealt with, and at which level:

### Student Support at Wittenborg: where does a student go to?



## EDUCATION SUPPORT

As can be seen from the above chart, education support for issues always goes through a student's process tutor. Ideally, the process tutor will be able to discuss and solve a student's issues without this developing into a complaint. Process tutors will not deal directly with non-education issues, although a friendly ear is to be expected. Process tutors should ask students to go to the front desk, or their 'Student Rep' with non-education related issues.

MSc students should ideally go to their on-campus Wittenborg process tutor first, who will liaise with University of Brighton programme staff, however a student is entitled to approach the University of Brighton tutor directly who will liaise with the Wittenborg process tutor.

## PROCESS TUTOR

Tutors at Wittenborg are part of a team of supervisors who will assist students in understanding their curriculum, their obligations and their rights as a student. They will also be responsible for keeping track of a student's study progress and carry out appraisal talks that result in updated study agreements. All aspects regarding study can be discussed and a student's process tutor must co-ordinate closely with student administration staff and the registrar, regarding progress.

Each student is assigned a process tutor who will support them throughout their studies.

The bachelor's tutor is generally the same for phases 1 and 2, however may change in phase 3, due to support requirements for work-placement.

The MSc process tutor will generally be the Wittenborg programme coordinator.

The MBA process tutor will generally be the MBA programme coordinator, however for part-time (EMBA) students a different process tutor will be allocated.

Overall, the tutor will play a central role in introducing students to life at an institution such as Wittenborg, from a study perspective, helping students understand the education guides, module guides, student handbooks and timetables.

For MSc students, the student tutor will also liaise with teaching and tutoring staff at the University of Brighton, when required.

The team of tutors will also provide students with general information regarding the facilities at Wittenborg, life in Apeldoorn and Amsterdam, including library facilities, sports facilities, access to organisations and companies, life in the Netherlands, and preparation for 'life after Wittenborg'.

All individual practical issues of administration, including travel, housing, insurance, health matters, etc. should be discussed with relevant student administration staff, with the starting point being the front desk!

## STUDENTS WITH DISABILITIES

Students with disabilities will have discussed their individual situation during the admission process, and made agreements on the individual support that can be provided, in line with Dutch law and individual insurance policies. In the Netherlands there is no state insurance for sickness or disability, therefore specialist disability care and support always depends on an individual's insurance package.

Wittenborg will provide a student with clear details of how and when support can be provided and the additional costs to be expected. Wittenborg supports students with dyslexia through individual agreements made with the tutor, for instance regarding time allowed for examinations, or the printing of examinations in a way that eases a student's experience. These arrangements are always made in consultation with the Graduation and Examination Board.

Students with special needs should fill in the form provided by the admissions department, signed by a medical practitioner and handed during admission. This form is what will be handed to the Graduation & Examination Board with the request. **For Disability Support see EEG Part 10 The Student Charter.**

Wittenborg is committed to improving provision for students with disabilities.

We aim to offer students:

- clear and accessible information on request regarding the University's policy and service provision for students with disabilities, including charges applicable for specialist services and facilities;
- the opportunity to discuss specific requirements including appropriate presentation of course material, modes of examination and course assessment, prior to admission and throughout the course;
- advice about additional funding and assistance

We expect that students will:

- inform Wittenborg of any specific support requirements arising from a disability prior to admission so that proper consideration may be given;
- inform Wittenborg of any emerging requirements related to a disability;
- inform their Process Tutor within the first six weeks following enrolment of any special requirements for assessments and examinations;
- pay charges for any specialist human support arranged

## NON-EDUCATION SUPPORT

### **Student Resources on Wittenborg Online**

The most important student support communication tool are the Student Resources pages on Wittenborg Online.

Here all important documents are published, both in relation to the overall programmes, however also in relation to issues such as student housing and visa and town hall registration. Information on issues such as health and insurance are also initially dealt with here.

Through the student forums in Wittenborg Online, and also on the Wittenborg Students Facebook pages, students are kept informed and up to date of developments and asked for feedback.

### **Facebook Links:**

Wittenborg General Facebook Page: <https://www.facebook.com/wittenborg.university.apeldoorn/>

Wittenborg Students and Staff (not public) Facebook Group:  
<https://www.facebook.com/groups/526794557413198/>

Student Union SWIFT: <https://www.facebook.com/SWIFTWittenborg/>

## FRONT DESK

The Front Desk's at Wittenborg support students and staff in a number of ways and fulfill a combination of roles that are specific to an international environment such as Wittenborg.

Each Wittenborg location has a front desk service, although at the main campus in Apeldoorn there are two - one in each building - Spoorstraat and Laan van Mensenrechten.

Primarily the front desks combine first line information provision to students and staff as well as a central reception role for the institute as a whole - call Wittenborg, and a front desk team member will take your call!. (+31 886672688) The front desk team are more than happy to assist both students and staff with any non-educational questions regarding Wittenborg, and are also involved with arranging events and social activities throughout the year.

Because Wittenborg is such an international institute, the front desk also provides some of the information provision and administration of an 'international office' aiming to ensure a rich and warm experience for the many international students and staff.

## INTERNATIONAL STUDENT SERVICE AT THE FRONT DESKS

The Front Desk team is available Mondays to Fridays at the opening times listed in the buildings, and in the Education Guides (and below).

The team provide information and guidance to international students and staff about living in the Netherlands in general, also helping with information and making appointments with local and national offices for housing, immigration, healthcare and socialcare if needed.

"We are here to help our international students from abroad get settled in the Netherlands on arrival, by assisting with their registration appointments as necessary offices, such as the Immigration Department (IND) and the City Hall (Gemeente). We can also arrange medical appointments with doctors and dentists, and assist with all relevant insurance documentation."

"In choosing Wittenborg, many of you will also have chosen to live in another country; Front Desk can help you find your way in your new study environment with all sorts of information ranging from public transport, ICT issues, registration questions, work options, to even where to buy a bicycle."

### STUDENT COUNSELLOR

All students have access to a student counsellor, who is responsible to assist students in all matters that are not directly linked with their education programme and progress. There are two student counsellors, one male and one female.

The student counsellor is a confidential one-to-one partner of every student, and will be able to assist students with many issues such as housing problems, attendance problems, and other situations related to the student's wellbeing and welfare.

### STUDENT REPRESENTATIVES

Each programme / programme year has at least one student rep, who is part of a group of student representatives who meet with Wittenborg management every 3 weeks to discuss on-going issues and developments related to education, student support and programme development.

The student representatives also reflect on non-education issues such as housing and student welfare. Meetings with the student reps result in actions to be taken, and the results are made available for the student body to consider via a forum. The Student Reps have their own separate pages on Wittenborg Online.

### STUDENT UNION - SWIFT

Wittenborg Student's Union is called **SWIFT** and is run by students for students, and often organizes events for Wittenborg students, as well as for students of other schools in the area.

It holds good relations and contact with other international student organisations in the Netherlands, such as the Chinese Students Union and the Vietnamese Students Union, and the International Students Union.

SWIFT is available on Wittenborg Online, and functions as an organisation that can be mobilised by students to lobby externally, for instance towards local and national government regarding issues such as student housing and study finance.

Student Union SWIFT is also present on Facebook: <https://www.facebook.com/SWIFTWittenborg/>



## EDUCATION SUPPORT MODULES – CURRICULUM

At Wittenborg, all students are entitled to follow support modules. These modules provide a student's study in areas in which the student needs extra teaching and learning support. Students can either follow whole modules or just parts of the module for extra support. The modules are offered throughout the year and include:

- IELTS English, Speaking, Reading and Writing (given throughout the year, 36 weeks).
- IT and Office Software Automation (18 weeks) – this module supports students in their developing computer software skills, looking at databases which are useful for statistics, but also excel and word formatting documents.
- Dutch language support lessons (4 hours per week, throughout the year) – this module is aimed at supporting non-Dutch students who might require some basic Dutch to help them in the research or work placement.

## PROGRAMME SPECIFIC STUDENT SUPPORT

### TEACHING

Teaching staff at Wittenborg is a mixture of both experienced teachers (for example in the language school) and lecturers from industry and business (many of the teachers of the business modules and seminars are from the professional field)

Teaching methods vary depending on the type of subject, and the international courses are structured to lead students from a traditional method of learning (theory, learning, exams, lectures) to a modern, business-like way of learning (working in teams, problem solving, working towards a goal, simulations, planning, etc)

Lecturers at Wittenborg can easily be approached. All teachers have email which can be accessed through email by sending an email to [givenname.surname@wittenborg.eu](mailto:givenname.surname@wittenborg.eu) (please refer the contact details in the section "Who's where at Wittenborg")

Access your email? : go to <http://office.wittenborg.eu>

### ALWAYS USE YOUR WITTENBORG EMAIL!

All teachers and students are required to use their official email with [@wittenborg.eu](mailto:@wittenborg.eu) for any official communication.

In relation to the GDPR (General Data Protection Regulation) it is essential that students and staff only send university related materials and emails through the official [@wittenborg.eu](mailto:@wittenborg.eu) or [@student.wittenborg.eu](mailto:@student.wittenborg.eu) channels.

## INTRANET, AN ONLINE COMMUNITY AND E-LEARNING

To stay informed at Wittenborg students and staff will be kept up to date of all news, events and study information through Wittenborg's own information system online. All new news posts will be automatically mailed to all students and staff who have registered their profile on Intranet!

In any modern learning environment on-line information plays an important role. At Wittenborg students and teachers can access course information, modules, web mail, their account information and many other utilities, through the intranet. [www.wittenborg-online.com](http://www.wittenborg-online.com)

Login is done by using the Wittenborg user name and password. (See networking, later in this guide for more technical information.) Intranet can be accessed from school and from home, or anywhere in the world! All you have to do is log in!

### *Wittenborg E-Learning System and Intranet*

Wittenborg E-Learning programme is designed for both in-house students and distance learning students. It means that whether students are in Apeldoorn or elsewhere, they can continue their studies, not missing important elements or assignments.

The team at Wittenborg has years of experience in the development of e-learning systems, and relies on adapted open-source solutions for both its internet web-based applications as well as its network environment. This independent IT team works both for the institute as well as for businesses around the world, providing web-based, database and networking solutions for smaller and larger companies and organisations.

### *Wittenborg's own E-Learning environment:*

- is part of a comprehensive online package, which [www.wittenborg-online.com](http://www.wittenborg-online.com) includes tele-working/studying, web-mail, online groupware, as well as a fully comprehensive on-line educational learning centre
- is integrated into its intranet, and the entry page provides minute-to-minute news about activities and events in and around the school
- is the Student Administration system, Content Management System (for curriculum) and the grading attendance and timetable system
- allows chat, testing, exams, assignments, news groups, forums, course enrolment, instant marking, progress reports, and much more!
- supports all types of multimedia and document formats to be uploaded

Each course has its own part of intranet and is managed by teachers and a content manager. Teachers can lay out their courses in the formats provided and communicate with students through a whole range of techniques. The course material can be used as an addition to classroom work, as well as a fully functional distance learning module.



Teachers and students can easily keep track of their grades, and can also see this shown in progress charts. The system also has glossaries such as dictionaries and encyclopaedias that are either module bound or system wide. Depending on teacher's will either of these can be required. The system is drawn from a database, therefore easily searchable.

Students are expected to enrol on their courses through intranet, and to keep up to date with changes in the curriculum through this.

Every month new features are added, bugs are resolved and tweaks are implemented. If you are interested to find out more about Wittenborg's intranet, e-learning and networking environment contact us at [wittenborgit@wittenborg.eu](mailto:wittenborgit@wittenborg.eu)

### *Getting started on Intranet!*

You can login with your username and password provided by the Administration office. You will then be asked to edit your profile, which happens only one time. After you have logged in for the first time, the Webmaster will add your account to the relevant group, such as teachers, or students. Teachers will be placed in their relevant courses and students will be placed in classes.

### *365 Office Exchange System*

With your student number and password login combination, you can login to the 365 Office Exchange Email and Exchange System.

### *Timetables in 365 Office Exchange*

Course timetables are published online through the 365 Office system. All changes to the timetable will be made through the system and often also published through the student forums on Wittenborg Online.

### *Assignments online*

Intranet is used more and more by Wittenborg teachers to examine students, through interactive tests and exams, web quests, and for students to upload their assignments to.

The intranet enables students and their teachers to keep an accurate record of progress and to communicate with each other about students' studies.

Get a copy of the Wittenborg University of Applied Sciences Network Resources Handbook for guidelines on how to:

- Login to networks
- Use the resources available on Moodle (Intranet / Wittenborg Online)
- Use the Email and Exchange System (Wittenborg Email)

## INFORMATION ON LIBRARY & BOOK RELATED ISSUES

### COURSE MATERIALS

Each module has a core text from which module content is designed (including case studies), along with a number of recommended reading texts and journal papers. These are listed in the module guide. The core texts have been aligned to the module content and the module aims and objectives, as have the recommended reading texts. For the IBA, journal papers are often chosen to reflect the up-to-date perspectives required to fully evaluate the subject and reflect upon the questions set. They also give insight into how academic research is designed and carried out.

Many final year students are also registered at the University of Brighton for the joint WUAS–Brighton modules, and therefore have access to the vast online resources available through Brighton’s “Student Central”.

All material that can be uploaded and distributed through the Moodle VLE Wittenborg Online is done so in the course area of the relevant module. All module guides (including module descriptor) are available through Wittenborg Online for download, plus activities and course content. Presentations used by teachers during lessons are also published online. All Module Guides can be found on Wittenborg Online.

Wittenborg Online also has a resources area with links to suggested Open Learn journal sites, as well as publications that are uploaded. Students have access to academic libraries around the Netherlands. In Apeldoorn this is done via the central library (CODA), and in Amsterdam students have direct access via the central Amsterdam library, and the University of Amsterdam. Amsterdam students receive a ‘Adamnnet/OBA’ library card. This card gives them access to all the books of several libraries throughout the city. Including: University of Amsterdam, Public Libraries. These places also have ample of study facilities available for these cardholders.

WUAS provides its students with all the necessary core texts, and stocks at least two copies of all recommended reading in its library.

- All compulsory reading material and literature is stocked and stored by WUAS, and issued through the book lending system, administered by the librarian and the Spoorstraat Front Desk.
- All recommended reading is stocked and stored in the school’s library, and can be ordered for borrowing by students through the Wittenborg online library system, which is being instigated as part of the move to the new location in Apeldoorn.
- All required computer software (for instance, SPSS) is installed and made available to students.
- Lecturers can make copies of presentations and texts, and hand these out to students as required.

### PLANNING AND ORDERING

Careful planning of the book orders and the book stock is made. Quantities of books are ordered periodically and warehoused to match the current needs. As the books stock is in direct relation to

the number of the new arriving and package paid students, the planning is based on that information provided by the Student Administration.

## INVENTORY

Inventory of the book stock is made regularly (normally two times a year or more often if necessary). A stock file is kept, updated and used as basis for the planning of the new orders. Personal student's book form is kept and filed away for references and to keep track of the books given away.

The book titles are also regularly inventoried for new editions or popular titles. Old editions' stock is listed and communicated to the supplier, who arranges the back orders and their replacements. This process is coordinated by the supplier.

## REFERENCE BOOKS AND INSPECTION COPIES

Education department keeps a copy of each book listed and used at Wittenborg. Teachers can use these copies for their reference. Inspection copies are normally requested and sent to Wittenborg.

## REFERENCE LIBRARY

The library facility of Wittenborg in Apeldoorn is available on the upstairs Floor of the Spoorstraat Building. The library facilities are available for students 3 days a week, when the library manager is available and at other times by making an appointment at Front Desk. Students have free access to it and they can borrow books and use the space for quiet reading. Please visit the Front Desk for further assistance.

## BOOK LOAN SCHEME

In order to ensure the availability and quality condition of required textbooks for all students, Wittenborg University of Applied Sciences stipulates the following conditions for Book Rental:

- Books may be collected and returned to the Library
- Up-to-date book lending information is always given on Student Resources (Office365)
- All books from the previous block (except Language/PDP/Support modules) must be returned in order to receive books for the next block
- It is your responsibility to return your copy number of the book you loaned; returns of the wrong copy number will not be accepted
- You may not write in the books with pen, pencil or marker.
- The books must be returned in good condition during exam week.
- If you collect your books after the first week of a block, you are no longer guaranteed a copy.
- Books must be returned no later than 2 weeks after the end of the block in which they were borrowed. Students with unreturned books after the return deadline will be subject to the following late fees and replacement fines:

Late Fees	Replacement Fines – per lost book
1-3 Late books: €50	€50 for books with a market value of new book of €1 to €49.99
4-6 Late books: €100	€100 for books with a market value of new book of €50 to €99.99
7+ Late books: €150	€150 for books with a market value of new book of €100+

- Replacement Fines will be applicable if you hand in a book in poor, written-in or unusable condition.
- If you lose a book, it is your responsibility to report it before the deadline in order to avoid the administrative fine (you are still responsible for the replacement fine)
- If you need to keep a book for your graduation project, it is your responsibility to report this to the Front Desk before the return deadline; failure to do so will result in fines.
- All books from a previous programme (e.g. English Preparation) must be returned before beginning a new programme.
- All books must be returned prior to graduation/de-registration. Unreturned books will result in deductions from your deposit.
- It is your responsibility to ensure that you have returned all books before the new block starts.

**ACADEMIC CALENDAR 2017-2018**

See <http://www.wittenborg.eu/downloads.htm> for up-to-date planning information.

Apeldoorn - Amsterdam - The Netherlands  
t +31 (0)88 6672 688  
e. admission@wittenborg.eu - i www.wittenborg.eu



**YEAR CALENDAR 2018 - 2019**

Block 1 enrolment date: 27 Augustus 2018**				Block 5 enrolment date: 11 February 2019**			
Week №	Start date	Activities	Extra info	Week №	Start date	Activities	Extra info
35	27 August	IW		7	11 February	LW 1	
36	3 September	LW 1		8	18 February	LW 2	
37	10 September	LW 2		9	25 February	SW	No classes
38	17 September	PW* / LW		10	4 March	PW* / LW	
39	24 September	LW 3		11	11 March	LW 3	
40	1 October	LW 4		12	18 March	LW 4	
41	8 October	EW		13	25 March	EW / IW	

Block 2 enrolment date: 15 October 2018**				Block 6 enrolment date: 1 April 2019**			
Week №	Start date	Activities	Extra info	Week №	Start date	Activities	Extra info
42	15 October	SW / IW	No classes	14	1 April	LW 1	
43	22 October	LW 1		15	8 April	LW 2	
44	29 October	LW 2		16	15 April	PW* / LW	
45	5 November	PW* / LW		17	22 April	SW	No classes
46	12 November	LW 3		18	29 April	LW 3	
47	19 November	LW 4		19	6 May	LW 4	
48	26 November	EW / IW		20	13 May	EW / IW	

Block 3 enrolment date: 3 December 2018**				Block 7 enrolment date: 20 May 2019**			
Week №	Start date	Activities	Extra info	Week №	Start date	Activities	Extra info
49	3 December	LW 1		21	20 May	LW 1	
50	10 December	LW 2		22	27 May	LW 2	Thu: no classes
51	17 December	PW* / LW		23	3 June	PW* ***	
52/1	24 December	SW	No classes	24	10 June	LW 3	Mon: no classes
2	7 January	LW 3		25	17 June	LW 4	
3	14 January	LW 4		26	24 June	EW / IW	
4	21 January	EW / IW					

Block 4				Block 8			
Week №	Start date	Activities	Extra info	Week №	Start date	Activities	Extra info
5	28 January	RP	Retake Exams	27	1 July	RP	Retake Exams
6	4 February		Retake Exams	28	8 July		Retake Exams

Summer Vacation			
Week №	Start / end date	Activities	Extra info
29 till 34	15 Jul. - 25.Aug	SV	Holidays

LEGEND	
IW	Introduction Week
LW	Lesson Week
SW	Study Week
PW	Project Week
EW	Exam Week
RP	Retake Period
Catch up	Catch up Lesson Week
SV	Summer Vacation

\* For MSc programmes there will be no Project Weeks. Instead, Lesson Weeks will take place.  
\*\*\* Students can join PW abroad, no other activities (just PW)

**Enrolment Dates	
Bachelor	First day of Block 1,2,3,5,6,7
Foundation	First day of Block 1,2,3,5,6,7
EuroBA	First day of Block 1
MSc	During Block 1
MBA	First day of Block 1,2,3,5,6,7

## LESSON AND LECTURE TIMES

Period	Start time	End time
1	08:30	09:20
	10 minutes Break	
2	09:30	10:20
3	10:20	11:10
	10 minutes Break	
4	11:20	12:10
5	12:10	13:00
	Lunch Break	
6	13:30	14:20
7	14:20	15:10
	10 minutes Break	
8	15:20	16:10
9	16:10	17:00
10	17:00	17:50
	Dinner Break	
11	18:00	18:50
12	18:50	19:40
13	20:10	21:00
15	21:00	21:50

## PLANNING / TIMETABLE – BACHELOR'S PROGRAMMES

Standard bachelor's module activities (seminars and lectures) have a duration of approximately 2 hours and 45 minutes.

Lectures and seminars are often scheduled with the following starting points:

- 8.30 am for the morning session
- 11.20 am for the midday session
- 14.20 pm for the afternoon session
- 18.50 pm for the evening session

Coffee / tea breaks, and lunch/dinner breaks can be scheduled at the discretion of the teacher based on the planning of their lesson / lecture / workshop content.

**Note: Evening classes, although unusual are possible.**

## PLANNING / TIMETABLE – MASTER'S

Full-time students attend lectures and workshops on three days per week:

- MSc / MA / MIM – from October to May
- MBA – following the WUAS 6 block system

The modules are delivered intensively over consecutive days in the so-called 'block format', which means that each module has 6 days of teaching split into two blocks of 3 days.

Sessions generally start at the following times, *however*, as many lecturers are flying in from abroad, times may vary due to availability and travel times.

In general:

- MSc classes - start 10.20 / finish 17.00
- MBA classes – start 11.20 / finish 17.00

**Therefore, students are kindly requested to check their online timetables at all times.**

**<https://timetable.wittenborg.eu>**

Coffee / tea breaks, and lunch/dinner breaks can be scheduled at the discretion of the teacher based on the planning of their lesson / lecture / workshop content.

**Note: Evening classes and classes on Saturday Sunday, although unusual, are possible.**



## CAMPUS BUILDING OPENING TIMES

### APELDOORN CAMPUS

#### The Aventus Building opening times

Open 07:00 (AM) - 22.00 (PM)                      Monday, Tuesday and Thursday

Open 07:00 (AM) - 18.00 (PM)                      Wednesday and Friday

#### The Spoorstraat Building opening times

Open 08:00 (AM) - 17.30\* (PM)                      Monday - Friday

#### Amsterdam Campus (Dali Building) opening times

Open 08:00 (AM) - 22.00\*\* (PM)                      Monday - Friday

#### Vienna EWS Campus opening times:

Open 09:00 (AM) - 17.00 (PM)                      Monday - Friday

\*Or until the last lesson has finished.

\*\* Technically the building is open 24/7

NB: In Apeldoorn, during holidays the Aventus & Spoorstraat buildings may have different opening times. In Vienna, building opening times are also effected by (national) holidays. The Amsterdam location is generally always accessible, except on enforced public holidays such as Christmas.

Students and staff are requested to pay attention to announcements and messages on screens and in WUAS Office365 email groups and forums regarding changes in opening times of the campuses / buildings.

## OFFICE OPENING TIMES

WUAS administration departments (front desk and student administration) are generally available at the following times and days:

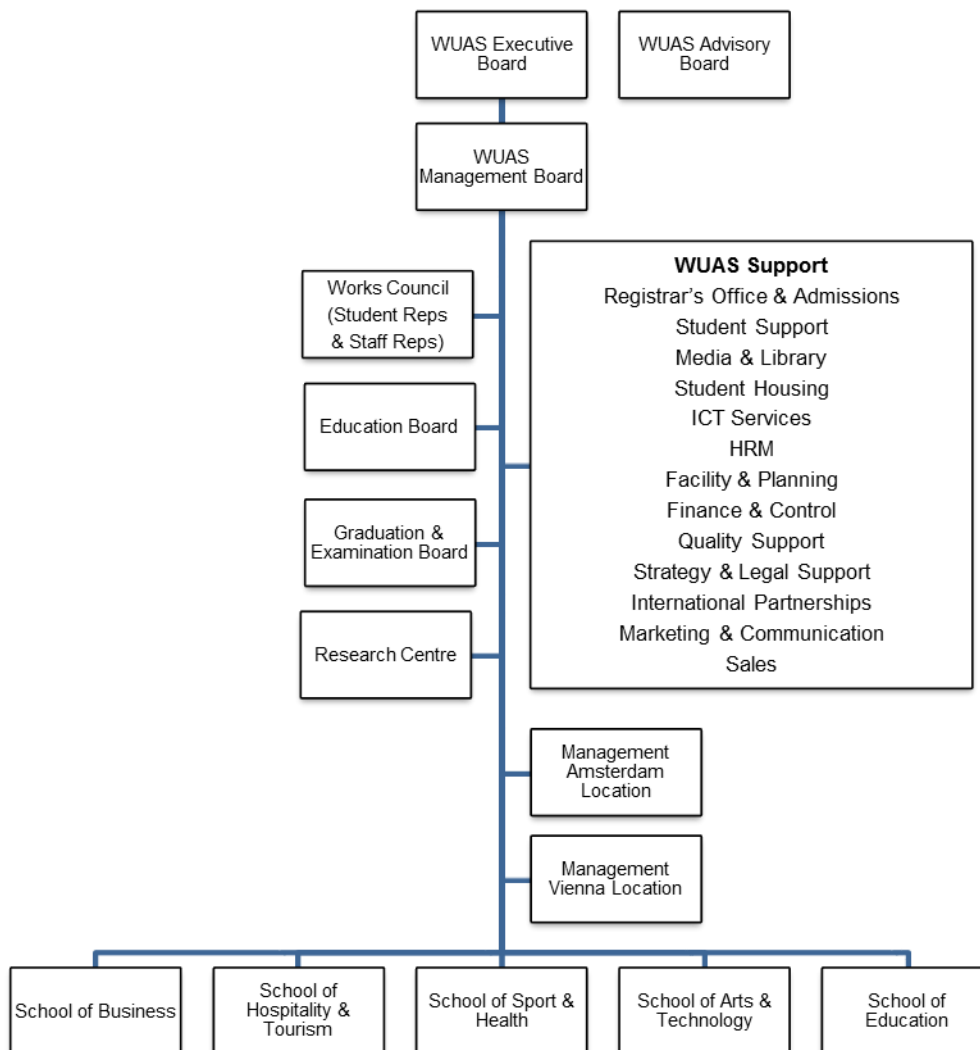
Open                                      08:00 (AM)                                      Monday – Friday, closed on public holidays

Closed                                      17:00 (PM)                                      Monday – Friday, closed on public holidays

**CONTACT: WHO IS WHERE AT WITTENBORG**

For an overview of the departments and organisation at Wittenborg, see chart below:

# WUAS 2018



FUNCTIONS AND CONTACT DETAILS OF THE WUAS STAFF

EXECUTIVE BOARD

Name & Email address	Position	Room. No	Availability
Peter Birdsall <a href="mailto:peter.birdsall@wittenborg.eu">peter.birdsall@wittenborg.eu</a>	President & Chair of Executive Main Portfolios: Education, IT, Finance	B3.06	Mon - Fri Only by appointment
Maggie Feng <a href="mailto:maggie.feng@wittenborg.eu">maggie.feng@wittenborg.eu</a>	Chief Executive Officer (CEO) Main Portfolios: Marketing, Facilities, Administration, HR	B3.21	Mon - Fri Only by appointment
Karen Penninga <a href="mailto:karen.penninga@wittenborg.eu">karen.penninga@wittenborg.eu</a>	Director University Oversight, Control, Policy & Legal Affairs	B3.06	Mon -Tues-Thurs -Fri morning Only by appointment

ADVISORY BOARD & ACADEMIC BOARD

Name & Email address	Position	Room. No	Availability
Ruud Dost, MBA <a href="mailto:advisoryboard@wittenborg.eu">advisoryboard@wittenborg.eu</a>	Chair of Advisory Board	N/A	Only by appointment
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Dr Nicolet Theunissen <a href="mailto:Nicolet.theunissen@wittenborg.eu">Nicolet.theunissen@wittenborg.eu</a>	Head of Research Centre & Doctoral School	B3.21	Only by appointment
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Martin Lens	Exam Invigilator	n/a	Only by appointment
Bureera Afzal	Exam Invigilator	n/a	Only by appointment
Kasia Chantis	Exam Invigilator	n/a	Only by appointment
Aldi Top	Exam Invigilator	n/a	Only by appointment
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#### HOW TO CONTACT THE EDUCATION DEPARTMENT

- Education Department office is open daily for short questions, for consultations please, make an appointment by email
- Work placement coordinator available 3 days a week
- Process Tutor
- All lecturers can be contacted through their Wittenborg email

#### HOW TO CONTACT FRONT DESK, BACK OFFICE AND SUPPORT STAFF

- Front Desk is open daily
- Back Office is open daily for short questions, for consultations please, make an appointment by email
- Email to individual support staff

#### TASKS AND RESPONSIBILITIES OF THE FRONT DESK

The Front Desk takes care of our international students' welfare. For new students this means registering with all the necessary offices, such as the city hall, the Immigration Office, and the health administration.

During the course of a student's study period at Wittenborg, the Front Desk will maintain student records and all the administration related.

#### MAIN RESPONSIBILITIES OF THE BACK OFFICE:

- Take care of (international) students' welfare
- Keep students informed of up-dated information on policies and regulations through intranet
- Maintain documentation of each (international) student
- Advise students of their legal rights, legal status

More information can always be found on the Wittenborg Web site: <http://www.wittenborg.eu> as well as on Intranet: [www.wittenborg-online.com](http://www.wittenborg-online.com). Always feel free to contact the Front Desk staff or the support staff for help or further information.

NB: All issues and questions regarding non-academic issues should be made to the Front Desk.



## MANAGEMENT TEAM

The Wittenborg University of Applied Sciences management team is led by its Executive Board Members Peter Birdsall and Maggie Feng. (Stichting Wittenborg University Executive)

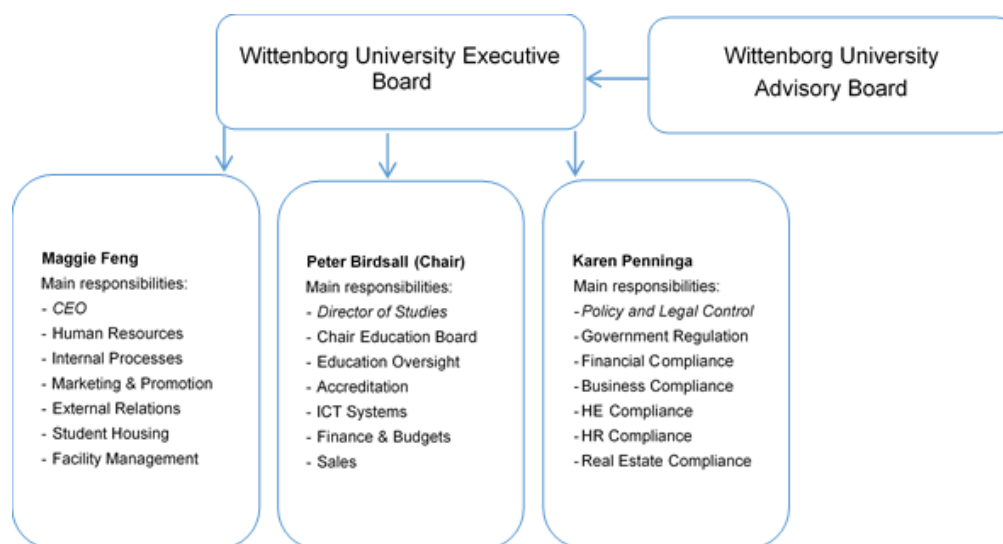
Wittenborg's organisation is a top down, flat-level structure that allows staff and students to interact with each other and directly with management, however enables the Education Board and the Graduation and Examination Board to operate within their functions ensuring that the quality systems in place are maintained.

The Wittenborg University of Applied Sciences Advisory Board is a trust consisting of 4 members that advises management and oversees the performance and ambitions of the University from a strategic and overall business and management viewpoint. External advisory systems are described below.

## THE STICHTING WITTENBORG UNIVERSITY EXECUTIVE

The Wittenborg University Executive Board (the Executive) forms the management of Wittenborg University of Applied Sciences. Its members are Peter Birdsall, MA.E.d and Maggie Feng, MSc who are also the directors of the institute and Karen Penninga, Policy and Legal Compliance Controller. The Executive reports to the Advisory Board (below).

Below is an overview of how the responsibilities at Board level are divided in the Wittenborg Executive.

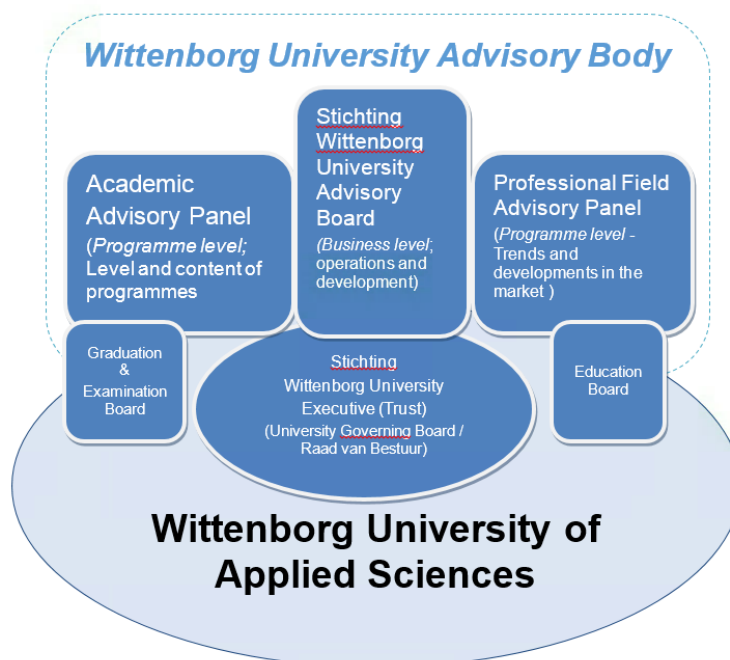


## THE STICHTING WITTENBORG UNIVERSITY ADVISORY BOARD

The Advisory Board, is in effect the body that formally oversees the governance of Wittenborg University of Applied Sciences, and advises on the programmes it develops and offers. The Advisory Board has a separate legal status from the Executive and is an independent Trust that oversees the development and continuity of the institution. It currently has 4 members, who represent local business, employers, and government. The Advisory Board plays an important role in advising the institute on the development of new programmes, including this MBA, also introducing external parties in an advisory role when required. In cases of a change in top management at Wittenborg, the Executive can actually be appointed by the Stichting Wittenborg University Advisory Board.

### Members of the Advisory Board

- Mr Ruud Dost, Red Stone Management (Chair)
- Mr Bernd R.C. de Roo, Partner at CIFRE Accountants & Tax Lawyers
- Mr Jack Pieterse, Managing Director LLC Benelux at Smurfit Kappa Zedek, also representative of VNO-NCW, regional Employer's Association
- Mr Harry Stoffels, formally of the Municipality of Apeldoorn (Gemeente)
- Dr Mirjam Leloux, University of Amsterdam



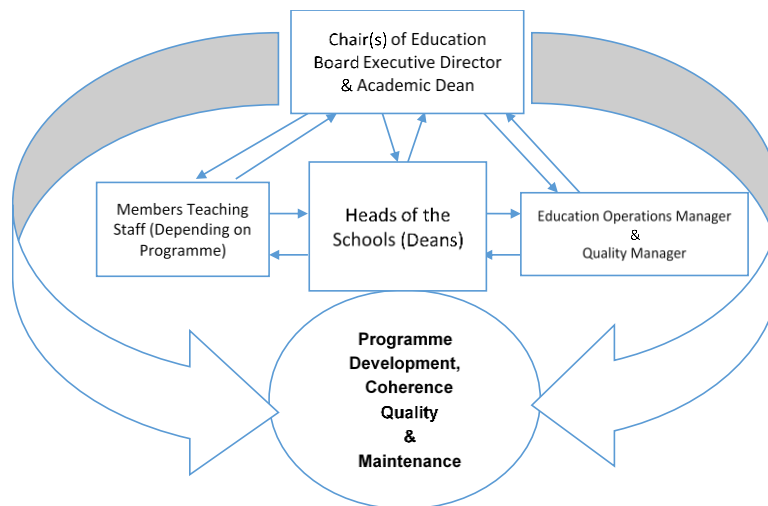
## WITTENBORG EDUCATION BOARD

WUAS' programmes are developed and monitored by the Education Board, on the one hand to be compared to a research and development department of an organisation, and on the other hand to a programme management team within a higher education institute.

The Board is comprised of key WUAS staff, concerned with the development and deployment of the programmes, including the Executive Director of Education, the Academic Dean, the two Programme Coordinators (postgraduate and undergraduate), the Education Operations Manager & Quality System Manager, and various members of the teaching staff, depending on the programmes being discussed/developed. The aims of the Education Board are:

1. To develop and have accredited new Bachelor and Master degree programmes.
2. To maintain and re-develop all current Bachelor and Master degree programmes.
3. To review feedback from students, teachers, (work placement) companies, business networks and WUAS' alumni and take action on results.

The chart below shows the structure of the Education Board:



The Education Board is responsible for aligning its programmes with the professional field and requirements of the market, and interacts with the 'outside world' through its contact with the advisory bodies and the professional field.

The Education Board is also responsible for the maintenance and implementation of the national and international quality control and accreditation cycle, and for ensuring that Wittenborg programmes receive the necessary accreditation from organisations such as the Netherlands Accreditation Organisation ([www.nvao.nl](http://www.nvao.nl)), and the Netherlands Association for the Promotion of International Education ([www.nuffic.nl](http://www.nuffic.nl)) together with other European and worldwide accreditation organisations.

## WITTENBORG GRADUATION AND EXAMINATION BOARD

As a compact institute, Wittenborg has one central Graduation and Examination Board (Exam Board), which ensures that all decisions regarding EC Credit allocation and the awarding of degrees are brought under the responsibility of a relatively impartial body. (Relative, in the sense that although most members are employed by the institute, there are two “external members”, and no-one who has a legal or financial stake holding in the organisation is a member.

The Wittenborg University Executive publishes a Graduation & Examination Board Regulations for its programmes<sup>1</sup>, (now part of an Education and Examination Guide). The Exam Board, as a key institutional body, ensures correct application of these, under Dutch Law and under agreements as part of external validations and accreditations, such as with the University of Brighton.

Currently, the Exam Board comprises of Wittenborg teachers tutors and staff members, who are either fully employed or external consultants who teach Wittenborg modules, as well as 2 external members who work at other Dutch HEI's.

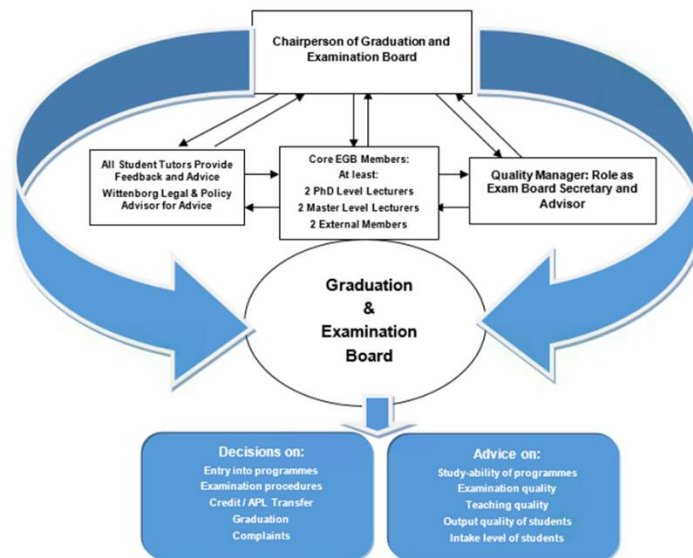
The Chairperson of the Graduation & Examination Board is appointed by the Executive. In order to comply with Dutch Law, the Graduation & Examination Board, in effect, appoints all examiners, on the basis of employment and contract arrangements with the Executive. The Graduation & Examination Board is planned to meet 6 times a year, and can convene more often if required.

The Exam Board is responsible to ensure that all students entering the programme have the correct qualifications and entry levels as set by the executive. To determine these, it can enlist the expertise of internal or external experts in diploma / degree verification, such as Nuffic (The institute that oversees and promotes international education in the Netherlands in a similar way to the UK's British Council, or Germany's DAAD).

The responsibilities and expertise of the Graduation & Examination Board are fully explained in its yearly report. The Exam Board also plays a role in the Wittenborg University Complaints Procedure described in the Education and Examination Guides of Wittenborg's programmes.

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<sup>1</sup> Note: The joint MSc programmes fall under the University of Brighton's GEAR – Graduation, Education & Assessment Regulations of the University of Brighton.  
Education & Examination Guide  
Wittenborg University of Applied Sciences  
Practical Information Guide

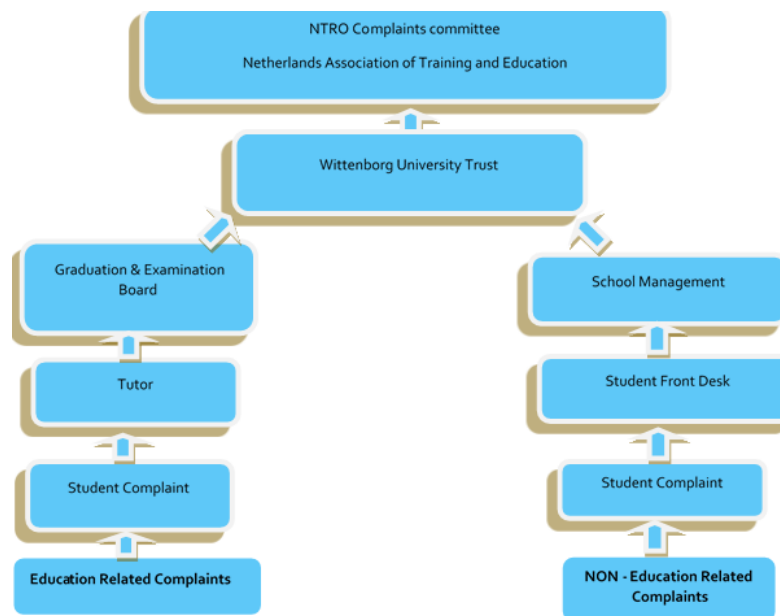


## GRADUATION & EXAMINATION BOARD RESPONSIBILITIES

- To monitor the quality of examinations in respect of whether they meet the programme objectives, required competences as outlined in the relevant module guide and the educational standards and philosophy of Wittenborg, as described in the EEG;
- To ensure examinations and evaluation leading to EC Credits (study credits) are carried out in accordance with the Education and Examination Guide (EEG);
- To evaluate attendance and participation in relation to assessment, plus rules and regulation as proscribed by the relevant authorizes in the Netherlands;
- Ensure that in all examinations, assessments, work placements and projects the papers and instructions have a level of English that is clear, jargon free and understandable;
- To oversee the testing and assessment processes and the quality of testing and assessment in line with the aims and objectives (Final Qualifications) of the programmes;
- Confirm the grades and evaluation of all examinations, projects, work placement, assessments and the final year graduation dissertation and for all years and subjects in Wittenborg programmes;
- Adjudicate on infringement or irregularities in relation to the Education and Examination Guide; decide the appropriate changes and or sanctions and rule on appeals from students in respect of their examinations, assessments and work placement grades or any other aspects of the examination procedure, in line with the complaints procedure;

- Confirm that all graduation students have met the entire necessary requirement enabling the given student to receive their degree;
- To confirm decisions in respect of advanced placement, request for placement, credit transfers and internal promotion of and from students; furthermore, assessing and adjudication on the authenticity of educational certificates, degrees and diplomas;
- To evaluate the examination process in respect of the principles of quality assurance ensuring continuous improvement and innovation in respect of all the various forms of assessment;

The Wittenborg Executive publishes a Graduation & Examination Board Regulations for its programmes<sup>2</sup>, (Part 6 of the Education and Examination Guide). The Exam Board, as a key institutional body, ensures correct application of these, under Dutch Law and under agreements as part of external validations and accreditations, such as with the University of Brighton. Currently, the Exam Board comprises of Wittenborg teachers, tutors and staff members, who are either fully employed or external consultants who teach Wittenborg modules, as well as 2 external members who work at other Dutch HEI's. The Exam Board's role in complaints procedure: It is intended that the board meet at least once every education block (6 times a year). More frequent meetings can be held on request, and in the dealing of complaints. Wittenborg's complaints procedure is described in the following diagram.



<sup>2</sup> Note: The joint MSc programmes fall under the University of Brighton's GEAR – Graduation, Education & Assessment Regulations of the University of Brighton.

## COMPLAINTS (AND ENQUIRIES) PROCEDURE

The informal and formal procedures below are for asking questions about:

- Finance
- Payment/refunds
- Residence Card
- Work
- Registration of Leaving
- Complaint

**NB: Education and Examination issues (use formal complaints procedure directly)**

Informal Complaints and Enquiries Procedure (Non Education Issues)

1. Students should present complaints to their Process Tutor, submitted in writing by email.
2. Students will receive an answer regarding their complaint within 3 working days during normal lesson weeks.
3. If this answer is not satisfactory: student should make an appointment with their Process Tutor. See the Formal Complaints Procedure.

## FORMAL COMPLAINTS PROCEDURE

1. The student should register the complaint with their Process Tutor, by email, by completing a complaints form. The Front Desk can provide a copy of the complaints form on request. The Process Tutor will forward the to the applicable department manager.
2. The student will receive an answer from the relevant manager within a week. The manager shall inform the Process Tutor about the decision.
3. If the student is not in agreement with the decision, the matter can be taken to the Board of Management.
4. Student will receive an official reply/answer from the Board of Management within a week.
5. In all cases the Process Tutor and Heads of School will be informed about the decision.

## BOARD OF APPEAL FOR GRADUATION AND EXAMINATIONS

Complaints and appeals regarding disputes in examination results should always first be submitted in writing to the Chairperson of the Graduation and Examination Board. The Board will reply within 1 week. If the result given by the Graduation and Examination Board remains unsatisfactory for the student, a student can submit an appeal to the Board of Management, in writing. Within 1 week the Board of Management will inform the student of the time and place of the appeal hearing.

The Board of Appeal consists of

- 1 Member of the Board of Management
- Chairperson of the Graduation and Examination Board
- 1 Member of the Student Union (appointed by the Chairperson of the Student Union)
- 1 independent representative of the professional field, who will act as Chairperson of the Board of Appeal

The student concerned will be requested to present their case to the Board of Appeal. The Board of Appeal will provide its definitive decision with 1 week of the appeal sitting.

#### THE WITTENBORG EXECUTIVE TRUST

In cases where students are not satisfied with the decision of the Board of Appeal, a complaint can be submitted to the Wittenborg Executive Trust. The Trust will assess the case and make a final decision on the basis of a review of the documentation and the procedures taken within the above described process.

#### NRTO

In cases where students are not satisfied with the decision of the Wittenborg Trust, a complaint can be submitted to the Commission for Disputes (Geschillencommissie Particuliere Onderwijsinstellingen) of the NRTO, of which Wittenborg is a member. Contact: tel. 030 – 267 37 78, and website [www.nrto.nl](http://www.nrto.nl)



## ACCREDITATION OF HIGHER EDUCATION IN THE NETHERLANDS

### HIGHER EDUCATION SYSTEM IN THE NETHERLANDS: WITTENBORG'S STATUS IN HISTORY

Wittenborg was established on the 21st September 1987, in Deventer, The Netherlands.

In the Netherlands there is a two tier system of traditional "old" Universities and polytechnic's (HBO) known in English as Universities of Professional Education, much comparable to the UK system before changes that led to "University status" for all institutions. From 2002 a new system has been introduced which will path the way to a harmonizing of this two tier structure. Also, there is a division between Higher education institutions, in the way that they are funded by the government, and both "old" and "new" Universities have state funded and state independent institutions.

Wittenborg is an Independent State University of Applied Sciences (aangewezen). This means that although its students receive government funds, the institution does not. Universities such as Wittenborg are required by law to follow the stringent accreditation procedures as described below. Until 2008, Hogescholen were known officially as Universities of Professional Education. In July 2008 this was changed to Universities of Applied Sciences. Below, there is a copy of Wittenborg's certification as an independent State University of Professional Education (Aangewezen Hogeschool), from the CFI, the administrative department of the Ministry of Education. Wittenborg's degrees are recognised in every country that recognises the Dutch Ministry of Education's accreditation and degree structure.

### BACHELOR – MASTER (EUROPEAN AGREEMENTS)

In September 2002 a bachelor-master's structure was introduced in higher education. At the same time a system of accreditation was introduced to guarantee the quality of the bachelor and master programmes. A programme will be accredited either as academic or higher professional. Bachelor- and master programmes will have to be accredited separately.

The universities have converted most of their traditional "one-cycle" programmes to bachelor and master programmes. For the time being, "one-cycle" programmes may continue. Studies in medicine and dentistry have not yet made changes.

The traditional programmes at the universities of professional education (UPE's) are converted into bachelor programmes. UPE's can present their master programmes for accreditation as from the summer 2003. Herewith these master programmes (mainly business programmes) will be recognized by law. Furthermore, new master programmes will be offered in especially the field of education, architecture, health and fine arts.

The main characteristics of the Dutch bachelor-master system are as follows

- Bachelor degrees require 180 ("EC") credits in academic research degree education and 240 credits in higher applied sciences degree education. The status of the degree is set at the time of accreditation.
- The primary aim of the applied sciences bachelor's degree is to move on to the labour market. The academic bachelors' primary aim is to follow a master programme. However, an academic bachelor can also opt for entering the labour market, and applied sciences bachelor graduates can opt to study Master programmes.
- Master's degrees in academic education require 120 credits in engineering, in agricultural disciplines, in life sciences, in natural sciences and in dentistry; 180 credits in medicine; a minimum of 60 credits in other subjects. Master's degrees in higher professional education require a minimum of 60 credits.
- Access to academic master's programmes is based on entrance requirements determined by the institutions. In general students are admitted to master's programmes on the basis of their having completed a relevant bachelor's programme. In fact, the law specifies that every academic bachelor programme should give entrance to at least one academic master's programme. In those cases, where the master's programme doesn't correspond to the bachelor's programme, admission may be selective.
- Graduates have the option to choose between the bachelor/master degree and the old Dutch titles. The master's degree titles are MSc, MA, MBA and the bachelor's titles range from BA, BSc to BBA and other variants. The old Dutch titles (doctorandus, meester of ingenieur for academic programmes and ingenieur, baccalaureus for programmes in higher professional education) thus continue to exist.
- Access to doctoral programmes is determined by the institutions; in general a master's degree is required for admission to doctoral programmes.
- Student aid and funding mechanisms for institutions are adapted to the bachelor's-master's structure.

## NVAO ACCREDITATION



In 2002 the Netherlands Flemish Accreditation Organisation (NVAO) was established by law, to guarantee the quality of the bachelor and the master programmes. Dutch accreditation is based on peer review of programmes. Flanders participates as an observer in the Board and a treaty will be developed to formally ensure that the accreditation organisation works for both the Netherlands and the Flemish community of Belgium.



Internationalization of quality assurance is furthered by several actions. First a Bachelor and a Master must satisfy international standards. The general descriptors, as developed by the joined quality initiative, are used as the example. Second, peer review implies the participation international peers. Finally, the peer review does not have to be organised by a Dutch organisation, but may also be organised by a foreign quality assessment/accreditation organisation.

A translated copy of Wittenborg's Certificate of Recognition from the Netherlands Ministry of Education and a copy of an English language confirmation of Wittenborg's status as a State Recognised Independent University of Applied Sciences can be downloaded from the Wittenborg web site [www.wittenborg.eu](http://www.wittenborg.eu)

Wittenborg's IBA bachelor programmes and its MBA programmes are accredited by the NVAO ([www.nvaonet.net](http://www.nvaonet.net))

Translated copies of the accreditation status of programmes can be downloaded from the site of the NVAO or Wittenborg's website.

## VALIDATION BY THE UNIVERSITY OF BRIGHTON



### **University of Brighton**

Wittenborg offers a number of programmes validated by the University of Brighton and jointly taught as double degree programmes. The UK validation allows students to receive a UK degree award alongside the Dutch degree. Below is an overview of the programmes currently offered jointly with the University of Brighton:

- Double degree: BA (Hons) in International Hospitality Management / IBA Hospitality Management
- Double degree: BSc in Business / IBA Entrepreneurship & Small Business, accredited by FIBAA as Entrepreneurial Business Administration.
- Master of Science in International Event Management
- Master of Science in International Hospitality Management

- Master of Science in International Tourism Management
- Master of Science in Sport Business & Management

## FIBAA ACCREDITATION

Wittenborg University of Applied Sciences' bachelors of International Business Administration programmes are accredited by the Swiss-German Accreditation Agency, Foundation International Business Administration Accreditation (FIBAA). The MBA programmes are also accredited by FIBAA.

Since the launch of the Bologna Process, along with the transition to Bachelor's and Master's programmes and the growing independence available to Higher Education Institutions (HEIs) in designing their degree programmes, the call for the HEIs to establish and advance sound and transparent quality assurance systems has grown continuously.

THE QUALITY SEAL  
IN HIGHER EDUCATION



When the Accreditation System was established in Germany, FIBAA was founded in 1994 and hence became one of the first agencies to be accredited by the German Accreditation Council. Since 2002, it has been entitled to award the Seal of the Accreditation Council for degree programmes in Germany. The accreditation of degree programmes is an internationally-established quality assurance process in the higher education sector. It serves to maintain fundamental standards in terms of the contextual and structural design of educational offerings, to secure the comparability of various study offerings at national and international level, and to facilitate the international recognition of academic achievements and degrees.

**FIBAA is recognised as a quality assurance agency not only in Germany, but also in Austria, the Netherlands and Switzerland.**

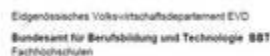
### *Germany – Accreditation by the German Accreditation Council*



FIBAA has been authorised by the German Accreditation Council to perform Programme and System Accreditations in Germany and to award its Seal to state and state-recognised private universities. (For further

information: [www.akkreditierungsrat.de](http://www.akkreditierungsrat.de))

### *Switzerland – Recognition by the Federal Department of Economics Affairs FDEA*



In 2008, the FDEA recognised FIBAA at national level and confirmed that the federal, legislative requirements and European standards have been met for Accreditation Agencies. This means that FIBAA is entitled, on its behalf, to verify accreditation requests submitted by Swiss Universities of Applied Sciences. (For further information [www.evd.admin.ch](http://www.evd.admin.ch))

*Netherlands – Recognition by the Nederlands Vlaamse Accreditatie Organisatie (NVAO)*



FIBAA staff members, including the Head of Programme Accreditation / Certification Procedures, and FIBAA project managers are recognised panel secretaries of NVAO accreditation procedures. FIBAA has been now entitled

to perform external programme evaluations at Dutch higher education institutions. NVAO recognise the evaluation report produced by FIBAA as a basis for its accreditation decisions. (For further information: [www.nvao.net](http://www.nvao.net))

**EUROPE-WIDE – FULL MEMBERSHIP IN EUROPEAN ASSOCIATION FOR QUALITY ASSURANCE IN HIGHER EDUCATION (ENQA)**



ENQA is a European network responsible for disseminating knowledge, information, good practices and innovations in the field of quality assurance in higher education. ENQA is the European umbrella organisation of the quality assurance and accreditation agencies, and is an official consultant to the Bologna

Conference of the ministers responsible for higher education. FIBAA has been a full member since 2002. (For further Information: [www.enqa.eu](http://www.enqa.eu))

**Europe-Wide-Listed in the European Quality Assurance Register for Higher Education (EQAR)**



EQAR, established in summer 2008, is the central registry of accreditation agencies in Europe. These stand out through their resolute implementation of "European Standards and Guidelines" (ESG) in quality assurance and have successfully passed

an external evaluation process. FIBAA has been listed as an accreditation agency in this registry since April 2009. (For further information: [www.eqar.eu](http://www.eqar.eu))

# THE EEG - PART 5

## GENERAL ASSESSMENT POLICY

### (Master)



1 January 2019

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## ASSESSMENT METHODS WITHIN THE MASTER PROGRAMME

The assessment methods used in the MBA modules are geared towards showing that students have achieved the aims and objectives of the modules. The assessment methods are described in the module guides and the projects, reports, essays and papers of each module lead to an overall and comprehensive portfolio of work that demonstrates a student's understanding of the various elements of the modules and the interlinking of these. *There is a clear development in assessment types from the more functional-based reflective learning dominant in Semester 1 towards the more integrative approaches of the modules in Semester 2.'*

In the modules of **Semester 1**, a student's understanding of corporate realities based on own learning and work experience plays an important role in his study and in his assessment, through reflection. An example from the module Human Resource Management:

### ***"Introduction to the Module Handbook / Module Guide of Human Resource Management"***

*The Module Handbook Human Resource Management is to be used by students as a guide to the study of this MBA module and consists of three parts:*

- *The Broad Perspective*
- *Instruments, Tools & Methods*
- *Inter-module Integration*

*The section "Broad Perspective" aims at presenting a broad perspective on the subject.*

*The section "Instruments, Tools & Methods" aims at presenting various methods, tools or approaches which you are expected to be informed of as part of the module (being one of the specialized areas of business administration and management).*

*The part "Inter-module Integration" aims at furthering a wider understanding of the subject matter by discussing certain issues in coherence with other issues rather than considering them in isolation.*

*Each part distinguishes a number of module-based activities:*

- *Reflective Learning Questions*
- *Class Group Activities*

### Reflecting Learning Questions

*For each part, special Reflective Learning Questions have been formulated. You yourself have to answer these questions. Some of these questions could be used during the class discussions. This exercise will support you in successfully writing your module assignment.*

### Class group Activities

*Class Group Activities give a central place to the exchange of thoughts between you and the other students. The common goal is to acquire new insights into the areas that the module addresses, to better understand certain problems which you identified during your initial reading and study activities and to develop new ideas as to how you can solve complex issues in future and current organizational settings. .*

## ASSESSMENT OF MODULES IN SEMESTER 1

The assessment for all 6 modules in semester 1 will be done through the completion of a written examination (a closed-or open book written exam) which is primarily based on the handbook. That is, the student can be confident that if he/she studies the handbook (answers the questions) carefully, a sufficient mark can be obtained. The exam questions can be:

- questions that are literally in the handbook (primary objective: testing knowledge)
- questions that are derived from questions in the handbook (but are not identical to questions in the handbook) (primary objective: testing understanding)
- brief company-based cases with questions to be answered by the student (primary objective: testing an ability to apply learnt concepts correctly)

## ASSESSMENT OF MODULES IN SEMESTER 2

The assessment for modules in Semester 2 will consist of an assignment in 2 parts, both should be uploaded through Wittenborg Online using Turnitin. Part 1 will generally be a group assignment and part 2 will be an individual paper. There will be no closed or open book written examination for semester 2 modules. The final mark will be determined by the score of the individual paper, however the group assignment must be completed with a 'pass'.

I.e.: Assessment part 1 is a group assignment and graded on Pass / Fail basis. Assessment part 2 is individual paper which is graded on a percentage basis, resulting in a numerical grade, according to the grading structure at WUAS. The numerical grade will be the final mark however students must get a pass in the group assignment in order to complete the module successfully.

**In Semester 2**, Assessment clearly reflects the modules' integrative nature combined with academic rigour, as can be seen from this example from the module "Critical Perspectives in Hospitality Management".

*The assessment for this module will be in two parts:*

**Assessment 1:** *Individual paper discussing a social issue relating to hospitality (2500 words) – This assignment has 50% weighting and covers learning outcomes 1 and 2 of the module.*

*Select a topic that either relates to a relevant hospitality encounter or a particular social issue that impacts on the hospitality industry, research and critically appraise appropriate literature and write a 2500 word paper on the selected topic.*

**Assessment criteria:**

*You will be assessed on:*

- *Presenting a clear and concise overview of a range of literature addressing the topic.*
- *Quality and application of research*
- *Critical analysis the literature reviewed*
- *Coherency of summary of the key aspects of your analysis.*
- *Demonstrating an ability to engage in full professional and academic communication in written work*

**NB:** *All elements of the assessment criteria are equally weighted*

**Individual paper - Guidelines**

*When preparing the discussion, the following are suggested as areas for consideration:*

- *Brief overview of the selected topic and how it relates to past/ current thinking how influential was it/ is it?*
- *What are the main arguments, theories and how significant are these*
- *Any debates/ divergent opinions expressed*
- *Critical analysis based upon your reading of relevant authors. For example, if you wish to agree/ disagree with aspects of the literature, you need to consider how you will support/ justify your views.*
- *Any other points you feel are relevant.*

**Assessment 2:** – *This assignment is an individual report, it has 50% weighting and covers objectives 3 and 4 of the module*

*Write a 2500-word report on the impact of the business environment on a hospitality business of your choice.*

*Select a business with which you are familiar or that you would like to research. Then by applying the 'systems thinking' approach that has been developed during this module identify and critically evaluate the influence of the various business 'environments' that impact upon your business and discuss the types of responses the business might make.*

#### *Assessment criteria*

- *selection of a suitable business operation*
- *depth of knowledge and understanding of relevant business 'environments'*
- *application of critical analysis and synthesis of impacts of these environments*
- *innovative and creative approach to analysis and evaluation of material*
- *viability of practical recommendations for responses made by the operation*
- *demonstrate an ability to engage in full professional and academic communication in presentation of report*

*You may add, as appendices, copies or extracts from reports, articles, website pages, company reports etc. to support your report.*

#### **Assessment guidelines**

The student will be expected to address the criteria for assessment (see above example). Specifically, the answer, having identified a suitable business, should identify relevant business environments (e.g. macro and micro economic) discussing how these are relevant. The answer should then proceed onto a detailed discussion of the impacts of the identified environments (e.g. the impact of restrictive alcohol licensing legislation). Finally, the answer should indicate how the business will react (or has reacted) to the impact of these environments.

The answer is expected to provide sound, up-to-date and relevant information derived from suitable sources in order to provide the basis for an effective analysis of the impact of the business environment s upon the selected business.

#### **Assessment presentation requirements**

1. All written assessments are to be submitted by the set deadlines.
2. Assessments must be submitted using the special front sheets available in the assessment section on Wittenborg Online / Student Central.
3. Assessments must be submitted by e-submission through **Turnitin** in the module area on Wittenborg Online / Student Central.
4. Assessments are to be word processed in an appropriate 12pt font and double line spaced.
5. Referencing must be in the standard Harvard format.
6. Please note that there are marks awarded for following correct presentation and submission requirements.

## EXAMINATIONS AND ASSESSMENT LEADING TO EC CREDITS AT WITTENBORG

For Regulations of Exams at Wittenborg please see the latest Wittenborg Graduation and Examination Board Regulations. Below the different types of examination used at Wittenborg are described. Each module must choose from one exam type.

### EXAM TYPES AT WITTENBORG

1. Written Examination
2. Assignment / Report / Essay
3. Project Work
4. Language Test (Reading, Writing, Listening & Speaking)
5. PDP Portfolio
6. Participation
7. Oral Presentation / Oral Interview
8. Digital / Multimedia Assessment

**NB:** Academic Papers from Seminars are part of the Exam type allocated to that module. i.e. if a module with a Written Examination has a seminar paper, then that paper is counted towards 1 Question in the Written Exam. In the case of PDP the paper forms part of the Portfolio. *If a Seminar cannot be given, then Question 1 is replaced in the exam with a normal question.*

Also

- Exam types 1, 4, and 7 are examined during the planned exam weeks
- Exam types 2, 3, and 5 will require an oral defence through a presentation or oral assessment, planned in the exam week.

#### ***Written Examinations under exam conditions:***

##### ***Closed Book Examinable Component***

These examinations are traditional exams, where students are asked to answer a number of questions or analysis situations and cases in text form, without any study aids such as notes or text books. Students are only allowed to enter the examination room with a pencil, pen and eraser. They should also bring their passport/identity or student card. All coats and bags should not be brought into the examination room.

Written Examinations should be 3 hours unless otherwise indicated by the lecturer. Students should leave the examination room if they finish before the end of the prescribed time.

Exams are marked on a scale of 1 – 10.

Results for examinations will be posted on Intranet within two weeks after the examination.

### ***Open Book Examinable Component***

These examinations are held for subjects that are tested through case study analysis, where students are normally required to write opinions of certain described situations or cases, using their text books as reference. Marks are given for both the analytical approach of the student, and the way in which a student refers to information in the prescribed text book (shows that they have read and understood the text book, and can use this information to underpin their arguments in the exam). Students are allowed to bring non-digital study material (as the course text book, notes, etc. specified by the teacher in advance) into the examination room, as well as a pencil, pen and eraser. All coats and bags should not be brought into the examination room. The examinations supervisor is entitled to check a student's text books for enclosed separate notes, which are prohibited, unless indicated by the teacher, for instance in cases of an open book examination.. Indicators and short notes in the book itself are permitted.

Written Examinations should be 3 hours unless otherwise indicated by the lecturer. Students should leave the examination room if they finish before the end of the prescribed time.

Exams are marked on a scale of 1 – 10.

Results for examinations will be posted on Intranet within two weeks after the examination.

### ***Oral Presentation / Oral Interview***

These examinations are given in a form of oral communication, where students are given a prescribed amount of time in which to present a particular subject, and/or answer verbal questions over the subject. Students (either individual or in pair) are allowed to use any materials or equipment that is available to them in order to make their presentation a professional and interesting one, if the oral exam is in the form of a presentation. Some Oral Exams are restricted to the form of PowerPoint presentation, which is regarded as essential in business presentations, and will enhance a student's presentation skills also.

Duration of oral presentations should be 15 to 20 minutes long.

Oral Exams are marked on a scale of 1 – 10.

Exams are marked on a scale of 1 – 10.

Results for examinations will be counted as part of the final module exam result as stated in the Module Assessment Plan, which is part of the Module Guide.

Results for examinations will be posted on Intranet within two weeks after the examination.

### ***Assignment / Report / Essay***

#### ***Assignment – Business Plans / Marketing Plans***

Modules can be completed with the production of a plan (Such as a Business Plan). Plans can be completed individually or in groups, with a maximum of 3 students working together. This plan is related to the module. For instance, the module Marketing Plan is to be completed by the production of a compact Marketing plan paper. This plan should be seen as a plan of approach rather than a definite final plan. It is a simulation, based on either a small company to be set up, or an existing company or organisation, or even a department within a company.

The plan should be no longer than 3000 words, and there should be no appendices that are not directly related to the plan. (A copy of parts of a related plan, from another module, is permitted.)

Plans are to be handed in by 16.00 p.m. Monday of the final examination week of the module (Week 5 of either Block 3 or 6).

Failed plans can be resubmitted at a date set by the course tutor, but not later than 1 full term after the original plan was submitted, without a student being required to retake the full module. Students must have completed all the specific module plans before they submit the Business Plan.

#### ***Reports, Essays & Papers***

Some modules include the submission of a paper. All papers should adhere to the style and paper-writing criteria as published in the Academic Writing Handbook part of the EEG)..

This paper is to show a number of things, including:

- A students' knowledge of the text books related to their course.
- A student's research capabilities.
- A student's ability to compare ideas, using quotes and references from text books, information on the internet, and journals and magazines.
- A student's English language presentation and (academic) writing ability.

#### ***Project Work***

Projects and cases are seen as an integrated part of the course and the marking of these can also depend on a student's progress during the course. Projects and cases are completed with the production of a file, based on the requirements of the lecturer for that particular course. Unless otherwise required by the course lecturer, a project or case study should not be longer than 5000 words

of own text, with referrals in the text to material and cases studied and researched. Their project or case should not be more than 10 pages of appendices.

Projects and Cases are marked simply as Pass / Fail. Criteria for marking are:

- Shown knowledge of the subject (eg: 25%)
- Interesting information (eg: 25%)
- Reference to research (eg: 25%)
- Presentation (eg: 25%)

Failed projects / cases can be resubmitted at a date set by the course tutor, but not later than 1 full term after the original project / case was submitted, without a student being required to retake the full module.

### ***Final Dissertation***

See the Graduation Final Project Handbook for details.

### ***Work Placement Journals***

See PDP and Work Placement Module Guide for details.

### **Re-take Exam weeks and Complete Module Exams**

At the end of both terms there is a small 2 week, "4th" and "8th", blocks in which lessons and modules that may have not taken place for some reason are "fitted in". In this period the "Complete Module Exams" are also offered for students who are eligible to take a "retake" exam for a module from the preceding blocks.

**Note:** re-take exam weeks offer exams from the 3 blocks up to the immediately preceding block. i.e In block 4, retakes are offered for blocks 7, 1 and 2 and in block 8 retakes are offered for blocks 3, 5 and 6 results for Block 4 and Block 8 retake weeks are sometimes delayed due to teaching staff holidays commencing immediately after these exam weeks. Students should ensure good communication with their tutors regarding mark publishing deadlines for re-take exams, in cases where results are required for progression.



## DIVERSITY OF TEACHING METHODS

Throughout the IBA programme a balance of teaching and learning methods are used, including

### Teaching

- Classroom lecturing
- Case study discussions
- Feedback and presentation sessions
- Interviews and debates
- Video and film
- Company visits
- Discussion sessions
- Research Papers
- Coaching and tutoring
- Work experience tutoring
- Dissertation coaching

### Learning

- Compulsory reading
- Recommended reading
- Internet research
- Library research
- Classroom lectures – notes, listening, review of videos / recordings
- Case study learning in class, in project groups
- Preparing and presenting
- Discussions with peer students, with business people
- Surveys and questionnaires
- Feedback on film – reflection
- Reflective writing – for example project weeks, work experience
- Visiting companies
- Speaking to entrepreneurs
- Helping business people with projects
- Organising events
- Starting companies
- Desk research
- In-Company research
- Dissertation writing

## CASE STUDIES AND PRACTICAL PROJECTS

As explained previously, case studies are often used in the programme, and more so from Phase 2 modules onwards. There are three forms of Case Study used at Wittenborg. One of these has been specially introduced for Wittenborg students (WiNet).

- **Text book case studies:** These are up to date cases that are included in the required or the recommended literature. Lecturers are encouraged to use these case studies in their lessons and together with the Education Board, literature is chosen that contains up to date case studies.
- **Case studies from the teacher's own environment:** often teachers of business have excellent examples of business cases from their own experience or close business environment. Teachers are encouraged to share these with students and build lesson components around them. When teachers are employed or invited to give guest lectures and modules, the Education Board assesses potential candidates partially on the basis of their business background and experience.

## DESCRIPTION OF PROJECT WEEKS

Project Weeks occur in Semester 2 and are part of the **Project Module**. During a project, students will be formed into groups and given a project topic during an introduction session at which the project teacher, often accompanied by a representative from the company or organisation that has helped to instigate the project. All students complete the same project in teams with the following aims and objectives:

- Students will form project teams with a clear role division.
- Students will evaluate themselves within the team, on the basis of described roles, such as those of Mintzberg
- Students will produce a final report, in the form of a proposal, that can be presented to external investors
- Students will be able to present their final report, in a clear and organised pitch.

### ***Team Building – Personal Skills Evaluation***

The week before the project is officially launched, students are requested to complete a personal skills evaluation form, based on a simple skills evaluation system devised by the University of Kent (UK). Completion of the skills evaluation form will be considered by the tutors as formal registration for the project week, and the results will be used during the group formation stage.

### ***Formulating Project Teams (Groups)***

Teams and roles of the members are formulated prior to the official start of the project.

- Project teachers will form teams of at least 4 members
- Project teachers will designate the team leader for each group
- Team leaders will be given the skills evaluation results of each team member
- Leaders will allocate each team member a specific role, based on their understanding of the results of the skills evaluation.

### ***Roles and Responsibilities***

The team leader:

- takes overall responsibility of the project;
- makes sure members are working according to the task division and cooperating with each other;
- checks the progress of the team members;
- reports to project teacher at least once during the project;
- requests more meeting moments during problem or crises moments;
- is judged on the basis of their overall leadership performance.

Secretary:

- takes responsibility of the groups meetings;
- delivers meeting agenda prior to the meeting;
- produces meeting notes and action lists at the end of each meeting;
- is responsible of internal communication and final reporting;
- ensures that all findings, results, and other necessary supporting documents are present in the final academic report and appendixes.

Researcher:

- responsible for data collection;
- implements data analysis processes and provides factual evidence to support group decisions;
- ensures the use of desk research, however also implements field research.

Financial Officer:

- ensures financial feasibility of the project
- presents financial aspects within the final report

***What is expected to be submitted for Assessment?***

The Final Report will consist of:

An outline of the proposed plan / advice / product with argumentation supported by financial feasibility, marketing, logistics, organisation and aesthetics, as required, as well as social and political reasoning if needed. The report must be no longer than 12000 words / 30 pages, excluding appendixes. The Introduction and the Conclusion **MUST** be written by the group leader. The following criteria should be contained in the report:

- Outline of proposed plan (Executive Summary);
- Problem definition, benchmarking and marketing research
- Research approach:
  - Logistical feasibility
  - Marketing feasibility
  - Financial feasibility
- Outline of return of investment prognosis
- Conclusion and closing recommendations

Together with the report the following documents will be submitted:

- Group Activity and Process Plan in excel format by Secretary
- Meeting Agenda and Notes completed by Secretary
- Group Leader's meeting agendas and meeting reports for other members
- A maximum one (1) page First Brainstorming Session Feedback for each team member that reflects on:
  - Roles, Tasks and Responsibility Division;
  - performance of other team members and group effectiveness
- Time Sheet; showing the exact time spent per person to show activities carried out in relation to this project

## **Project Week Assessment**

Students will be marked individually. This project week will be graded with a final mark of Pass or Fail, however a student's final grade can be given a mark, depending on the teacher.

An assessment will be given for both group and individual aspects of the project and both aspects must be awarded a "*sufficient*" or above.

Aspects to be evaluated:

- The Final Report
- Individual Project Reflection Report plus Time Sheet
  - Personal level performance and self-reflection on personal development and personal contribution towards the group project
  - Performance of other Team Members and Group Effectiveness

The assessment scale used for this project is as follows:

- Excellent, good, sufficient, poor, very poor

Evaluations will be explained in a short and concise feedback by the project teachers

- Group Evaluation will be given to the group as a whole
- Individual evaluation will be given to the individual team member

Notes:

An individual student can pass this project week if they score a ranking of sufficient of both aspects

For this project week: a project report marked as "fail" can be re-submitted within 1 month of the Final Assessment.

For specific details of each project, please see the specific Project Week Module Guide as it is published on Wittenborg-Online.

## ASSESSMENT AND CREDITS - EUROPEAN CREDITS (ECS)

### WHAT are European Credits?

European Credit provides an instrument to create transparency, to build bridges between institutions and to widen the choices available to students. The system makes it easier for institutions to recognise the learning achievements of students through the use of commonly understood measurements -- credits and grades -- and it also provides a means to interpret national systems of higher education. The European Credit system is based on three core elements: **information** (on study programmes and student achievement), **mutual agreement** (between the partner institutions and the student) and the use of European Credits (to indicate student workload). European Credits (ECs) are a numerical value (between 1 and 60) allocated to course units to describe the **student workload** required to complete them. They reflect the **quantity** of work each course unit requires in relation to the total quantity of work necessary to complete a full year of academic study at the institution that is, lectures, practical work, seminars, tutorials, fieldwork, private study -- in the library or at home -- and examinations or other assessment activities. European Credit is thus based on a **full student workload** and not limited to contact hours only.

- **One** European Credit equals between **25 and 28 hours** of student workload. The total European Credits for passing a normal (four year of education) study year are 60 EC. Wittenborg offers full Bachelor programme of study for three years therefore the workload in European Credit are increased to 80 credits per study year.
- European Credits are a **relative** rather than an absolute measure of student workload. They only specify how much of a year's workload a course unit represents at the institution or department allocating the credits.
- In European Credits, 60 credits represent the workload of a normal undergraduate academic year of study and normally 30 credits for a term. A postgraduate academic year of a full 12 months may have 90 credits.
- European Credits ensure that the programme will be reasonable in terms of workload.

***Example:** In order to complete successfully the 'Principles of Marketing' subject and gain the 5 European Credits assign to it the student has to spend 140 hours in workload for this subject. Theses 140 hours comprise of 24 contact hours/lectures and 116 hours in practical work, seminars, tutorials, fieldwork, examinations, and preparation time, etc.*

**GRADING SYSTEM IN THE NETHERLANDS**

Dutch grades range from 1 (very poor) to 10 (outstanding); a 6 is a pass. It should be noted that 9s and 10s are rarely given. On final lists, grades are normally rounded off (above 0.5 is rounded up and below 0.5 is rounded down, thus a 5.5 equals a 6 equals a pass, whereas a 5.4 equals a fail.) However, on exams and course work, it is customary to get a grade that has not been rounded off. The Dutch grading system is listed in the table below.

<u>Grade</u>	<u>Description</u>
10	Outstanding
9	Very good
8	Good
7	Very satisfactory
6	Satisfactory
5.5 – 6.0	(minimum requirement for a pass)
5	Fail
4	Unsatisfactory
3	Very unsatisfactory
2	Poor
1	Very Poor

**The ECTS grading system for credit transfer**

In cases where credits are transferred between countries (mainly in student exchanges) ECTS grades can be used. It is good practice to add an ECTS grade, in particular in case of credit transfer. The ECTS grading scale ranks the students on a statistical basis.

Therefore, statistical data on student performance is a prerequisite for applying the ECTS grading system. Grades are assigned among students with a pass grade as follows:

A best 10%	B next 25%	C next 30%	D next 25%	E next 10%
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A distinction is made between the grades FX and F that are used for unsuccessful students. FX means: "fail - some more work required to pass" and F means: "fail – considerable further work required". The inclusion of failure rates in the Transcript of Records is optional.

### Marking Systems

Marks are given on a scale 1 – 10 (Dutch) and/or A, B, C, D or F (Anglo Saxon).

All modules require a pass mark. For more details, see the Examination and Assessment section.

A	100.00%	85.00%
B	84.99%	75.00%
C	74.99%	60.00%
D	59.99%	55.00%
E	54.99%	40.00%
F	39.99%	25.00%
FX	24.99%	0.00%



## PLAGIARISM CHECK – 'HOW DO I AVOID PLAGIARISING?'

**Academic honesty** is a fundamental value of **academic integrity**, and at WUAS we take this value seriously and expect you to do the same. It is a principle that ensures the freedom of exchanging ideas, as formulated by the International Center for Academic Integrity (1999: 4): "Academic integrity is a commitment, even in the face of adversity, to five fundamental values: honesty, trust, fairness, respect and responsibility. From these values flow principles of behaviour that enable academic communities to translate ideals into action." Academic dishonesty, such as plagiarism, is a damaging act: it is stealing someone's work and achievement, and therefore it is not tolerated at our institution in any form or circumstance.

We have constructed for you the document below to clarify the importance of recognising plagiarism and to understand how to deal with it and how to avoid it. Since there are also other forms of unacceptable academic practices, it is vital to be able to distinguish among them. Hereby, we also aim to avoid unintentional offences, which, nevertheless, may have serious consequences.

We strongly believe that it is our responsibility to promote and preserve academic honesty. We strive to ensure that each student's graduation is honestly earned and that his/her degree preserves credibility and value.

Today, with all the available interwoven sources and webpages, avoiding plagiarism seems a rather complex task, and preserving the principles of honesty and responsibility may be daunting, but you need not be intimidated. In case of any concerns or questions regarding this topic, please contact your personal tutor at the university.

We hope your experience at WUAS will be enjoyable and instructive, and full of originality!

## ACADEMIC MISCONDUCT

The Wittenborg University of Applied Sciences statement of ethics specifies the reasons to preserve academic honour and integrity by repudiating all forms of academic and intellectual dishonesty (see EEG, Part 11):

1. To treat others with respect and dignity
2. To respect the rights and property of others
3. To act with concern for the safety and well-being of all our associates

During Induction Week, students are informed about academic misconduct and about plagiarism in particular. Plagiarism is a serious academic offence. Whether intentional or unintentional, plagiarism is a form of cheating in which a person gains or seeks to gain an unfair academic advantage. It includes the use of another author's words verbatim, summarising or paraphrasing another person's argument or line of thinking, or use of a particularly apt phrase without proper attribution.

When working with ideas and concepts that are not familiar to you, the temptation for some students to lift words or sections of text from other sources is great. Write in your own words, because using the words or ideas of others without a reference (either using quotation marks and/or sourcing the author(s)) will lead to accusations of plagiarism (see detailed explanations below). Tutors are generally familiar with the differences between the writing styles of students and experienced authors.

The generation of false primary data is also a serious academic offence. Students should keep all primary data derived from surveys and interviews (whether in paper, electronic or taped form) as you may be required to produce this as evidence in the event of a challenge to the veracity of your results. The school may run random checks among all students with regard to their primary data.

## DEFINITION OF ACADEMIC MISCONDUCT

**Academic misconduct** includes the following and any other forms of **academic dishonesty**:

- i. Cheating – Using or attempting to use crib sheets, electronic sources, stolen exams, unauthorised study aids in an academic assignment, or copying or colluding with a fellow student in an effort to improve one's grade.
- ii. Fabrication – Falsifying, inventing, or misstating any data, information, or citation in an academic assignment, field experience, academic credentials, job application or placement file.
- iii. Plagiarism – Using the works (i.e. words, images, other materials) of another person as one's own without proper citation in any academic assignment. This includes submission (in whole or in part) of any work purchased or downloaded from a website or an Internet paper clearing house.
- iv. Facilitating Academic Dishonesty – Assisting or attempting to assist any person to commit any act of academic misconduct, such as allowing someone to copy a paper or test answers.

## PLAGIARISM AS ONE KIND OF ACADEMIC MISCONDUCT

'What does plagiarism mean?' In order to understand the implications of plagiarism, first look at the origin of the word itself. The word plagiarism has been adopted from the Latin word 'plagiarius' which means 'kidnapper, seducer, plunderer', according to the Online Etymological Dictionary. Stealing someone else's work and signing it as your own is like 'kidnapping', an actual crime.

A definition by Hexham (2013: 2): *'Plagiarism is the deliberate attempt to deceive the reader through the appropriation and representation as one's own the work and words of others. Academic plagiarism occurs when a writer repeatedly uses more than four words from a printed source without the use of quotation marks and a precise reference to the original source in a work presented as the author's own research and scholarship. Continuous paraphrasing without serious interaction with another person's views, by way of argument or the addition of new material and insights, is a form of plagiarism in academic work.'*

## WHY DOES IT MATTER?

The following examples of academic dishonesty and plagiarism are formulated in the 'Plagiarism and how to avoid it' student notes by the University of Brighton, a partner institution of Wittenborg (2015: 2):

1. *A medical researcher falsifies the results of a new anti-cancer drug to make his discovery seem more important.*
2. *A writer submits an idea for a series to a television company, who turn it down. A few months later, they broadcast an almost identical program. She never receives any acknowledgment or payment.*
3. *A historian publishes a book claiming that the Holocaust never took place. He makes lots of detailed assertions backed up by anonymous quotations but does not give any sources for this information.*
4. *A minority of students at a particular university are acquiring essays via the Internet, and the university authorities have failed to stop the practice. This has led to a decline in the university's reputation, and all their graduates (even genuinely first-class students) are now finding it hard to get a job.*
5. *A design student loses the portfolio containing all her sketches for her final project, and has to start again from scratch. At the final degree show, she finds that many of her original ideas have been used in another student's work.*

Some of the above examples may not have the same weight when it comes to their severity, however, these examples do make it clear that plagiarism and academic dishonesty are to be treated and regarded as acts of crime. Therefore, Wittenborg University of Applied Sciences has defined its rules and penalties.

## WHAT ARE THE RULES?

### REFERENCING YOUR SOURCES

(EEG Part 8: Graduation Assignment & Final Project Handbook - Bachelor)

**References** refer the reader to the source of specific information, ideas, quotes, figures, tables that you have used in your dissertation. **All sources listed in your bibliography** must be cited at least once somewhere in the main text of your dissertation; in other words, do not 'pad' your bibliography with sources not clearly used. These must be included whenever you use anything drawn from other sources. It is looked upon very seriously if you do not reference your sources. **Quoting a reference** helps to support the point you want to make. It indicates the basis for your opinions and clearly shows how you have reached these opinions. Useful phrases include: 'according to Smith (2007), many managers believe service quality...', 'research has revealed the importance of... (Jones 1985, Peters 1997)', or 'many academics (Jones 1997, Smith 2007, Zikmund 2009) debate the influence of globalisation...'

Clearly, accurate referencing is mandatory for **all** written assignments using sources. Throughout your studies, you will be required to demonstrate your ability to work properly with sources in preparation for your final graduation assignment, your dissertation.

### THE HARVARD SYSTEM

**The authors' surnames** are given in the text, together with the year of the work to which you are referring, and, where appropriate, the page numbers (always included for direct quotes).

For example:

Many academics (Cooper et al. 1993, Ryan 2004, Smith 1996) explain the benefits and costs that can be expected from tourism development. Ryan (2004) identified that tourism is an obvious source of foreign exchange and particularly useful for developing countries to earn hard currencies such as dollars, euros and sterling. Jones (2002: 323) identified that in Sri Lanka "tourism is a significant contributor to the overall economy, worth 17.6% of the GDP in 2001". Smith (2007: 42) emphasised the potential of tourism to earn foreign exchange:

Commodity trade, which is the principal foreign earner for most developing countries has not provided a revenue growth to match the increase in the imports bill. Import substitution and local processing can provide a means of saving or earning but many countries run the risk of limited domestic markets or restricted access to foreign markets...

Negative impacts of tourism can include:

The emphasis on the economics of tourism, especially its benefits, reflect the widespread belief among agency personnel that tourism can yield rapid and considerable returns on investments and be a positive force in remedying economic problems (Jones 2002: 13).

Jones (1979), as cited in Smith (1995: 88), mentioned tourism has many other benefits as well. The National Trust (2010) and IEG (2009) are two organisations that have compiled statistics on the economic impacts of tourism related to specific events. However, Johnson (2008: 34) stated the “National Trust is a primary example of an organisation that systematically undervalues the economic spending of its visitors by 5-10%.” Despite this, the National Trust is well aware of the importance of visitor spending (interview with Jane Smith of the National Trust, 2010).

**Notes:** For direct quotes used, always cite the page number e.g. Smith (1995: 42).

**References** to personal communications/interviews that you have carried out appear parenthetically as detailed above, e.g. (interview with the Minister of Tourism in 2010). No further details are included in the bibliography, as you are referring to your own primary research results (underpinned by the discussion of your research methods).

**Direct quotes of more than 40 words** should be indented on a separate line from the main text (as in the examples above – notice the lack of “quotation marks”). **Quotes of less than 40 words** should be incorporated into the text differentiated by double “quotation” marks (as above with Johnson).

**Web pages cited** should only be the author/copyright of the article or website (do not put in long web addresses within the text). Then in the bibliography, put in full web address as part of reference citation.

**Bibliography examples** (alphabetically ordered by surname or name of author (including organisations, if not a person). Do not separate bibliography under ‘books’, then ‘journals’, then ‘newspapers’. All citations go under one list, alphabetically ordered. When we say alphabetically ordered it does NOT mean you change the order of the names of the authors as written in the source (e.g. Saunders, M., Lewis, P. and Thornhill, A. (2009) *Research Methods for Business Students*. 5th edition. Harlow: Prentice Hall – DOES NOT BECOME Lewis, P. Saunders, M...or reference as Lewis et al 2009 in text, it is always Saunders et al, because this is the way the book is cited). You can underline the title of the book or you can use italics, but choose and pick one style and **be consistent**.

#### WHERE DO YOU CROSS THE LINE?

Pecorari (2003: 317) noted that the literary critic Samuel Johnson is said to have responded to the author of a piece of writing with: “Your work is both good and original. Unfortunately, the parts which are good are not original, and the parts which are original are not good.”

**Plagiarism can have different forms**, when students willingly or unwillingly use the original material (written or verbal), data or idea of an author without any acknowledgement or fail to apply correct referencing. According to the *Harvard Guide to Using Sources*, these are:

- Verbatim plagiarism
- Mosaic plagiarism
- Inadequate paraphrasing
- Uncited quotation
- Uncited paraphrasing

Below are illustrated the different types of plagiarism with examples and explanations.

Please, read the explanations carefully because you will be held accountable for any violations.

Consider the following original passage of Ernst's (2016) paper:

*'China has reached a level of development where catching up through an investment-driven "Global Factory" model is no longer sufficient to create long-term economic growth and prosperity. Serious constraints on environmental, human and financial resources imply that economic growth based on scale expansion is running out of steam.'*

Ernst (2016), 'From Catching Up to Forging Ahead in Advanced Manufacturing-Reflections on China's Future of Jobs, *Innovation and Economic Growth Series, No. 6*, March 2016



**Version 1.** Nowadays, China has reached a level of development where catching up through an investment-driven "Global Factory" model is no longer sufficient to create long-term economic growth and prosperity. Severe constraints on environmental, human and financial resources result that economic growth based on scale expansion is running out of steam.

**Explanation 1:** Version 1 is an obvious example of plagiarism, only minor word changes have been made, but the paragraph has been copy-pasted from the original document and without acknowledgement. This is an example of verbatim plagiarism.



**Version 2:** Nowadays, China has reached a level of development where catching up through an investment-driven "Global Factory" model is no longer sufficient to create long-term economic growth and prosperity. Serious constraints on environmental, human and financial resources imply that economic growth based on scale expansion is running out of steam (Ernst, 2016: 2).

**Explanation 2:** Text version 2 is also a plagiarism case. Although the source has been acknowledged, the information taken from the original text is a direct copy, and therefore it should be treated as a direct quotation and put within quotation marks. This is an example of uncited quotation.



**Version 3:** There are serious environmental constraints in China, but also human and financial resources imply that economic growth based on scale expansion is running out of steam. This illustrates that China has reached a level of development where catching up through a “Global Factory” model is no longer sufficient to create prosperity (Ernst, 2016: 2).

**Explanation 3:** The sentences above were slightly re-arranged, but the original phrases have been copied and not paraphrased, therefore version 3 is also plagiarism. It is important to remember that rearranging and paraphrasing are different acts, whereby paraphrasing entails that the student reformulates an author’s ideas in their own words. This is an example of inadequate paraphrasing or mosaic plagiarism (which also applies if the sentences combine parts of sentences coming from several sources and presented in the above manner).



**Version 4:** Modern economies face growing pressure of environmental, human and financial constraints. The People’s Republic of China is no exception as these constraints form a heavy pressure on its growth expansion that is mainly relying on economies of scale. The country has arrived at a crossroads where, its investment-driven growth model is no longer sustainable.

**Explanation 4:** In version 4 we can observe that the sentences have been sufficiently reformulated, the writer understands the topic and uses information of the original source effectively. Unfortunately, this is still a plagiarism case as the acknowledgement of the author of the original idea has been omitted. This is a clear example of uncited paraphrasing.



**Version 5:** Modern economies face growing pressure of environmental, human and financial constraints. The People’s Republic of China is no exception, as these constraints form a heavy pressure on its growth expansion that is mainly relying on economies of scale. The country has arrived at a crossroads where its investment-driven growth model is no longer sustainable (Ernst, 2016: 2).

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Reference list:

Ernst (2016), 'From Catching Up to Forging Ahead in Advanced Manufacturing-Reflections on China's Future of Jobs, *Innovation and Economic Growth Series, No. 6*, March 2016

**Explanation 5:** Version 5 is not plagiarism, since the writer showed a good understanding of the topic and in order to use the information, he/she has paraphrased the original sentences and noted the source of the ideas.

## OTHER KINDS OF ACADEMIC MISCONDUCT

**Self-plagiarism:** re-using assignments or large portions from documents already assessed (in the same class or in other classes with other instructors).

Example of self-plagiarism: Nelly has to begin her graduation assignment. Her topic has similar elements from an earlier report she had to write for the assessment of another module. She decides to introduce that report as her third chapter, since it is her work.

**Unauthorised material:** using someone's idea without permission.

Example of unauthorised material: Emmett decides to start writing his report. As he enters the computer room and takes a seat, he notices a few printed pages forgotten on the desk by another student. He looks at this paper and realises that it is someone's homework for the same report, so he changes a few aspects and hands it in as his own original work.

**Collusion:** 'group work'

Example of collusion: The class received homework that must be written individually, and each person is to make their own short research. Tom and Josh divide the task among themselves and share the findings with each other, eventually submitting two individual papers with very similar content, but they claim they have written it on their own.

**Fabricated data or manipulated/dishonest results**

Example of fabricated data: Arno has collected the survey answers from eighty respondents. During the analysis, he notices that some of the respondents did not answer a certain question, so he decides to put in some random answers in the empty spaces.

**"Bought" works, misrepresentation or rewriting by externals (ghosting)**

Example of misrepresentation: Andrea has a tight schedule, since she is working and studying at the same time. Under this pressure, she decides to contact a friend who has completed the module some time ago, and since she knows that the teacher has been recently changed she asks for the work of her friend, which she will sign as her own and hand it in.

Example of ghost-writing: Peter is worried about getting all the work for his final project done. He has heard of companies offering theses on all kinds of topics. He gets in touch with them, explains the topic and gets assurances that he will have the delivered thesis in time. He has to transmit a certain amount of money and receives the thesis ready for submission. His name is on the cover page.



## WITTENBORG PLAGIARISM CHECK VIA TURNITIN

All students will be required to submit their written reports/assignments/exams through the **Turnitin plagiarism software**; this is considered part of the formal submission requirements.

Turnitin is used by the school to detect cases of plagiarism. The software compares the writing used within any document to other sources, for example, websites on the Internet, journal articles, books, and other student work from other universities. Turnitin gives students the option to check the similarity score of their submission; they can then revise their work (if necessary) and re-upload the document before the deadline.

Further details of the Turnitin submission process are provided during Wittenborg's Induction Week.

You are advised to check Wittenborg online 'Guide to Turnitin' on how the software works and how you are mandated to use it. Also accessible via the link below:

<http://www.wittenborg.eu/guide-turnitin.htm>

You can also visit the official site of Turnitin, where you can access the latest updated manuals

### **Acceptable similarity score for all Turnitin submissions = 20% MAX**

At Wittenborg, up to 20% similarity is acceptable for all submissions through Turnitin. Above 20% but no more than 30% similarity must be motivated/justified by the student to be accepted for assessment. The 20% similarity does not automatically imply the submission is plagiarism-free as there could also be cases of plagiarism with less than 20% similarity. The submission must be properly referenced as per university referencing style (see above).

## PROCEDURES FOR INVESTIGATING & DEALING WITH ACADEMIC MISCONDUCT

The examiner decides whether academic misconduct has taken place and may make a series of recommendations, including a clear fail. Any academic dishonesty may be referred to the Examination Board.

For all details on procedures, please see the Education and Examination Guide (EEG), Part 11 "The Student Code of Behaviour".

## PENALTIES

Penalties at Wittenborg University of Applied Sciences for **academic misconduct** include but are not limited to:

- Official warning
- Reduction of the grade and/or a required re-doing of an assignment (on a completely different topic)
- Decision that during a period of one year at most, the student is denied the right to take one or more specific (partial) tests or examinations
- Dismissal

Furthermore, severe and/or repeated **academic misconduct** can lead to the failure of the educational degree. For further details, please see the information on "Penalties and Professional Practice" extracted from the "Graduation and Examination Board Regulations" of WUAS (in the EEG).

## STUDENTS' RIGHT OF APPEAL

The rights a student has if they feel a decision has been incorrect are spelled out in the "Graduation and Examination Board Regulations" of WUAS (in the EEG), in particular, article 17.

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# THE EEG - PART 5A

## 'ACADEMIC WRITING HANDBOOK AND PLAGIARISM CHECK POLICY'



31 August 2018

## INTRODUCTION

The purpose of this handbook is to provide information on academic writing given the expectations at Wittenborg University of Applied Sciences (WUAS) for any written assignment submitted, with the aim of facilitating students to improve and excel in their writing skills. The rules and principles of academic writing are a solid foundation of one's professional development and a necessary starting point towards excellence.

At WUAS we adhere to and require students to use the Harvard style referencing for any given assignment in undergraduate and post-graduate programmes. Academic honesty is a fundamental value of academic integrity, a central value at our institution, and we expect students to adopt these values when writing academically. In our "Plagiarism Check: How do I avoid plagiarising?" we lay the basis for these expectations, as we strongly believe that it is our responsibility to promote and preserve academic honesty. We strive to ensure that each student's graduation is genuinely earned and that their degree preserves credibility and value.

We have developed this booklet to provide Wittenborg students with more and specific information on our expectations regarding academic writing and referencing when writing research reports. This also covers the structure and format of the work students should hand in to teachers.

We wish all students the best of luck with their studies, and if there are any questions, students are welcome to seek the assistance of their teachers or academic supervisors on this matter.

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## ACADEMIC WRITING GUIDELINES

### GENERAL REQUIREMENTS

Before students plunge into research or writing, they should invest time in thinking through the specific module assignments they are dealing with. Students are not being asked just to collect facts, but to develop and display their powers of reasoning.

The requirements might be to find and synthesise information, to argue a point with others, or to explore students' responses. It might be asked that students go into depth about some material already covered in the course, or they need to evaluate a theory or model by applying it to an example from outside the course materials. Whatever the design, a written assignment expects them to use course concepts and ways of thinking; it encourages students to apply course instructions and methodology.

Students have to look especially for words that define the kind of reasoning they should be using: why, how, analyse, compare, evaluate, argue, etc. They should be completely sure they understand the specific meanings of these terms.

- **Analyse** means looking behind the surface structure of the source material, seeing the relationship of the parts to the whole, being able to recognise relationships, such as cause and effect, even if unstated in the reading, and looking for underlying assumptions and questioning their validity. 'How' and 'why' imply an answer reached by analysis. This step in constructing an informed argument asks students first to consider the parts of their topic, and then to examine how these parts relate to each other or to the whole.
- **Synthesise** is the procedure whereby a text is broken down into its constituent parts and the connection between the ideas is looked for, then combined in new, innovative ways so that new solutions may be found.
- **Compare** means finding differences as well as similarities. Students will need to formulate the aspects which they are looking at in each item, and consider organising their assignments by using these aspects as headings.
- **Evaluate** emphasises that students are to apply their judgment to the results of the analysis. It asks for an opinion based on well-defined criteria and clearly stated evidence. When students evaluate for an academic purpose, it is important to articulate clearly and to support their own personal responses.

The first thing to understand is that writing at university level is, for the most part, a particular kind of 'academic writing'. An academic assignment is an official writing task or piece of work allocated to a student as part of the study course. Wittenborg University of Applied Sciences recognises the following types of assignment:

- Essay/Project/Home assignment
- Seminar paper

- PDP seminar paper
- PDP portfolio
- Business plan
- Marketing plan
- Work Placement report
- GA/FP, etc.

While academic writing might be defined in many ways, there are three concepts to understand before writing academic assignments:

1. At Wittenborg University of Applied Sciences, students will be engaged in activities that require them to: read about, think about, argue about, and write about specific ideas. The information provided in this document will help them to understand the expectations, conventions, and requirements of academic writing.
2. Academic writing is writing done by scholars for other readers/scholars, therefore, it must be more than a personal response/opinion. Students must write something that their readers will find useful. In other words, students will need to write something that helps the reader to understand the topic better, or to see it in a new way.
3. Academic writing should introduce the reader to an informed argument. To construct an informed argument, students must first try to sort out what they know from what they think about a subject. In other words, students will need to consider what is known about a subject and then to determine what they think about it. If the assignment fails to inform, or if it fails to argue, then it will fail to meet the expectations of the academic reader.

#### ACADEMIC ASSIGNMENT: USEFUL TIPS

1. Students need to familiarise themselves with the required language of the discipline. Every discipline has its own jargon. Although students should avoid unnecessary use of jargon in their own writing, they will need to be sure that they have a clear understanding of important concepts and terms.
2. A student's own interpretation of a text might be just as valid as other information they have found in the library or on the internet. Students must be critical of what they have read.
3. Students should not confuse evidence, assumption and opinion. Evidence is something that can be proven, and for this purpose proper references must be provided. Assumption is something that can be safely inferred from the evidence at hand. Own opinion is a student's particular interpretation of the evidence.
4. Students should pay attention to the requirements of an assignment. When asked for evidence, opinions should not be offered. When asked for an opinion, mere facts must not be presented. Too often students write a summary when they are asked to write an analysis.



5. Students are expected to write in a clear and understandable manner and to present a paper free of grammatical errors.
6. Students are expected to look for controversies in the material, to find issues that need further elaboration. Students may initially want to look at some general discussions in reference works, such as encyclopaedias or handbooks, to see how others have framed questions and issues. Students should start by reading papers and articles from trustworthy sources, and to look for gaps in the literature, interesting questions and issues that can be discussed in the assignment/paper.
7. Sometimes, good examples give substantial support for specific argumentative points, rather than using too many general statements; thus, these examples can illustrate more profoundly the theoretical basis.

## THE GENERAL STRUCTURE OF AN ACADEMIC PAPER

The structural elements of a typical research-based academic assignment/paper are the following:

The Title Page

Table of Contents and/or Abbreviations

- I. Introduction
- II. Theoretical Background/Literature Analysis
- III. Methodology & Data Collection
- IV. Results
- V. Limitations and Discussions
- VI. Conclusion
- VII. Glossary (if applicable)
- VIII. References/Bibliography
- IX. Appendices (if applicable)

**Note:** This is a generic list for an academic paper structure and the student should check the module guide(s) and/or the relevant module online area(s) for any specifications by the module teacher on the required assignment for the module studied.

### ***The Title Page***

This is the cover of the academic work, like the cover of a book. A neat design and correct structure of the title page is important, because first impressions count and add to the quality of a paper.

Elements that should be present on the cover page:

- The title of the assignment, student's name and student number, specialisation and phase number, date of finalisation, word-count number (excluding the title page, table of contents and reference sources), module name and teacher's name.
- A clean design for the cover page must be used. The cover page should not contain large, colourful images that overwhelm the purpose of the assignment. Students can freely use their own pictures/images, otherwise they must provide reference sources.

### ***Table of Contents***

This is the page that tells the reader where they can expect to see what is contained in the assignment. Students should list all headings or/and sub-headings presented throughout their assignments and the respective page numbers.

The table of contents should be created automatically in MS Word. The table of contents must be updated if any changes are made after creating the table. Students can choose which styles and formatting to use for headings.

#### ***1. The Introduction***

The introduction conveys the main topic of the paper to the reader. It should be clear on what to expect in the paper, and how it will extend the knowledge on a specific subject. A good introduction should be intriguing and generate interest. As with the cover page, the introduction will give an early impression of the quality of the writing on the whole.

Writing a good introduction can be a challenging process. The elements that should be present in an introduction are:

1. The aim of the assignment in brief, where it should be clear, what the goal is, and what the writer hopes to accomplish. This is the 'scope' of one's work.
2. The theoretical background and literature analysis are introduced by outlining the key papers/researches done in that specific field.
3. The methodology employed in the writer's research and data collection methods.
4. The findings of the writer's research in relation to the literature can already be included.
5. The structure and organisation of the assignment.

Although the introduction is the first text the reader will be confronted with, this is generally the last part to compose before submitting the assignment. Naturally, as the research develops, the findings may alter the content of the introduction. It is a good idea, therefore, to write a draft introduction initially with the expectation that it will be revised as the work continues.

## **II. The Main Body**

The main body of an assignment will comprise the following sections: the theoretical background/literature analysis, methodology & data collection, results/findings, limitations and discussions. Most papers will enlist the specific parts of the main body in their table of contents.

### **III. Theoretical Background/Literature Analysis**

### **IV. Methodology & Data Collection**

### **V. Results/Findings**

### **VI. Limitations and Discussions**

Points to keep in mind:

- A system of logic should be used in writing. There are different ways to do this, but, in general, most work is presented in an inductive or a deductive manner.
- Paragraphs are not isolated sentences, but are comprised of a topic sentence and supporting sentence(s). In addition, a good paragraph leads the reader to the next paragraph.
- The writing should be kept relevant to the goal of the research. Students should stay focused on their research/central question(s).
- A record of sources should be kept as per the Harvard style referencing from the beginning, thus, listing the references will be much easier in the end.
- All figures, graphs and charts should be labelled with sources for reference purposes and an explanation or analysis as to why and how they are relevant/related to the topic.
- When quoting from an information source, the reason for including the quotation should also be provided, along with an evaluation or judgement (agree/disagree).

## **VII. Conclusion**

The conclusion has a very important role in conveying the central message of a paper. The conclusion is the part of the assignment in which to summarise findings and/or make a recommendation.

What to consider in a conclusion?

- The conclusion is a brief summary of a paper.
- Critical thinking skills should be used to answer a research question and/or make recommendations. These should be supported by the research completed in the main body of the assignment. General recommendations irrelevant to the analysis provided in the assignment should be avoided.

- Repetition of sentences in the introduction paragraph and/or the main body should be avoided. Preferably, the wording of findings will be rephrased and summarised instead.

### **VIII. Glossary (if applicable)**

A glossary assists the reader in the understanding of specialised terminologies, i.e. if any specialised vocabulary is being used. However, a glossary is not required for all types of papers. Students need to check specific instructions for the assignment they are working on.

An example of an extracted element from the glossary:

*Sub-Prime Mortgage – A sub-prime mortgage is granted to borrowers whose credit history is not sufficient to get a conventional mortgage. Often these borrowers have impaired or even no credit history. These can also include interest-only loans.*

## ESSAY AND ITS ACADEMIC STRUCTURE

An essay is an academic piece of writing expressing ideas or thoughts from the writer's point of view.

An essay needs to be structured so that it helps the reader to follow comprehensively what is being presented.

The structure of an essay comes from the writer's plan and helps him/her elaborate their arguments. An essay has three main parts: an introduction, the body, a conclusion.

### **Introduction**

An introduction includes:

1. State the writer's objectives in the essay, i.e. say what he/she is going to do.
2. Outline which aspects of the subject the writer is going to deal with and how.
3. Indicate what the writer is going to argue.

### **Main Body**

In an essay main body, the writer develops his/her arguments by using ideas, opinions, facts, evidence, theories, models, quotations from primary texts and quotations from authorities and experts.

In the main body, the writer works through the key points, supporting them with evidence. He/she brings together different ideas about the same subject, and effectively lets them have a conversation with each other, which the writer mediates.

### **Conclusion**

The conclusion should give a sense of completion to the essay and point to the central idea or to the argument the writer has been making. The writer should try and summarise the main points he/she has

made – not simply going over everything again. The writer should also revisit the question to show how he/she thinks the essay has answered it.

A conclusion sums up the writer's ideas. It can highlight areas of doubt, where more research needs to be done, and it can point towards new ideas or emerging theories the writer has referred to in the essay. He/she must not put new material in a conclusion.

## REPORT AND ITS ACADEMIC STRUCTURE

A report is a specific form of writing that is organised around concisely identifying and examining issues, events or findings that have happened in a physical sense, such as events that have occurred within an organisation, or findings from research investigations. The key to report writing is informing the reader simply and objectively about all relevant issues.

A key feature of reports is that they are formally structured in sections. The writer needs to understand the function of each section of the report so that he/she can structure the information appropriately.

The structure of a report includes:

**Abstract** - also called Executive Summary, it provides a general overview of the entire research and findings.

**Introduction** - provides the background to one's research. In the introduction the writer should explain the rationale for undertaking the work reported on, including what he/she has been asked (or chosen) to do, the reasons for doing it and the background to the study. It should be written in an explanatory style.

**Literature survey** - This is a survey of publications (books, journals, authoritative websites, sometimes conference papers) reporting work that has already been done on the topic of the report. It should only include studies that have direct relevance to the research.

**Methods** - also called Methodology. The writer needs to write his/her methods section in such a way that a reader could replicate the research that has been done. There should be no ambiguity here, so the writer needs to write in a very factual informative style.

**Results** - presents factual data. This section has only one job, which is to present the findings of the research as simply and clearly as possible, using the format that will achieve this most effectively, e.g. text, graphs, tables or diagrams.

**Discussion** - places evidence in the context of the background. This is probably the longest section. It brings everything together, showing how the writer's findings respond to the brief explained in the introduction and the previous research surveyed in the literature survey. It should be written in a discursive style, meaning the writer needs to discuss not only what the findings show, but why they show this, using evidence from previous research to back up explanations.

**Conclusions** - making recommendations for action. The writer's conclusions should be a short section with no new arguments or evidence, summing up the main points of the research - how do they answer the original brief for the work reported on?

This section may also include recommendations for action and suggestions for further research.

## THE HARVARD REFERENCING STYLE

References refer the reader to the source of specific information, ideas, quotes, figures, tables, etc., used in the written assignment/paper. All sources listed in the references list must be cited at least once somewhere in the main text of the paper; in other words, the bibliography is not padded out with sources not clearly used. These must be included whenever using material drawn from other sources. It is looked upon very seriously if sources are not properly referenced. Quoting a reference helps to support the point made. It indicates the basis for opinions and clearly shows how these opinions have been reached. Useful phrases include: "according to Smith (2007), many managers believe service quality...", "research has revealed the importance of... (Jones 1985, Peters 1997)", or "many academics (Jones 1997, Smith 2007, Zikmund 2009) debate the influence of globalisation..."

Clearly, accurate referencing is mandatory for all written assignments using sources. Throughout their studies, students will be required to demonstrate an ability to work properly with sources in preparation for the final graduation assignment, the dissertation.

### ***The Harvard System***

The authors' surnames are given in the text, together with the year of the work referred to, and, where appropriate, the page numbers (always included for direct quotes).

E.g.

*Many academics (Cooper et al. 1993, Ryan 2004, Smith 1996) explain the benefits and costs that can be expected from tourism development. Ryan (2004) identified that tourism is an obvious source of foreign exchange and particularly useful for developing countries to earn hard currencies such as dollars, euros and sterling. Jones (2002: 323) identified that in Sri Lanka "tourism is a significant contributor to the overall economy, worth 17.6% of the GDP in 2001". Smith (2007: 42) emphasised the potential of tourism to earn foreign exchange:*

*Commodity trade, which is the principal foreign earner for most developing countries, has not provided a revenue growth to match the increase in the imports bill. Import substitution and local processing can provide a means of saving or earning, but many countries run the risk of limited domestic markets or restricted access to foreign markets...*

*Negative impacts of tourism can include:*

*The emphasis on the economics of tourism, especially its benefits, reflect the widespread belief among agency personnel that tourism can yield rapid and considerable returns on investments and be a positive force in remedying economic problems (Jones 2002: 13).*

*Jones (1979), as cited in Smith (1995: 88), mentioned tourism has many other benefits as well. The National Trust (2010) and IEG (2009) are two organisations that have compiled statistics on the economic impacts of tourism related to specific events. However, Johnson (2008: 34) stated the "National Trust is a primary example of an organisation that systematically undervalues the economic spending of its visitors by 5-10%." Despite this, the National Trust is well aware of the importance of visitor spending (interview with Jane Smith of the National Trust, 2010).*

For direct quotes used, always cite the page number, e.g. Smith (1995: 42).

References to personal communications/interviews carried out appear parenthetically as detailed above, e.g. (interview with the Minister of Tourism in 2010). No further details are included in the bibliography, as the writer is referring to their own primary research results (underpinned by the discussion of research methods).

Direct quotes of more than 40 words should be indented on a separate line from the main text (as in the examples above – notice the lack of "quotation marks"). Quotes of less than 40 words should be incorporated into the text differentiated by double "quotation" marks (as above with Johnson).

Web pages cited should only be the author/copyright of the article or website (long web addresses within the text should be avoided). In the bibliography, full web address as part of the reference citation must be added.

Bibliography examples should be alphabetically ordered by surname or name of author, including organisations if not a person. The bibliography should not be separated under 'books', then 'journals', then 'newspapers'. All citations go under one list, alphabetically ordered. Alphabetically ordered does NOT mean changing the order of the names of the authors as written in the source (e.g. *Saunders, M., Lewis, P. and Thornhill, A. (2009) Research Methods for Business Students. 5th edition. Harlow: Prentice Hall* – does NOT become *Lewis, P. Saunders, M...* or *Lewis et al 2009*; it is always *Saunders et al*, because this is the way the book is cited). The title of the book may be in italics, but the style must be consistent.

### ***The Harvard in-text citation system***

It is a must that in the students' academic assignments they include Harvard in-text citations. The authors' surnames are given in the text, together with the year of the publication of the work, separated by a comma.

- One or more authors should be mentioned within the same citation depending on the quote.

*E.g. Many academics (Cooper et al. 1993, Ryan 2004, Smith 1996) explain the benefits and costs that were expected from tourism development.*

- If the author of the citation is an organisation or a government department, the name of that organisation/government department and the year of publication should be included.

E.g. *It is crucial that the child vaccination is first tested in our laboratories (Department of Health, 1982).*

- If the same citation is provided by different authors, then all of them should be included and separated by a semicolon.

E.g. *Information in this research is inconsistent (Jones, 2011; Salmon, 2012).*

- In the case of quotations, it is also possible to include in the Harvard in-text citation the page number(s).

E.g. *This information was proved to be not genuine (Jones, 2011, p.35).*

### ***The Harvard referencing system***

Reference lists are located at the end of the paper and display full citations for sources used in an assignment.

The referencing system is a must in the academic assignment because of the following reasons:

- They acknowledge the sources of the information, ideas and arguments, which is an act of academic integrity.
- The reader must be able to follow up all the sources of information independently.
- References will demonstrate how widely the literature has been used.
- They will ensure that ideas, opinions and arguments will be supported and strengthened by published papers.
- Careful and meticulous referencing will avoid accusations of plagiarism or any form of academic misconduct, which may consequently lead to penalties set by the institution. See next section 1.5 about "Plagiarism and other forms of academic misconduct".

An example of a reference list item: *Fitzgerald, F. (2018). The Great Gatsby. New York: Scribner.*

No material sourcing directly from Wikipedia is allowed to be cited in any type of academic assignment/paper at WUAS.



## PLAGIARISM AND OTHER FORMS OF ACADEMIC MISCONDUCT

### ***What constitutes academic misconduct?***

Academic misconduct includes the following and any other forms of academic dishonesty:

- i. Cheating – Using or attempting to use crib sheets, electronic sources, stolen exams, unauthorised study aids in an academic assignment, or copying or colluding with a fellow student in an effort to improve grades.
- ii. Fabrication – Falsifying, inventing, or misstating any data, information, or citation in an academic assignment, field experience, academic credentials, job application or placement file.
- iii. Plagiarism – Using the works (i.e. words, images, other materials) of another person as one’s own without proper citation in any academic assignment. This includes submission (in whole or in part) of any work purchased or downloaded from a website or an internet paper clearing house.
- iv. Facilitating Academic Dishonesty – Assisting or attempting to assist any person to commit any act of academic misconduct, such as allowing someone to copy a paper or test answers.

### ***Plagiarism as a form of academic misconduct***

Plagiarism is a form of academic misconduct when students willingly or unwillingly use original material (written or verbal), data, or idea of an author without any acknowledgement, or fail to apply correct referencing. According to the *Harvard Guide to Using Sources*, there is:

- Verbatim plagiarism
- Mosaic plagiarism
- Inadequate paraphrasing
- Uncited quotation
- Uncited paraphrasing

### ***Procedures for investigating & dealing with academic misconduct***

The examiner/module teacher decides whether academic misconduct has taken place and may make a series of recommendations, including a clear fail. Any academic dishonesty may be referred to the Graduation & Examination Board. For all details on procedures, please see the Education and Examination Guide (EEG), Part 11, “The Student Code of Behaviour”.

### ***Penalties***

Penalties at WUAS for practicing plagiarism include but are not limited to:

- Official warning
- Reduction of the grade or clear fail and/or a required re-doing of an assignment (on a completely different topic)
- Decision that during a period of one year at most the student is denied the right to take one or more specific tests, or partial tests, or examinations
- Dismissal

Furthermore, severe and/or repeated plagiarism can lead to the failure of the educational degree. For further details, please see the information on “Penalties and Professional Practice” extracted from the “Graduation and Examination Board Regulations” of WUAS (in the EEG).

For more information on plagiarism and academic misconduct, read our “Plagiarism Check Policy: How do I avoid plagiarising?” mentioned below.

## PRACTICAL INFORMATION FOR ACADEMIC ASSIGNMENTS/PAPERS AT WUAS

### TYPES OF EXAMINATIONS AND ACADEMIC ASSIGNMENTS/PAPERS

The program-specific EEGs (Education & Examination Guides) specify the different types of examinations at WUAS:

1. Written Examination
2. Assignment/Report/Essay
3. Project Work
4. Language Test (Reading, Writing, Listening & Speaking)
5. PDP Portfolio
6. Active Participation
7. Oral Presentation/Interview
8. Digital & Multimedia Assessment

Obviously, not all examination types include the submission of an academic written assignment/paper. Possible types of academic papers that students will deliver during their studies at WUAS include:

TYPES OF ACADEMIC PAPERS (always to be written academically!)

- Type 2 Examinations: assignments/reports/essays (both individual and group assignments)
- Seminar Papers for any module (also for PDP including PDP portfolios and TIPS modules)
- Project Work Reports
- Work Placement Reports
- GA/FP Graduation Assignment/Final Project (Dissertations)

Note: This handbook provides detailed writing instructions for the former two types of academic papers, for the latter three types students need to refer to the respective module handbooks/descriptions.

### ASSESSMENT AND GRADING OF ACADEMIC ASSIGNMENTS/PAPERS

The presentation and disposition of the topic must be comprehensible and reader-friendly. Overall, students should demonstrate the ability to formulate, problematise, discuss and analyse research problems.

A pass grade will be given if students illustrate insights into the topic, analytic potential, and the ability to apply sound reasoning. The assessment shall, however, be based both on the content and structure as well as the style of writing.

In the case of failure, students are asked to resubmit the assignment/paper according to the deadlines established for the specific block and will thereafter be graded again.

Assignments will be graded by the appointed examiner and feedback with comments on how to improve academic writing will be provided on the **Turnitin** assignment in the respective module online area. All submissions will be assessed within the standard deadline of two weeks after submitting the assignment/paper.

Note: In exceptional circumstances teachers can grade exam type 2 assignments and provide feedback with hard copies instead of Turnitin.

### ***Grades and Grading Schemes***

<b>Grade % Range</b>	<b>Description</b>
90-100	Exceptional
80-89	Excellent
70-79	Good - Very Good
60-69	Fairly Competent - Competent
55-59	Pass
00-54	Fail

### ***Definitions of Grading Descriptions***

#### **90-100 Exceptional**

- Thorough knowledge of concepts and/or techniques and exceptional skill or great originality in the use of those concepts/techniques in satisfying the requirements of an assignment or course are shown.
- Exceptional performance with strong evidence of original thinking, good organisation, capacity to analyse and synthesise, a superior grasp of the subject matter with sound critical evaluations, evidence of an extensive knowledge base.

- Assignment at this level displays a mastery of the information and the theoretical context in which it is presented. It contains original thoughts expressed fluently and written with a style distinguished by its freshness and clarity.
- All specifications for the assessment task, including word limit, have been strictly adhered to. The organisation of the work and the standard of presentation\* is exemplary and exceptional throughout.

### **80-89 Excellent**

- Thorough knowledge of concepts and/or techniques together with a high degree of skill and/or some elements of originality in satisfying the requirements of an assignment or course.
- Sound, substantive and organised argument, which introduces other points of view and uses proper sources effectively. It makes an important contribution to the understanding of the topic and to where the subject is going.
- The well-organised idea is supported by sound evidence presented in a neat and orderly way.
- All specifications for the assessment task, including word limit, have been adhered to. The organisation of the work and the standard of presentation\* is excellent throughout.

### **70-79 Good - Very Good**

- Good level of knowledge of concepts and/or techniques together with considerable skill in using them to satisfy the requirements of an assignment or course. Good performance with evidence of a grasp of the subject matter, some evidence of critical capacity and analytical ability, and reasonable understanding of the relevant issues under examination, evidence of familiarity with the literature.
- Appropriate demonstration of a substantial knowledge of the information and theoretical concepts associated with the subject.
- A well-written assignment with no serious flaws, a good use of courses and a clear thesis. The argument is above average in organisation and analysis and brings in points to support the thesis. There is an awareness of different points of view.
- All specifications for the assessment task, including word limit, have been adhered to. The organisation of the work and the standard of presentation\* is very good throughout.

### **60-69 Fairly Competent - Competent**

- Acceptable level of knowledge of concepts and/or techniques together with some skill in using them to satisfy the requirements of an assignment or course; adequate solutions to the subject matter are clearly expressed.

- The assignment would be best described as narrative, as it lacks substantive analysis and demonstrates only a modest ability to work with the material critically.
- A logical organisation of the ideas/concepts, the style follows proper form, although there may be some lapses in each aspect.
- The specifications for the assessment task, including word limit, have been adhered to. The work is well organised and the standard of presentation\* is competent.

#### **55-59 Passing**

- Minimum knowledge of concepts and/or techniques needed to satisfy the requirements of an assignment or course.
- Minimally acceptable performance; there is some evidence of familiarity with the subject matter and the presence of some critical and analytical skills.
- Personal opinion is often the engine that drives an argument, but opinion by itself is never sufficient – it must be defended. There may be some question about whether or not the student fully understands the issues because ideas tend to be superficial and undeveloped.
- There are no significant aberrations from the specifications for the assessment task, including the word limit. The work is suitably organised and the standard of presentation\* is at least satisfactory.

#### **0-54 Failing**

- Inadequate performance is displayed in which there is little evidence of even a superficial understanding of the subject matter. Weakness in critical and analytical skills, with limited or irrelevant use of the literature. There is no writing skill evident.
- Grammar and spelling errors dominate and disguise the lack of organisation. The ideas are unrelated to the subject and reveal a complete misunderstanding of the task. There may be some familiarity with the subject but not an understanding of it.
- The writing or communication skill lacks clarity and does not cogently relate what has been comprehended. The assignment is disorganised and ideas are undeveloped. There is no evidence of substantial thought.
- The paragraphs do not hold together; ideas do not develop from sentence to sentence. This assignment usually repeats the same thoughts again and again, perhaps in slightly different language, but often in the same words.
- Very poor standard of presentation (Formatting, structure and referencing).

## SEMINAR PAPER ASSESSMENT

### 1.3.1. Seminar Assessment criteria

- Depth of knowledge and understanding of relevant key concepts and theories.
- Demonstration of an ability to critically analyse and synthesise relevant information and theory.
- Innovative and creative approach to analysis of material.
- Demonstration of an ability to engage in full professional and academic communication in written work.

### 1.3.2. Seminar Assessment submission requirements

A seminar paper assignment should meet the following requirements:

- Seminar paper assignment must be word-processed.
- Narrative must be written with conventional grammar, e.g. appropriate use of paragraphs, punctuation, sentence structure, etc.
- The work should use standard English spelling.
- The work should show coherence, i.e. clear presentation and development of ideas to communicate meaning.
- The work should be appropriately and accurately referenced using the Harvard system as set out in relevant program EEG under Academic Writing Handbook.
- A word count should be given at the end of Word documents. This should not include appendices or the list of references, but should include all quotations.
- Specified word counts should be respected. Excessively short submissions are unlikely to cover the required material adequately. Excessively long submissions which disregard the given instructions on word count risk failure. A working tolerance of +/- 10% is the guide for students and markers, and work outside this tolerance band is at greater risk of being penalised.
- All pages must be consecutively numbered and include the student's number in the header for each page.

## INSTRUCTIONS FOR WRITTEN ASSIGNMENTS/PAPERS

### ASSIGNMENTS/REPORTS/ESSAYS

#### Format instructions

- Language: **English (United Kingdom)**, written in accordance to level 6.5 of IELTS or above.
- Font type: **Arial, Times New Roman or Calibri**.
- Font size: **11** for the main body with exceptions for the title page and headings if any.
- Line and Paragraph spacing (space between lines and/or paragraphs of the text): **1,0**.

- All pages must be consecutively numbered (insert page numbers).
- Word Limit: the word limit for the assignment is included in the instructions. This can be between **3000-6000 words**. The teacher shall decide the exact word limit within this specified range.
- The report should use accurate **Harvard style referencing**. The acceptable maximum similarity score is 20%. See also the "Plagiarism Check Policy" for details (EEG Part 5).

Exam Type 2 assignments are mainly **individual assignments**, and in a few special cases **individual and group assignments**, as specified in their respective module guides. For those module with a group assignment, group assignments are graded as a pass or a fail. The final grade is based on the individual assignment, and in the event of a group assignment as part of the assessment, the latter has to be a pass to receive the final mark in order to successfully pass the module. In the case of failure in one of the assignments, the failed part could be retaken during the retake block and/or subsequent delivery as per the examination regulations.

In the event of a group assignment the following rules apply:

- Group size will be:
  - 2 students for classes of less than 14 students
  - 3 and 4 students for classes between 15-30 students
  - Up to 5 students for classes above 30 students

(Under exceptional cases the teacher may decide for a group of 2 in the latter two cases.)

- The group must provide a 'Statement of Contribution', an agreement from all group members that signifies the degree of equality of contribution to the group project. The Statement of Contribution is to be added after the title page.
- The submission for the group assignment can be done by any member of the group, who has to confirm during the upload process that the submission is on behalf of the whole group.

**Presentation is obligatory for all type 2 examinations** except for retake exams. There is no separate mark for the presentation as the main focus of oral presentations/defence is:

- To ensure that the Assignment/Report/Essay is genuine and the student's own work.
- Students demonstrate the capability of preparing and delivering a proper PowerPoint presentation and can sufficiently answer any questions related to the given Assignment/Report/Essay.

However, the overall mark of the type 2 examination will include the reflection of the quality and performance of the presentation.

## SUBMISSION TERMS & TURNITIN

Submitted assignments/papers should be concise and limited to the word count requirement for respective modules/written assignments. It is acceptable to have +/-10% of the word count, however, if the assignment/paper contains 20% less than the minimum required words or 20% more than the maximum required words, it will be considered a fail. Where the assignments/papers exceed the +10% of the word count requirement, then a reduced grade will be applied. Students need to check the relevant module guides and module online area for precise assignment/paper information and submission deadlines.

Different word count regulations are implemented for different assignments/papers, and information can be found in the online area of the respective module for the assignment.

An academic assignment/paper should always be structured as outlined in section 1.3. The general structure of an academic assignment/paper requires: a title page, table of contents, introduction, main body (literature analysis, methodology, presentation of results), conclusion, references and appendices (if applicable). It is, thus, not for speculation as to whether such formalities are needed for the actual task or not, but it is a formal requirement. Also the headings/sub-headings of the assignment must be used structurally and logically in relation to the subject of the assignment.

*It is each student's responsibility to upload assignments and make sure that the submission is successful and completed on time!*

**Submission terms for type 2 examination: Assignments/Reports/Essays:** on Monday of the Exam Week at 16.00 CET (Central European Time).

The module teacher may decide on an extension to this deadline, but it must be within the respective block exam week (latest exam week Friday). In the case of retakes, Monday 16.00 CET of Retake Week 1, respective retake block 4 and/or 8.

**Submission deadline for all seminar papers/PDP papers:** on Friday of Lesson Week 4, at 16.00 CET (Central European Time). In the case of retakes, Monday 16.00 CET of Retake Week 1, respective retake block 4 and/or 8.

Students can submit the assignment only if they have attended the seminar. The assignment/paper entails a desk research based on reading material and relevant literature.

For the seminar assignment/paper submission all information will be provided and uploaded on the relevant module online area during the Project Week of the respective block.

### **Submission Instructions**

It is the student's responsibility to ensure that the electronic submission of his/her work is successful and completed on time.

How to ensure a successful submission:

Education & Examination Guide  
Wittenborg University of Applied Sciences  
General Assessment Policy



- All assignments must be uploaded in the **Turnitin** submission upload areas and upon submission you will receive an automatic receipt of a successful upload confirmation to your Wittenborg email address, but you can also click on the 'My submissions' provided after submitting, and, if there is a file visible, then the submission has been successful.
- Allow sufficient time for the file to upload completely before the set deadline. **Do not leave submission to just before the stated deadline**, this can only cause stress and it could result in the failure of submission.
- No assignments will be accepted after the official deadline or via email. Following examination regulations, students will have to wait for the retake possibility and/or subsequent delivery of a module in the case of a missed deadline.
- Students must submit the assignments in **MS Word (doc/docx)**. **Any other format, including e.g. PDF, JPG, etc., will not be accepted. Make sure you are submitting the correct file type!**
- In the case of technical issues, students must send an email to [helpdesk@wittenborg.eu](mailto:helpdesk@wittenborg.eu) at least 30 minutes before the deadline with the assignment and screenshot(s) of the exact technical issue as an email attachment. **Delayed submission will not be accepted.** (*Such work will only be accepted if the ITC department confirms that there was indeed a technical issue with the Turnitin submission upload area that hindered some students in uploading their work.*) Emails sent after the deadline will not be accepted.
- Ignorance of what is expected of students is not an excuse for late submissions. Students must understand what to do well before the deadline and read the Assignment Submission Help provided below.

### Submitting the assignment on the Turnitin assignment upload area

It is standard procedure at our institution to submit assignments via Turnitin for exam assessments. For a complete guide on how to submit your assignment check Wittenborg online "Guide to Turnitin", also accessible via the following link: <http://www.wittenborg.eu/guide-turnitin.htm>.

On the official website of Turnitin, the latest updated manuals and helping tips can be accessed, including video instructions: <http://turnitin.com/>.

If still confronting any issues, students can consult their teachers, academic supervisors and/or process tutors if they need help in uploading an assignment through a Turnitin submission upload area.

Submission procedure:

- To submit assignments in the Turnitin area, a school account and an established study program are required beforehand.
- Note: In the case of difficulty in uploading the assignments/papers in the Turnitin area, assistance from the module teacher or the process tutor may be provided.
- Go to Wittenborg-online.com and log in with the school account.

- Select 'My course'.
- Select the required module and scroll down to the upload assignment/paper section.
- Press 'My submission' and drag the arrow appearing in the down-positioned box. By pressing the arrow, the system will show the browse from which the assignment/paper is to be selected.
- Remember to insert the submission title.
- Press 'Submit'.
- Note: Assignments/papers can be uploaded and overwritten until the due date. Once they are uploaded, the similarity component can be viewed.
- Note: In the case of RP/GA submission, students should send a follow up email to the teacher with the exact location of the uploaded work in the Turnitin area due to high volumes of assignments.
- After the assignments/papers have been assessed by the examiner, evaluation feedback is available on the right-bar box.

## SUMMARY

In summary, a few points to keep in mind are:

- Students must read well the criteria and specific requirements for the academic paper they are about to write.
- Reports must have an academic structure; guidelines are given in this booklet.
- Works must be cited using the correct Harvard referencing style.
- Plagiarism or other forms of academic misconduct will not be tolerated. WUAS' "Plagiarism Check" should be read thoroughly, and/or ask the module teacher if unsure.
- Students should always keep a record of their sources as they go along. This will make creating the reference list easier, cleaner and more accurate.

### **Software tools for creating reference lists:**

1. MS Word Reference Generator
2. Endnote
3. Google Scholar

### **Tips on how to use Google Scholar for citation:**

Using Google Scholar, citations for articles in the search result list can be obtained. A formatted citation (APA, Chicago, Harvard, MLA, or Vancouver) can be copied or pasted, or one of the links to import into the bibliography management tool can be used.

Step-by-step instructions:

- Put the article used for the assignment in Google Scholar search tab.
- Find the article in the search result list. Below the article is the dashboard with different options.
- On the dashboard click on the *Cite* ("") link next to the required item.
- Select citation style (WUAS accepts Harvard style).
- Paste the citation into working document.
- Double check and adjust formatting as needed to match selected citation style.

### **Additional useful sources:**

1. Bailey, Stephen. 2018. A Handbook for International Students. 5th edition. ISBN: 978-1-138-04873-7; 978-1-138-04874-4; 978-1-315-16999-6. New York: Routledge Press
2. Hamp-Lyons, Liz & Heasley, Ben. 2006. Study Writing. A course in writing skills for academic purposes. 2nd edition. SBN: 978-0-521-53496-3. Cambridge: Cambridge University Press.
3. Creme, P. and Lea, Mary R. (1997) Writing at University: A Guide for Students. Buckingham: Open University Press

## Plagiarism check policy 'how do i avoid plagiarising?'

**Academic honesty** is a fundamental value of **academic integrity**, and at WUAS we take this value seriously and expect you to do the same. It is a principle that ensures the freedom of exchanging ideas, as formulated by the International Centre for Academic Integrity (1999: 4): "Academic integrity is a commitment, even in the face of adversity, to five fundamental values: honesty, trust, fairness, respect and responsibility. From these values flow principles of behaviour that enable academic communities to translate ideals into action." Academic dishonesty, such as plagiarism, is a damaging act: it is stealing someone's work and achievement, and therefore it is not tolerated at our institution in any form or circumstance.

We have constructed for you this present document to clarify the importance of recognising plagiarism, and to understand how to deal with it, and how to avoid it. Since there are also other forms of unacceptable academic practices, it is vital to be able to distinguish among them. Hereby, we also aim to avoid unintentional offences, which, nevertheless, may have serious consequences.

We strongly believe that it is our responsibility to promote and preserve academic honesty. We strive to ensure that each student's graduation is honestly earned and that his/her degree preserves credibility and value.

Today, with all the available interwoven sources and webpages, avoiding plagiarism seems a rather complex task, and preserving the principles of honesty and responsibility may be daunting, but you need not be intimidated. In case of any concerns or questions regarding this topic, please contact your process tutor at the university.

We hope your experience at WUAS will be enjoyable and instructive!

## ACADEMIC MISCONDUCT

The Wittenborg University statement of ethics specifies the reasons to preserve academic honour and integrity by repudiating all forms of academic and intellectual dishonesty (see EEG, part 11):

1. To treat others with respect and dignity
2. To respect the rights and property of others
3. To act with responsibility for the safety and well-being of all our stakeholders

During Induction Week, students are informed about academic misconduct and about plagiarism in particular. Plagiarism is a serious academic offence. Whether intentional or unintentional, plagiarism is a form of cheating in which a person gains or seeks to gain an unfair academic advantage. It includes the use of another author's words verbatim, summarising or paraphrasing another person's argument or line of thinking, or use of a particularly apt phrase without proper attribution.

When working with ideas and concepts that are not familiar to you, the temptation for some students to lift words or sections of text from other sources is great. Write in your own words, because using the words or ideas of others without a reference (either using quotation marks and/or sourcing the author(s)) will lead to accusations of plagiarism (see detailed explanations below). Tutors are generally familiar with the differences between the writing styles of students and experienced authors.

The generation of false primary data is also a serious academic offence. Students should keep all primary data derived from surveys and interviews (whether in paper, electronic or taped form) as you may be required to produce this as evidence in the event of a challenge to the veracity of your results. The school may run random checks among all students with regard to their primary data.

### DEFINITION OF ACADEMIC MISCONDUCT

**Academic misconduct** includes the following and any other forms of **academic dishonesty**:

- i. Cheating – Using or attempting to use crib sheets, electronic sources, stolen exams, unauthorised study aids in an academic assignment, or copying or colluding with a fellow student in an effort to improve one's grade.
- ii. Fabrication – Falsifying, inventing, or misstating any data, information, or citation in an academic assignment, field experience, academic credentials, job application or placement file.
- iii. Plagiarism – Using the works (i.e. words, images, other materials) of another person as one's own without proper citation in any academic assignment. This includes submission (in whole or in part) of any work purchased or downloaded from a website or an Internet paper clearing house.
- iv. Facilitating Academic Dishonesty – Assisting or attempting to assist any person to commit any act of academic misconduct, such as allowing someone to copy a paper or test answers.

## PLAGIARISM AS ONE KIND OF ACADEMIC MISCONDUCT

'What does plagiarism mean?' In order to understand the implications of plagiarism, first look at the origin of the word itself. The word plagiarism has been adopted from the Latin word 'plagiarius' which means 'kidnapper, seducer, plunderer', according to the Online Etymological Dictionary. Stealing someone else's work and signing it as your own is like 'kidnapping', an actual crime.

A definition by Hexham (2013: 2):

Plagiarism is the deliberate attempt to deceive the reader through the appropriation and representation as one's own the work and words of others. Academic plagiarism occurs when a writer repeatedly uses more than four words from a printed source without the use of quotation marks and a precise reference to the original source in a work presented as the author's own research and scholarship. Continuous paraphrasing without serious interaction with another person's views, by way of argument or the addition of new material and insights, is a form of plagiarism in academic work.

### WHY DOES IT MATTER?

The following examples of academic dishonesty and plagiarism are formulated in the 'Plagiarism and how to avoid it' student notes by the University of Brighton, a partner institution of Wittenborg (2015: 2):

1. *A medical researcher falsifies the results of a new anti-cancer drug to make his discovery seem more important.*
2. *A writer submits an idea for a series to a television company, who turn it down. A few months later, they broadcast an almost identical program. She never receives any acknowledgment or payment.*
3. *A historian publishes a book claiming that the Holocaust never took place. He makes lots of detailed assertions backed up by anonymous quotations but does not give any sources for this information.*
4. *A minority of students at a particular university are acquiring essays via the Internet, and the university authorities have failed to stop the practice. This has led to a decline in the university's reputation, and all their graduates (even genuinely first-class students) are now finding it hard to get a job.*
5. *A design student loses the portfolio containing all her sketches for her final project, and has to start again from scratch. At the final degree show, she finds that many of her original ideas have been used in another student's work.*

Some of the above examples may not have the same weight when it comes to their severity, however, these examples do make it clear that plagiarism and academic dishonesty are to be treated and regarded as acts of crime. Therefore, Wittenborg University has defined its rules and penalties.



## WHAT ARE THE RULES?

### REFERENCING YOUR SOURCES

(EEG Part 8: Graduation Assignment & Final Project Handbook - Bachelor)

**References** refer the reader to the source of specific information, ideas, quotes, figures, tables that you have used in your dissertation. **All sources listed in your bibliography** must be cited at least once somewhere in the main text of your dissertation; in other words, do not 'pad' your bibliography with sources not clearly used. These must be included whenever you use anything drawn from other sources. It is looked upon very seriously if you do not reference your sources. **Quoting a reference** helps to support the point you want to make. It indicates the basis for your opinions and clearly shows how you have reached these opinions. Useful phrases include: 'according to Smith (2007), many managers believe service quality...', 'research has revealed the importance of... (Jones 1985, Peters 1997)', or 'many academics (Jones 1997, Smith 2007, Zikmund 2009) debate the influence of globalisation...'

Clearly, accurate referencing is mandatory for **all** written assignments using sources. Throughout your studies, you will be required to demonstrate your ability to work properly with sources in preparation for your final graduation assignment, your dissertation.

### THE HARVARD SYSTEM

**The authors' surnames** are given in the text, together with the year of the work to which you are referring, and, where appropriate, the page numbers (always included for direct quotes).

For example:

Many academics (Cooper et al. 1993, Ryan 2004, Smith 1996) explain the benefits and costs that can be expected from tourism development. Ryan (2004) identified that tourism is an obvious source of foreign exchange and particularly useful for developing countries to earn hard currencies such as dollars, euros and sterling. Jones (2002: 323) identified that in Sri Lanka "tourism is a significant contributor to the overall economy, worth 17.6% of the GDP in 2001". Smith (2007: 42) emphasised the potential of tourism to earn foreign exchange:

Commodity trade, which is the principal foreign earner for most developing countries has not provided a revenue growth to match the increase in the imports bill. Import substitution and local processing can provide a means of saving or earning but many countries run the risk of limited domestic markets or restricted access to foreign markets...

Negative impacts of tourism can include:

The emphasis on the economics of tourism, especially its benefits, reflect the widespread belief among agency personnel that tourism can yield rapid and considerable returns on investments and be a positive force in remedying economic problems (Jones 2002: 13).



Jones (1979), as cited in Smith (1995: 88), mentioned tourism has many other benefits as well. The National Trust (2010) and IEG (2009) are two organisations that have compiled statistics on the economic impacts of tourism related to specific events. However, Johnson (2008: 34) stated the "National Trust is a primary example of an organisation that systematically undervalues the economic spending of its visitors by 5-10%." Despite this, the National Trust is well aware of the importance of visitor spending (interview with Jane Smith of the National Trust, 2010).

**Notes:** For direct quotes used, always cite the page number e.g. Smith (1995: 42).

**References** to personal communications/interviews that you have carried out appear parenthetically as detailed above, e.g. (interview with the Minister of Tourism in 2010). No further details are included in the bibliography, as you are referring to your own primary research results (underpinned by the discussion of your research methods).

**Direct quotes of more than 40 words** should be indented on a separate line from the main text (as in the example above – notice the lack of "quotation marks"). **Quotes of less than 40 words** should be incorporated into the text differentiated by double "quotation" marks (as below with Johnson).

**Web pages cited** should only be the author/copyright of the article or website (do not put in long web addresses within the text). Then in the bibliography, put in full web address as part of reference citation.

**Bibliography examples** (alphabetically ordered by surname or name of author (including organisations, if not a person). Do not separate bibliography under 'books', then 'journals', then 'newspapers'. All citations go under one list, alphabetically ordered. When we say alphabetically ordered it does NOT mean you change the order of the names of the authors from how it is written in the source as described in the example below:

Saunders, M., Lewis, P. and Thornhill, A. (2009) *Research Methods for Business Students*. 5th edition. Harlow: Prentice Hall – DOES NOT BECOME Lewis, P. Saunders, M...or reference as Lewis et al 2009 in text, it is always Saunders et al, because this is the way the book is cited. You can underline the title of the book or you can use italics, but choose and pick one style and **be consistent**.

## WHERE DO YOU CROSS THE LINE?

Pecorari (2003: 317) noted that the literary critic Samuel Johnson is said to have responded to the author of a piece of writing with: "Your work is both good and original. Unfortunately, the parts which are good are not original, and the parts which are original are not good."

**Plagiarism can have different forms**, when students willingly or unwillingly use the original material (written or verbal), data or idea of an author without any acknowledgement or fail to apply correct referencing. According to the *Harvard Guide to Using Sources*, these are:

- Verbatim plagiarism
- Mosaic plagiarism
- Inadequate paraphrasing

- Uncited quotation
- Uncited paraphrasing

Below are illustrated the different types of plagiarism with examples and explanations.

Please read the explanations carefully because you will be held accountable for any violations.

Consider the following original passage of Ernst's (2016) paper:

*'China has reached a level of development where catching up through an investment-driven "Global Factory" model is no longer sufficient to create long-term economic growth and prosperity. Serious constraints on environmental, human and financial resources imply that economic growth based on scale expansion is running out of steam.'*

Ernst (2016), 'From Catching Up to Forging Ahead in Advanced Manufacturing-Reflections on China's Future of Jobs', *Innovation and Economic Growth* series, No. 6, March 2016



**Version 1.** Nowadays, China has reached a level of development where catching up through an investment-driven "Global Factory" model is no longer sufficient to create long-term economic growth and prosperity. Severe constraints on environmental, human and financial resources result that economic growth based on scale expansion is running out of steam.

**Explanation 1:** Version 1 is an obvious example of plagiarism, only minor word changes have been made, but the paragraph has been copy-pasted from the original document and without acknowledgement. This is an example of verbatim plagiarism.



**Version 2:** Nowadays, China has reached a level of development where catching up through an investment-driven "Global Factory" model is no longer sufficient to create long-term economic growth and prosperity. Serious constraints on environmental, human and financial resources imply that economic growth based on scale expansion is running out of steam (Ernst, 2016: 2).

**Explanation 2:** Text version 2 is also a plagiarism case. Although the source has been acknowledged, the information taken from the original text is a direct copy, and therefore it should be treated as a direct quotation and put within quotation marks. This is an example of uncited quotation.



**Version 3:** There are serious environmental constraints in China, but also human and financial resources imply that economic growth based on scale expansion is running out of steam. This illustrates that China has reached a level of development where catching up through a “Global Factory” model is no longer sufficient to create prosperity (Ernst, 2016: 2).

**Explanation 3:** The sentences above were slightly re-arranged, but the original phrases have been copied and not paraphrased, therefore version 3 is also plagiarism. It is important to remember that rearranging and paraphrasing are different acts, whereby paraphrasing entails that the student reformulates an author’s ideas in their own words. This is an example of inadequate paraphrasing or mosaic plagiarism (which also applies if the sentences combine parts of sentences coming from several sources and presented in the above manner).



**Version 4:** Modern economies face growing pressure of environmental, human and financial constraints. The People’s Republic of China is no exception as these constraints form a heavy pressure on its growth expansion that is mainly relying on economies of scale. The country has arrived at a crossroads where, its investment-driven growth model is no longer sustainable.

**Explanation 4:** In version 4 we can observe that the sentences have been sufficiently reformulated, the writer understands the topic and uses information of the original source effectively. Unfortunately, this is still a plagiarism case as the acknowledgement of the author of the original idea has been omitted. This is a clear example of uncited paraphrasing.



**Version 5:** Modern economies face growing pressure of environmental, human and financial constraints. The People’s Republic of China is no exception, as these constraints form a heavy pressure on its growth expansion that is mainly relying on economies of scale. The country has arrived at a crossroads where its investment-driven growth model is no longer sustainable (Ernst, 2016: 2).

Reference list:

Ernst (2016), ‘From Catching Up to Forging Ahead in Advanced Manufacturing-Reflections on China’s Future of Jobs’, *Innovation and Economic Growth* series, No. 6, March 2016

**Explanation 5:** Version 5 is not plagiarism, since the writer showed a good understanding of the topic and in order to use the information, he/she has paraphrased the original sentences and noted the source of the ideas.

## OTHER KINDS OF ACADEMIC MISCONDUCT

**Self-plagiarism:** re-using assignments or large portions from documents already assessed (in the same class or in other classes with other instructors).

Example of self-plagiarism: Nelly has to begin her graduation assignment. Her topic has similar elements from an earlier report she had to write for the assessment of another module. She decides to introduce that report as her third chapter, since it is her work.

**Unauthorised material:** using someone's idea without permission.

Example of unauthorised material: Emmett decides to start writing his report. As he enters the computer room and takes a seat, he notices a few printed pages forgotten on the desk by another student. He looks at this paper and realises that it is someone's homework for the same report, so he changes a few aspects and hands it in as his own original work.

**Collusion:** 'group work'

Example of collusion: The class received homework that must be written individually, and each person is to make their own short research. Tom and Josh divide the task among themselves and share the findings with each other, eventually submitting two individual papers with very similar content, but they claim they have written it on their own.

### **Fabricated data or manipulated/dishonest results**

Example of fabricated data: Arno has collected the survey answers from eighty respondents. During the analysis, he notices that some of the respondents did not answer a certain question, so he decides to put in some random answers in the empty spaces.

### **'Bought' works, misrepresentation or rewriting by externals (ghosting)**

Example of misrepresentation: Andrea has a tight schedule, since she is working and studying at the same time. Under this pressure, she decides to contact a friend who has completed the module some time ago, and since she knows that the teacher has been recently changed she asks for the work of her friend, which she will sign as her own and hand it in.

Example of ghost-writing: Peter is worried about getting all the work for his final project done. He has heard of companies offering theses on all kinds of topics. He gets in touch with them, explains the topic and gets assurances that he will have the delivered thesis in time. He has to transmit a certain amount of money and receives the thesis ready for submission. His name is on the cover page.

## WITTENBORG PLAGIARISM CHECK VIA TURNITIN

All students will be required to submit their written reports/assignments/exams through the **Turnitin plagiarism software**; this is considered part of the formal submission requirements.

Turnitin is used by the school to detect cases of plagiarism. The software compares the writing used within any document to other sources, for example, websites on the Internet, journal articles, books, and other student work from other universities. Turnitin gives students the option to check the similarity score of their submission; they can then revise their work (if necessary) and re-upload the document before the deadline.

Further details of the Turnitin submission process are provided during Wittenborg's Induction Week.

You are advised to check Wittenborg online 'Guide to Turnitin' on how the software works and how you are mandated to use it. Also accessible via the link below:

<http://www.wittenborg.eu/guide-turnitin.htm>

You can also visit the official site of Turnitin, where you can access the latest updated manuals.

### **Acceptable similarity score for all Turnitin submissions is 20%**

At Wittenborg, up to 20% similarity is acceptable for all submissions through Turnitin as long as the submission is properly referenced as per university referencing style. Above 20% but no more than 30% similarity must be motivated/justified by the student to be accepted for assessment. The 20% similarity does not automatically imply the submission is plagiarism-free as there could also be cases of plagiarism with less than 20% similarity. The submission must be properly referenced as per university referencing style (see above).

## PROCEDURES FOR INVESTIGATING & DEALING WITH ACADEMIC MISCONDUCT

The examiner decides whether academic misconduct has taken place and may make a series of recommendations, including a clear fail. Any academic dishonesty may be referred to the Examination Board.

For all details on procedures, please see the *Education and Examination Guide* (EEG), Part 11, 'The Student Code of Behaviour'.

## PENALTIES

Penalties at Wittenborg University for practicing plagiarism include but are not limited to:

- Official warning
- Reduction of the grade and/or a required re-doing of an assignment (on a completely different topic)
- Decision that during a period of one year at most, the student is denied the right to take one or more specific (partial) tests or examinations
- Dismissal

Furthermore, severe and/or repeated plagiarism can lead to the failure of the educational degree. For further details, please see the information on dishonesty in the sections of this Education and Examination Guide (EEG):

- Student Code of Behaviour
- Student Charter
- Graduation & Examination Regulations
- General Terms and Conditions

## STUDENTS' RIGHT OF APPEAL

The rights a student has if they feel a decision has been incorrect are explained out in the 'Graduation and Examination Board Regulations' of WUAS (in this EEG), in particular, article 17.

For further details, please see the information on dishonesty in the sections of this Education and Examination Guide (EEG):

- Student Code of Behaviour
- Student Charter
- Graduation & Examination Regulations
- General Terms and Conditions

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# THE EEG - PART 6

## GRADUATION & EXAMINATION BOARD REGULATIONS



31 August 2018



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## GRADUATION AND EXAMINATION BOARD REGULATIONS

### **Article 1. Applicability of the regulations**

These Graduation and Examination Board Regulations apply to the education, assessments and examinations of all programmes at the Wittenborg University of Applied Sciences, that fall under the jurisdiction of this Graduation and Examination Board. The programmes are arranged for full time as well as part time students within Wittenborg University of Applied Sciences.

Section 1.01 The programmes are:

- IBA Bachelor International Business Administration, with all specialisations
- HBA Bachelor of Hospitality Business Administration, with all specialisations
- EBA Bachelor of Entrepreneurial Business Administration, with all specialisations
- MBA Master of Business Administration, with all specialisations
- MSc Master of Science in International Tourism Management
- MSc Master of Science in International Hospitality Management
- MSc Master of Science in International Event Management
- MSc Master of Science in Sport Business Management

Section 1.02 Part of these Regulations is also the General Assessment Policy document hereto attached.

### **Article 2. Dutch Higher Education Act and Code of Conduct**

The Graduation and Examination Regulations are in line with the following Dutch Higher Education Act and Code of Conduct

**The Act:** the Higher Education and Scientific Research Act (Statute book 1992, 593; WHW, Wet op het Hoger Onderwijs en Wetenschappelijk Onderwijs, hereafter: The Act);

**The Code:** the National Code of Conduct for International Higher Education in the Netherlands (hereafter: The Code).

### **Article 3. Definitions of concepts**

In these regulations following concepts are defined:

**Section 3.01 The Board:** the Board of Management of Wittenborg, University of Applied Sciences (hereafter: The Board);

**Section 3.02 The School:** Wittenborg, University of Applied Sciences (hereafter: Wittenborg or The Institute);

- Section 3.03** **The candidate:** any student, or student with partial enrolment, registered with The Institute to follow Wittenborg courses and/or take part in tests or examinations of the programmes;
- Section 3.04** **Graduation and Examination Board:** the board, established on the basis of article 7.12 paragraph 1 of The Act; composition and tasks of the board have been drawn up in the Article 14 and Article 15 of these Regulations (hereafter: Exam Board);
- Section 3.05** **Academic year:** the period of time as indicated by The Act, that is the period of 1<sup>st</sup> September up to and including 31<sup>st</sup> August of the next year;
- Section 3.06** **Preliminary period:** the preliminary phase of a programme, as indicated in article 7.8 of The Act, to be concluded by the preliminary examination (known as completion of Year 1 Modules);
- Section 3.07** **Principal period:** the part of a programme following the preliminary period, to be concluded by the final examination (known as completion of Year 2 to Year 4 Modules);
- Section 3.08** **The examination:** the combination of educational units set by the Exam Board according to Article 8 of these Regulations, of which the tests should be taken successfully by the candidate in order to acquire credits;
- Section 3.09** **Admittance inquiry:** an inquiry as meant in article 7.29 of The Act;
- Section 3.10** **Day:** Monday to Saturday;
- Section 3.11** **European credits:** the study load of each programme is determined in credits. The study load of a year is 60 credits, which equals 1.680 hours of study (hereafter: credits);
- Section 3.12** **The Code:** Code of Conduct International Student in Dutch Higher Education.

#### **Article 4. Objective of the programmes**

The degree programmes of Wittenborg University of Applied Sciences aim to ensure graduates have acquired such knowledge, skills and understanding of the professional field, to allow a graduate to exercise that knowledge independently in the professional work field, conforming to the national and international attainment targets and qualifications. Detailed aims and objectives are outlined in the programme-specific Education & Examination Guides (EEG).

#### **Article 5. Admission to Bachelor programmes**

- Section 5.01** Enrolment within the Bachelor programmes requires possession of a diploma, that is equivalent to 'pre-university education' (VWO, Voorbereidend Wetenschappelijk Onderwijs), 'general secondary education' (HAVO, Hoger Algemeen Voortgezet

Onderwijs) or 'secondary vocational education level 4' (MBO, Middelbaar Beroeps Onderwijs).

- Section 5.02** The owner of a certificate of a successfully concluded preliminary or final examination at an institution of higher education, whether or not handed out in the Netherlands, is exempted by the Exam Board from the requirements as mentioned in Section 5.01 of these Regulations.
- Section 5.03** The owner of a certificate, whether or not handed out in the Netherlands, which is regarded by the Dutch Ministry of Education at least equal to one of the diplomas mentioned in Section 5.01 of these Regulations, is exempted by the Exam Board from the requirements mentioned in Section 5.01 of these Regulations.
- Section 5.04** The owner of a diploma, whether or not handed out in the Netherlands, not included in the Ministry's arrangement as mentioned in paragraph 1c of article 7.2.2. of the Act, can be exempted by the Exam Board from the requirements if the diploma in the Exam Board's opinion, is at least equal to one of the diplomas mentioned under Section 5.01 of these Regulations.
- Section 5.05** The Exam Board will include in its opinion any advice given by NUFFIC (Netherlands University Foundation for International Cooperation), relating to the possible equivalence of diplomas.
- (a) Prior education requirements for university education, as meant in the Code, including minimum language proficiency levels, are deemed to have been satisfied after assessment of the relevant deficiency courses offered by the Institute.
  - (b) Deficiency courses as meant in (a) above include any remedial English course deemed necessary by the Institute.
  - (c) The student cannot be admitted to the second year/phase as long as any deficiency course mentioned under (a) has not been successfully completed.

**Article 6. Admission to Master programmes**

The admission requirements (criteria) for the Master programmes are as follows:

- (a) a Bachelor degree or equivalent recognised qualification: applicants are requested to provide an academic reference from their previous education institute;
- (b) 2 years professional experience (after undergraduate degree) for MSc; 3 years professional experience for MBA: applicants are requested to provide a reference from a company or organisation where they have worked;
- (c) English language level equivalent to IELTS 6.5 overall, 6.0 in writing.

**Article 7. Admittance inquiry**

The requirements made at an admittance inquiry, as meant in article 7.29 of The Act, have been included, if applicable in the 'Arrangement Admittance for Students 21 years and Older' (Education and Examination Guides).

**Article 8. Contents of the programme and related tests and examinations.**

**Section 8.01** In more detailed arrangement, the Exam Board determines on time each year:

- (a) from which educational units (modules) the programmes exist and which (partial) tests are included in the preliminary and final examination;
- (b) the study load of the programme and the educational units;
- (c) whether the (partial) tests will have to be taken orally, in written form or in any other way, whereas the Exam Board on request of the candidate, may allow for a test to be taken in a way other than indicated;
- (d) in what way judgment of a test is acquired from the judgment of related partial tests and when a test has been successfully concluded;
- (e) the organisation of practical exercises;
- (f) the order in which, the periods of time within, and the number of times in the academic year that students are offered an opportunity to take part in tests and examinations;
- (g) the minimum requirement of 220 credits for Bachelor programmes, 40 credits for MSc and 60 credits for MBA for students to be allowed to do the graduation presentation.
- (h) that a successful conclusion of tests is a condition for admittance to certain other tests;
- (i) the obligation to take part in practical exercises in view of admittance to take part in the related test, subject to the Exam Board's authority to grant exemption from that obligation, whether or not enforcing alternative demands;
- (j) duration of (partial) tests;
- (k) if any and which aids may be used during (partial) tests;
- (l) the procedure for registration for (partial) tests;
- (m) the number and order of tests as well as the moments at which they can be taken.

**Section 8.02** Some programmes offer each student the possibility to take part in 'specialisation modules freely to be chosen' as part of the examination regulations of a programme with a maximum study load of 60 credits for Bachelor programmes and with a maximum study load of 10 credits for Master programmes.

**Section 8.03** The choice of specialisation is to be mentioned on the diploma (degree certificate) and requires students to continue their chosen specialisation in the Work Experience Module and the Graduation Dissertation Modules for the Bachelor programmes and the Final Project for Master students.

**Section 8.04** Major changes such as new modules, or any curriculum change after review that affects more than 10% of the programme, will have to be approved by the Exam Board and implemented per following academic year.

#### **Article 9. Facilities for taking and retaking tests and examinations**

**Section 9.01** At least twice a year, candidates are offered the possibility to take (partial) examinations. The Institute can set further regulations regarding the signing up for participation in (partial) examinations. The Institute makes sure that these kinds of rules are known in time.

**Section 9.02** Candidates are offered the possibility to retake examinations at least once a year:

- (a) Block 4 retake examinations will repeat the examinations of the full module examinations of Blocks 7, 1 & 2;
- (b) Block 8 retake examinations will repeat the examinations of the full module examinations of Blocks 3, 5 & 6.

**Section 9.03** If a candidate takes a test more than once, the result of the last taken test is in force, unless a previous result should be higher. Per module, the maximum retakes allowed is 4. In special cases (at the student's written request) the Exam Board may decide otherwise.

**Section 9.04** The period of validity of a successfully concluded partial test is four years, except for the Exam Board or examiner's authority to reduce this period of validity.

**Section 9.05** Possession of a certificate or other proof of passing of the preliminary examination (if any exists) of the programme is demanded in order to register for courses and for taking (partial) tests of the second phase (Education and Examination Guides).

**Section 9.06** The Exam Board may grant admittance, on request of the registered student to take one or more (partial) tests of the final examination, even before he/she has successfully concluded the preliminary examination of the programme. The Exam Board lays down in writing to which (partial) tests the candidate has been admitted.

- Section 9.07** The student, exempted from completion of examinations that form part of the preliminary period under article 7.31a of The Act, is given entrance to one or more components of the final examinations.
- Section 9.08** Retake (partial) examinations will be limited to a maximum of 4 modules in a retake block, if the student was absent in any of the regular block examinations.
- Section 9.09** If a student misses an examination without any valid reason, his/her registration for the following retake examinations will be limited to a maximum of 3 modules.
- Section 9.10** Retakes for Exam types 2, 3, and 5 do not include presentations or oral assessment; the original assessment of the presentations is carried over to the relevant retake exam.
- Section 9.11** Seminar papers cannot be retaken.

**Article 10. Oral tests**

- Section 10.01** There will be no more than two students participating at an oral test, unless the Exam Board has ruled otherwise.
- Section 10.02** Oral tests are public, unless the Exam Board or the examiner concerned has ruled otherwise in a specific case, or if the candidate is opposed to it.
- Section 10.03** Oral presentations that are part of exam type 2, 3, and 5 cannot be retaken (see section 8.14). This can be overruled by the Exam Board e.g. in cases where a student has been given provisions under article 17.

**Article 11. Determining and publishing of test results**

- Section 11.01** The examiner determines the result of a (partial) oral test on the day of that examination and issues the candidate with a written declaration to that effect.
- Section 11.02** The examiner determines the result of a written (partial) test within maximal ten (counts for written examinations) or twenty working days (counts for essays, reports and project work) after the day it was taken and supplies the administration of The Institute with a signed declaration in view of handing out the written declaration on the result to the candidate. A written statement regarding the results of the (partial) test is given out to the candidate within 30 days after the day it was taken.
- Section 11.03** With reference to tests to be taken other than orally or written, the Exam Board determines in advance in what way and within which period of time the candidate will receive a written confirmation about the result.

**Section 11.04** On a written statement about the result of a (partial) test, the student's attention is also drawn to the right of perusal, mentioned in Article 20 of these Regulations, as well as to the possibility of appeal with The Board of Appeal for Exams.

**Article 12. Assessment and announcement of examination results; passing; not passing; passing with distinction**

**Section 12.01** The Exam Board determines in a meeting, in a given period, which candidates have successfully passed examinations and the Exam Board affirms the students' credits.

**Section 12.02** An examination has been successfully concluded when the candidate has met the demands mentioned in Section 12.03 for Bachelor programme students and in Section 12.04 for Master programme students.

A candidate has passed the preliminary examination, if any (Year 1 Modules of Phase 1) when the tests of all educational units were taken successfully, and all modules have been passed. A student is required to pass all modules with a final mark of 6.0. However, 1 module may be left at a final mark of 5.5, in order for all 60 credits for Year 1 modules to be awarded.

**Section 12.03** A Bachelor candidate has passed the final examination (Graduation) when he has met the following demands:

- (a) for all tests of the educational units of the Phase 1 Modules at least 6 as a final mark, except for 1 module for which a 5.5 as a final mark may be obtained, or an indication of pass;
- (b) for all tests of the educational units of the Phase 2 Modules at least 6 as a final mark, except for 1 module for which a 5.5 as a final mark may be obtained, or an indication of pass;
- (c) (If applicable) the test of the module 'practical period' may be completed with the indication of pass;
- (d) for all tests of the Phase 3 Modules at least 6 as a final mark, except for 1 module for which a 5.5 as a final mark may be obtained, or an indication of pass;
- (e) under (a), (b) and (d), marks of 5.5 and upwards will be rounded up to a final mark of 6. A mark of 5.1 and higher can, in exceptional cases determined by the Exam Board, be rounded up to a final mark of 5.5. The final mark of a test can be rounded up.

**Section 12.04** A Master candidate has passed the final examination (Graduation) when he has met the following demands:



- (a) for all tests of the educational units of Year 1 Modules at least 6 as a final mark, except for 1 module for which a 5.5 as a final mark may be obtained, or an indication of pass;
- (b) for all tests of the educational units of Year 2 Modules (Final Project) at least 6 as a final mark;
- (c) under (a), marks of 5.5 and upwards will be rounded up to a final mark of 6. A mark of 5.1 and higher can, in exceptional cases determined by the Exam Board, be rounded up to a final mark of 5.5. The final mark of a test can be rounded up.

**Section 12.05** The candidate will be informed of the result within 5 working days after the meeting mentioned under Section 12.01 of these Regulations.

**Section 12.06** A testimony will be given out to candidates who passed the preliminary or final examination, if any, as mentioned in article 7.11 paragraph 1 of The Act. The name of the programme is mentioned on the testimony, and the parts the examination consisted of, and when appropriate, which qualification is connected with it, observing article 7.6 first paragraph, of The Act.

**Section 12.07** On the list of marks belonging to the Graduation Year / Final Year:

- (a) "**With honours**" is written, when the candidate has:
  - (i) for the educational units of each year (with exemption of the educational unit Graduation Assignment Module for Bachelor students and for the Final Project for Master students) at least an average of 8.0 and higher;
  - (ii) for the average of the Graduation Assignment for Bachelor students and for the Final Project for Master students at least 8.0 as a final mark.
- (b) "**With distinction**" is written, when the candidate has:
  - (i) for the educational units of each year (with exemption of the educational unit Graduation Assignment Module for Bachelor students and the Final Project for Master students) an average lower than 8.0 and higher than 7.0;
  - (ii) for the average of the Graduation Assignment for Bachelor students and for the Final Project for Master students at least 7.0 as a final mark.
- (c) "**with credit**" is written, when the candidate has:
  - (i) for the educational units of each year (with exemption of the educational unit Graduation Assignment Module for Bachelor students and the Final Project for Master students) an average lower than 7.0 and higher than 6.0;

- (ii) for the average of the Graduation Assignment for Bachelor students and for the Final Project for Master students at least 6.0 as a final mark.
- (d) "**With pass**" is written, when the candidate has:
  - (i) for the educational units of each year (with exemption of the educational unit Graduation Assignment Module for Bachelor students and the Final Project for Master students) an average lower than 6.0 and higher than 5.5;
  - (ii) for the average of the Graduation Assignment for Bachelor students at least 5.5 as a final mark and for the Final Project for Master students at least 6.0 as a final mark.

**Section 12.08** The student who has passed one or more tests and to whom no diploma or certificate can be handed out, will receive a statement on his/her request, to be issued by the Exam Board, in which at any rate the tests are mentioned that he has concluded successfully.

**Article 13. Study progress and study supervision**

**Section 13.01** The Board arranges for such registration of study results, that all candidates will receive at least once per term a survey of their personal results, related to the education and examination programme of the Institute.

**Section 13.02** The Board arranges for study supervision for candidates registered with the programme.

**Section 13.03** Students are issued with a written advice at the end of each academic year, together with a transcript of credits.

**Section 13.04** The number of credits required for progression from one study phase / year to another are described in the Education and Examination Guides.

**Section 13.05** If for the candidate a rejection is incorporated in the advice, the student has the right of appeal to the Exam Board (See section 15.01).

**Section 13.06** If a student misses an exam or deadline due to specific extenuating circumstances (illness, hospitalisation, bereavement, etc) the student must submit a written request for extension to the Exam Board before the last Thursday of the teaching block. Requests must be accompanied by evidence (doctor's note, etc).

**Article 14. Composition of the Graduation & Examination Board; Modus Operandi**

**Section 14.01** The Board appoints the Chairperson and the members of the Graduation & Examination Board (Exam Board). Members normally serve for one academic year, but this can be extended to a maximum of three years. The Chairperson lays down in writing which members of the Exam Board will act as deputy Chairperson, Secretary and deputy Secretary. The Exam Board reports to The Board.

- Section 14.02** Members of the Exam Board are employees charged with education in the programme and have extensive experience in teaching in higher education equivalent to a Postgraduate Certificate in Learning & Teaching. Membership of members who do not possess these qualifications shall be deemed ex-officio and without the right to vote.
- Section 14.03** Membership of the Exam Board ends automatically if the employee concerned is no longer at the Institute (except for externals, see 13.04 below).
- Section 14.04** Membership will include at least one external, who is independent from the Institute. External members can also be appointed as Chairperson or deputy Chairperson.
- Section 14.05** The Board guarantees that there is a diversity of expertise among the appointed members of the Exam Board (e.g. discipline/subject-related, assessment methodologies and procedures, laws and regulations, international expertise).
- Section 14.06** The Exam Board meets every block. Meetings are off-line and face-to-face, but meetings of any sub-committee installed by the Exam Board may also take place through online or video communication.
- Section 14.07** A minimum of four members is required (including Chair or deputy Chair) to make decisions. All meetings are documented in minutes by the Exam Board Secretary.
- Section 14.08** Exam Board meetings are closed and its minutes confidential. All information about students and instructors will be treated with utmost confidentiality.
- Section 14.09** The Exam Board decides by a simple majority of votes. In case of a tie, the Chair or deputy Chair has the casting vote.
- Section 14.10** The Exam Board may decide to confer some of its authority, if necessary with certain constraints and conditions, on the Chairperson, provided that this is not in conflict with the law or these regulations (Chair's action).
- Section 14.11** The Exam Board may be assisted by others, such as advisors or other tutors, only if agreed by a majority of the board. The role of non-appointed staff is temporary, purely consultative, and they have no vote.
- Section 14.12** The Chairperson of the Exam Board sends regular reports, with a minimum of once per academic year, on the workings of the Exam Board to The Board.

**Article 15.           Tasks of the Exam Board**

- Section 15.01** The Exam Board is in charge of arranging (partial) tests and examinations and specifying results.
- Section 15.02** The Exam Board takes care of the organisation of (partial) tests and examinations and of good procedures during (partial) tests and examinations.

- Section 15.03** The dates and times for taking (partial) tests are set on time by or on behalf of the Exam Board.
- Section 15.04** The Exam Board rules within 10 working days whether a programme of educational units (modules), composed by an individual student at a previous institution will be approved (transfer credits). Such a request shall be submitted in written form, not more than one month after enrolment in a particular academic year and should be related to the educational units to be studied in that year. The Exam Board will adhere to the national attainment targets mentioned in Article 4 of these Regulations in forming the decision. See also Section 14.09.
- Section 15.05** The Exam Board appoints examiners who are in charge of taking (partial) tests. Only staff members in charge of education in the educational unit concerned can be appointed examiner, as well as experts from outside The Institute. The examiners give the Exam Board the information they ask for. Examiners shall always hold an academic qualification of at least Master level (used to be Section 23.07). Examiners must also have experience or qualifications in pedagogy or didactics equivalent to that of Dutch universities' BKO standard.
- Section 15.06** The Exam Board can give guidelines and directives to the examiners concerning the judgement of the candidate related to determining the result of the test.
- Section 15.07** The Chairperson of the Exam Board sends regular reports on the workings of the Exam Board to The Board at least once a year.
- Section 15.08** The Exam Board accepts all examiners of institutions contributing to the programmes and joint degree programmes through Wittenborg's institutional articulation agreements as approved examiners. Similarly, the Exam Board accepts all credits obtained by students through such articulation agreements as official transfer credits in the programmes.
- Section 15.09** The Exam Board mandates the Registrar with the decisions and administration of transfer credits according to standard ECTS guidelines (ECTS User's Guide, May 2015).
- Section 15.10** Upon successful completion of all degree requirements (Bachelor 240 EC, MSc 60 EC, MBA 90 EC) including the final thesis or dissertation phase, and after verification thereof by the administration, the Exam Board shall award the relevant (Dutch) Wittenborg diplomas or certificates and corresponding European diploma supplements to graduating students.
- Section 15.11** By awarding the diplomas or certificates mentioned in Section 14.08 above, the Exam Board confers the corresponding degrees to graduates as evidence of final graduation, conform the Act.

**Article 16. Academic Complaints and Irregularities**

- Section 16.01** Students have a right to question any academic decision by Wittenborg lecturers and examiners in writing to the Exam Board as ultimate resort. Such a request shall be submitted in written form, not more than one month after the decision was made. The complaint or request will be discussed in the first scheduled Exam Board meeting, and a decision communicated to the student within 10 working days after that meeting.
- Section 16.02** If a complaint involves a member of the Exam Board, the member in question will not take part in the deliberations or decisions concerning this complaint.
- Section 16.03** Exam Board decisions are considered to be final. For Appeals, see Article 17.
- Section 16.04** In case of fraud, plagiarism, self-plagiarism or any other irregularity or academic dishonesty by a candidate, the Exam Board may decide on any disciplinary action they deem appropriate and justified, including (but not limited to) an official warning, a reduction of the grade, or the decision that during a period of one year at most, this candidate is denied the right to take one or more specific (partial) test or examinations at The Institute.
- Section 16.05** If a case of fraud or any other irregularity should be discovered not until after the examination, the Exam Board can deny the candidate the certificate or diploma, or may rule that the candidate concerned can only receive the certificate or diploma after taking a new test in the educational units, in a manner to be indicated by the Exam Board.
- Section 16.06** Before deciding in accordance with Section 16.04 or Section 16.05 of these Regulations respectively, the Chairperson of the Exam Board or his/her designee can decide to hear the candidate. The Chairperson or the Secretary of the Exam Board informs the candidate straightaway of the decision, if possible personally and in any case in writing.
- Section 16.07** When the Chairperson of the Exam Board or the Exam Board takes a decision as mentioned in Section 16.01 or Section 16.05 of these Regulations respectively, the Chairperson of the Exam Board sends a copy of this decision to The Board.
- Section 16.08** At the discretion of the Exam Board, a policy of leniency can be introduced under particular circumstances.
- Section 16.09** In cases of serious violations of academic honesty, such as repeated cases of wilful deceit, the Exam Board may advise the Board to dismiss or temporarily dismiss the student. The Exam Board itself does not decide on expulsion or dismissal, whether temporary or permanent.
- Section 16.10** All complaints/appeals of a non-academic nature are not within the charge of the Exam Board and will be referred to the Board.

**Article 17.            Appeal**

**Section 17.01** A student who feels that an incorrect decision has been made by the Exam Board related to his/her examination, test or partial test, or related to a judgement or treatment while taking an examination or a partial examination, can appeal to the Board of Appeal for Graduation and Examinations of the Institute.

**Section 17.02** Also, if a candidate contests a decision with regard to evaluation or with regard to dealings of supervisors during examinations, that candidate can appeal to the above mentioned Appeal Board. See the Complaints Procedure in the Education and Examination Guides.

**Article 18. Provisions for physically handicapped candidates**

The Chairperson of the Exam Board may allow a physically handicapped candidate to take a (partial) test fully or partially in a manner adapted to the possibilities that the physical condition of the candidate offers. In such case the Exam Board decides on the way in which the (partial) test will be taken, guided by the Dutch "Referentiemodel" of the Expertisecentrum Handicap en studie (2013).

**Article 19. Exemptions**

**Section 19.01** The Exam Board, at the written request of a candidate and at the suggestion of the examiner concerned, may grant exemption from a (partial) test, mentioned in Article 8 of these Regulations, if one of the conditions occurs (to be mentioned below), related to the educational unit (module) concerned:

- (a) the (partial) test in contents and study load equals the (partial) test taken in an educational unit of another institution of higher education in the Netherlands;
- (b) the (partial) test in contents and study load equals the (partial) test taken in an educational unit other than higher education.

**Section 19.02** If according to Section 19.01(a) of these Regulations an exemption is granted, the mark is fixed at 6.0.

**Section 19.03** If according to Section 19.01(b) of these Regulations an exemption is granted, the mark is fixed at 6.0.

**Section 19.04** In cases where exemption for a (partial) examination is given, as implied in Section 19.01 of these Regulations, under which the course administrators are not required to attribute a mark, according to the Education and Examination Guide and Module Guides, the term 'Pass' or 'Fail' will be used.

- (a) The period of validity of an exemption for a (partial) test is set by the Exam Board, and can be extended by the Exam Board.
- (b) If the Exam Board grants exemption as requested for a (partial) test, a "Proof of Exemption (Partial) Test" is sent to the requestor. This proof mentions the date

on which the exemption was granted, the name of the (partial) test, and the validity.

**Section 19.05** Decisions as described in this article, are subject to 17 of these Regulations.

**Article 20. Right of perusal**

**Section 20.01** Within a maximum of thirty days from the publication of the results of a written (partial) test, candidates, on their request, receive the right to inspect their assessed paper. They are also given, on their request, a copy of that paper at cost price, while the Exam Board may decide not to furnish any copies of test questions and assignments.

**Section 20.02** During the period mentioned in Section 20.01 of these Regulations candidates can inspect questions and assignments of the (partial) test concerned and learn about the criteria which were the basis of the assessment.

**Section 20.03** The Exam Board may rule, that the inspection or studying the criteria will be done in a certain place and on at least two fixed moments. If by personal circumstances (to be judged by the Exam Board) a candidate has not had an opportunity to peruse, the Exam Board and the candidate determine, for one more time, a new moment and place for perusal.

**Article 21. Archives**

**Section 21.01** The Chairperson of the Exam Board sees to it that used (partial) test questions are kept for at least one year. The written (partial) test work and the reports on written and practical exercises will be kept for at least until the end of the period for appeal for that (part) examination.

**Section 21.02** The Chairperson of the Exam Board sees to it that of each candidate the qualifications taken at the examination and the result will be kept in The Institute's archives at all times.

**Article 22. Circumstances unforeseen**

**Section 22.01** In cases where these Regulations do not include any arrangement relating these circumstances, the Exam Board decides.

**Section 22.02** In cases where these Regulations do not include any arrangement relating these circumstances and which require a prompt decision, the Board decides. The Board communicates this decision as soon as possible to the Exam Board and other parties involved.

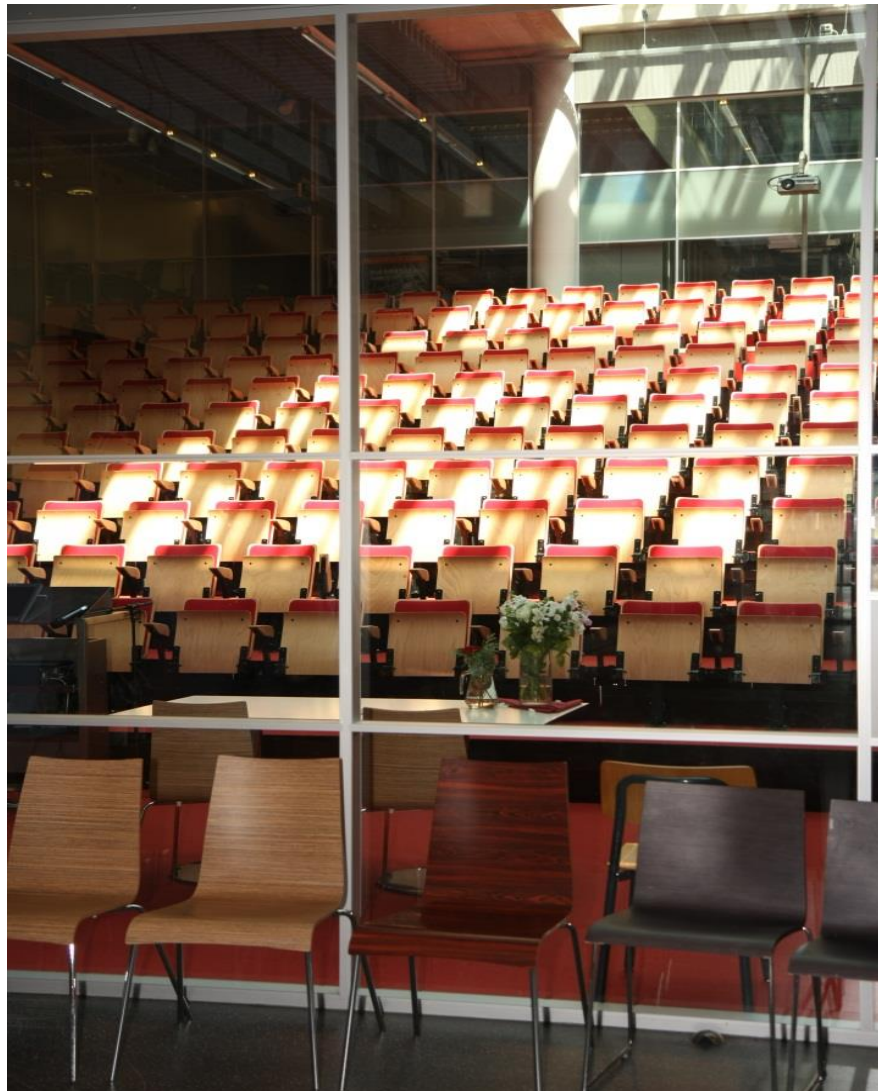
**Article 23. Final clauses**

- Section 23.01** These Regulations are in force as of 31<sup>st</sup> August 2016.
- Section 23.02** These Regulations are subject to annual revision, in which, for the sake of control and possible adjustment of the study load, the amount of time resulting from this for the students will be measured. If Article 22 of these Regulations has been applied, this circumstance should also be measured.
- Section 23.03** These Regulations can exclusively be altered after written permission by the Board, respectively after determining the altered integral regulations.
- Section 23.04** These Regulations may be referred to as "Graduation and Examination Regulations of the Programmes of WITTENBORG".
- Section 23.05** The Board sees to the announcement of these Regulations to the candidates.
- Section 23.06** This version of the Graduation and Examination Regulations replaces all previous versions. These previous versions have all become void, unless the Chairperson of the Exam Board has agreed in writing to any other agreement.
- Section 23.07** Students have a right to complete their academic programmes under the degree requirements that existed at the time of their first registration, in as far as curriculum offerings allow. If programme changes are made that affect student programmes of study, every effort will be made to transition students into a new programme of study that meets the new graduation requirements. Students proceeding under revised academic policies must comply with all requirements under the changed programme.
- Section 23.08** Any articles or subsections, plus additional information as decided by the Exam Board, published in a separate document called "Wittenborg General Assessment Policy" shall be deemed to be an extension of these regulations and part of all EEG.



# THE EEG - PART 8

## GRADUATION ASSIGNMENT & FINAL PROJECT HANDBOOK



31 August 2018

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## **GRADUATION AND FINAL PROJECT ASSIGNMENT HANDBOOK (MASTER)**

### **1. INTRODUCTION**

This handbook is your official source of information about the graduation assignment. Its contents have been discussed and agreed at various meetings of Examination and Graduation Board with external members, tutors and administrative staff of Wittenborg as well as advice from external advisors. It is designed to provide you with general information and suggestions to help you complete your final graduation assignment successfully.

The Graduation Assignment provides you the opportunity to engage, in depth, with an area or issue of professional or intellectual interest. Writing the graduation assignment, a major piece of work, a Thesis, allows you to share that experience and to disseminate the results. Carrying out a graduation assignment provides an opportunity to read extensively, but with a clear purpose and focus, in order to develop fresh understanding of a specific question.

A Thesis must provide evidence of your ability to analyse complex data and to evaluate the implications of your results.

Your Thesis should include a reflection on the research process itself as well as providing a discussion of the problems and issues raised in the course of the study. You should also reflect on the limitations of your research study and suggest possibilities for the development of future work in this area, either in terms of more research, or practical implications deriving from this study.

A Thesis should be in a formal academic style, a style quite appropriate for many other reports in professional settings. It has certain conventions. The readers/viewers for your assignment will be other members of your particular academic community (students and tutors). It is not written for a non-expert audience, so you can, indeed should, use an academic style of writing and presenting.

Most research reports use roughly the same format. It doesn't matter whether you've done a customer satisfaction survey, an employee opinion survey, a health care survey, or a marketing research survey. All have the same basic structure and format. The important thing is that readers of research reports (i.e., decision makers, funders, etc.) will know exactly where to find the information they are looking for, regardless of the individual report. Once you've learned the basic rules for research proposal and report writing, you can apply them to any discipline.

### **Aims and Objectives – Learning outcomes**

One of the important purposes of Graduation Assignment is to introduce students to original research under the supervision of a personal Tutor. The main contribution of a Graduation Assignment is that instead of studying by way of a series of minor and highly-specified topics, the student is obligated to examine a sizeable topic for a much longer period of time and to learn to clearly define both the very question and the research findings. By the time a Graduation Assignment is completed the student can often claim to have mastered some aspect of knowledge and is much more aware of the processes of research.

In particular, you will gain experience with:

- formulating a research question and research objective
- making critical use of relevant literature,
- selecting and using appropriate research methods in your research design to conduct research
- analysing and interpreting results and conclusions, and
- organizing and presenting material in a clear, logical, convincing way
- learning outcomes
- by the end of this module students will be able to:
- complete a relatively in-depth research project
- demonstrate a good knowledge of the subject area and the ability to interpret that information
- produce a coherent, well structured, analytical graduation assignment
- ability to define and plan a workable research project to meet given research objectives
- knowing how to carry out an adequate literature review as a major ingredient to one's master level graduation research project and final thesis
- knowing how to design a research: defining feasible objectives, presenting a helpful conceptual model and describing the methodology that is to be used.
- ability to indicate the strength and weakness of a particular research design.
- ability to define a research as a manageable project whereby involving the relevant stakeholders and possible contributors

You will work with your Research Methods and Final Project module Lecturers and your Final Year Tutor to agree on a suitable graduation assignment topic. A general timetable for the work will be set out and a proposal will be submitted. This must be approved by the Research Methods and Final Project lecturer/ team as part of the module evaluation, as well as approved by the MBA Tutor and before you embark on the graduation assignment itself.

### **Learning Outcomes Linked to Final Qualifications MBA**

Mapped with Programme Learning Outcomes: 7, 21, 22, 23, 24, 25 and 26 (see p. 10-11).

This is direct mapping of the final qualification for this module. A student will achieve the overall qualifications for this programme after successfully completing the final project / graduation assignment.

[See the Education Guide \(Part 2; EEG\) for further reference.](#)

### **Prerequisite of the Graduation Assignment**

Normally you will be admitted to the Graduation Assignment after having gained at least 40 study credits. However, a student must complete 60 credits to present the final graduation assignment. In addition, you have successfully completed the Research Methods and Final Project Module for which the learning outcome and/or final product includes a Research Proposal for Graduation Assignment (see details in the Research Methods Module Guide). You are expected to have demonstrated in your previous work the capacities necessary to successfully complete a graduation assignment and to show that your choice of topic is appropriate for such an assignment.

### **Submission of Graduation Assignment**

A student is only allowed to submit a final version of their Graduation Assignment if the following conditions have been met:

- Student has obtained all EC Credits except for those of the Graduation Assignment
- All liabilities like library books and any other borrowed materials are returned by the student
- There are no financial dues to Wittenborg University of Applied Sciences by the student
- In order for your Graduation Assignment to be marked, you have to fill a clearance form and get an official approval from the concerned office(s) (filled in Clearance Form).

### **Study Load**

The Graduation Assignment will be expected to include a substantial amount of original theoretical, analytic or empirical work and be 12,000 to 15,000 words in length excluding appendices. Precise details about the length of all types of Graduation Assignment are given below.

The Graduation Assignment module is worth of **30 EC credits**, which is equivalent to 840 hours of work. The Final Project research & editing time spans 1 full semester (term) which is ½ a year. This includes reading, research, field study, writing, review, and defence.

## Methods and Instruments

### *Teaching and Learning Methods*

You will work on your own for writing the Graduation Assignment. This will be supported by regular timetabled tutorial meetings with your MBA Tutor at which you will be expected to produce such work as the Tutor and you shall from time to time agree.

### *Assessment Instruments*

You will be required to demonstrate that you have a good knowledge of the subject area and a clear plan for a Graduation Assignment by producing a Research Proposal and a Literature Review in the area on which you are conducting the research. You will be required to reach a Pass level in these parts of the assessment before you are allowed to proceed with the complete Graduation Assignment. The Graduation Assignment will be assessed for its demonstration of knowledge of the subject area, the ability to apply theory to practice, the range of material used, the originality of the material presented, the addition of new knowledge, solution(s) for any research issues/problems and the demonstration of research and presentational skills.

## 2. GRADUATION

In order to proceed for Graduation Assignment presentation and defense to successfully graduate, students have to submit completed clearance form mentioned in section 2.1.

On the following page is shown what the final qualifications are of the International Master of Business Administration, the achievement of which should be apparent on the completion of your Graduation Assignment, which is the last step towards your degree.

### **Compulsory and Recommended Reading**

- Research Methods for business students, M. Saunders, P. Lewis, A. Thornhill. (ISBN 978-0-273-71686-0)
- Marketing Research by Burns and Bush. (ISBN 0-13-147732-3)
- Case Study Research: Design and Methods, [Robert K. Yin](#), Sage Publications, 2003, ISBN 076192552X, 9780761925521.
- Articles and literature provided in the Research Methods and Final Project module.
- Research Proposal (RP)

Preparing a research proposal is a very important part of the research process. The research proposal outlines your research topic, objectives, main research question, methods and so on. Your research proposal is part of your Research Methods Module and it requires approval from your MBA tutor before

you start your actual research. In the next section you will find some guidelines for writing a research proposal.

### **Guidelines for Research Proposal**

To be considered for registration for a final research project (Graduation Assignment), all students must submit a research proposal that outlines their intended research. You only can submit your research proposal if you have attended the Research Methods module as RP is the sole outcome/product of this module. Research proposals should be presented under headings that provide the title and summary of the study as well as addressing each of the points listed below. In addition, you can use the research proposal templates.

***Title of the study*** - The title can be a working title in that it can be changed at a later date. It should convey the essence of the proposed work.

***Purpose of the study*** – a clearly focused statement of the overall purpose of the proposed research.

***Relevant background literature*** – a section outlining key research that has already been carried out in the particular area.

***Research questions or hypotheses*** – clearly focused research questions/hypotheses that are worth asking and capable of being answered.

***Definitions of key terms*** – precise definitions of the key terms in the research question/s or hypotheses, enabling unequivocal observation, measurement and identification throughout the study.

***Research methodology*** – an appropriate choice of research approach for the particular questions or problems under investigation, including a well-defined list of procedures to be followed in carrying out the research, as well as the method of data collection and analysis, and, if appropriate: a broad description of any particular theoretical framework to be used in the analysis and the reasons for its selection in the study; a brief statement describing how the study population will be selected for the study and the reason for the approach to selection.

***Significance of the research*** – a statement that illustrates why the research question or hypothesis is worth asking.

***Ethical considerations*** – consideration of ethical issues involved in carrying out the research such as whether informed consent needs to be obtained and, if so, how this will be done.

***Timetable for the research*** – a proposed timetable is extremely important because it gives an indication as to the feasibility of the proposal.

***Anticipated problems and limitations*** – a section that highlights any anticipated problems and limitations in the proposed study, including threats to reliability and validity and how these will be countered.



**Bibliography** – a list of references relating to the proposal.

**Appendices** – (if appropriate), which contain any material that will be used or adapted for the study, including any permission that might need to be obtained to use it.

### **The Graduation Assignment (Final Project)**

The following highlights the commonalities associated with any type of Graduation Assignment:

A research project is a sustained investigation of an important topic, area or issue relevant to your programme of study. It will demonstrate an up-to-date understanding of developments concerning this topic, area or issue. If possible the concept should be original or you should investigate an issue using one of the methodologies/models contained in your programme.

A research project is not merely a collection of all the information that you can find concerning a particular topic. Instead:

- It seeks to explain how something works, or why something happens in the way that it does, and/or,
- It critically compares existing practices, knowledge and understandings, and where possible attempt to discover and conceptualise new information and knowledge.
- For your research project you should select an issue that you can pursue in depth; one which allows you to analyse existing ideas, theories and concepts, and through original research contribute to debates and knowledge relating to the subject in question.
- The topic should always be placed within the context of the disciplinary domains that you have developed in your study to date.

The graduation assignment is a substantial piece of work leading to the production of a thesis normally of between 15,000 to 25,000 words, excluding appendices (the word thesis here covers all written submissions which will vary in style content and size depending on which type of project is adopted).

Depending on the type of project selected some word counts may be less than 15,000 but this will be agreed between the MBA Tutor, and student.

Above all, the final project is an opportunity for you to explore an area or topic that you find interesting and important. It is much easier to keep your motivation high if you find your dissertation topic inspiring.

There are three main types of assignments: dissertation, applied business assignment, and a creative project, which can be developed in different ways.

The next sections 2.1 to 2.3 identify the key types of research assignments. You need to be clear at the beginning as to the type of assignment you will be undertaking as the guidelines and final output will be



significantly different. It is important that you acknowledge which type of assignment you intend to pursue at the earliest opportunity, normally when you submit your Research Interest Form so advice and guidance can be offered by the Tutor and potential supervisors. Refer to Table below which identifies and summarises the key component parts of each type of project.

### **The Dissertation Assignment**

This type of assignment will include a critical review of relevant literature plus independent primary research carried out by you:

- Wherever possible the literature review should be based upon academic books and manuscripts (normally not general textbooks), official statistics/reports, and if possible, articles in refereed academic journals. It should critically compare and evaluate relevant concepts, models and theories.
- The primary research should normally involve you in the design of an independent primary research project integrated with the subjects of your literature review. You will need to set its overall purpose, plus its aims and objectives, and to choose relevant research methods.
- The primary research itself can use one or more of a variety of methods, including quantitative sample surveys, and qualitative methods such as interviews, focus groups, and participant observation.
- If a sample survey is used, you will be expected to select and justify the sample population, discuss sampling frames, design your questionnaires, conduct pilot surveys, and analyse your findings.
- If qualitative methods are used, you will be expected to select and justify your qualitative methods (e.g. interviews, observations, focus groups, discourse analysis etc) and analyse your findings.
- If analysis of original archive data is involved, you will be expected to identify and justify relevant archive data, and critically analyse the data.

### **Applied Business Assignment**

The applied business project has two types under this category: the business plan and a consultancy assignment.

#### ***Business Plan***

This type of project is grounded in business problem solving and practices, but still needs to engage fully and critically with an accepted body of knowledge. This project will involve the identification,

development, justification and presentation of a business concept or opportunity in a predominantly written format. The project will utilize secondary and primary research methods to investigate the theme, topic or issue upon which the concept or opportunity is grounded. The project must address the feasibility of and planning for the implementation of the concept or proposal and make clear recommendations for action. The project will utilize your entrepreneurial, research and management skills and will require significant knowledge and application of underlying disciplinary domains that you have developed in your study to date.

The project must be grounded in an industry sector in which you have in depth knowledge and detailed understanding, so that you are able to combine theory and practice to solve problems and create new products. The output from this project will be a written report that includes all the data and narrative that would support a business plan suitable for potential investors or financiers; however it must also include a clear academically grounded discussion and justification for the concept or proposal in addition to the normal business orientated business and market research.

### ***Consultancy Assignment***

Consultancy is normally defined as an independent and objective advisory service provided by a qualified person(s) to a client (company and/or organisation) in order to help them identify and analyse problems and opportunities. A consultancy assignment also recommends solutions or suggests actions with respect to the identified issues and even provides help to the company and/or organisation in the implementation of solutions. Clients are not necessarily interested in the academic context that may underpin a consultancy assignment; they tend to be more interested in the data or market research collected and recommended strategies for a way forward. It is envisioned that while you may deliver a typical piece of consultancy to a client, you must submit a project to Wittenborg that demonstrates its academic underpinning. This may be something similar to a literature review that is included as part of a typical dissertation.

Students will be responsible for finding a commissioner/client who may wish to have a piece of consultancy undertaken (grounded in a related industry sector). The consultancy should be related to a subject in which you have in depth knowledge and detailed understanding, so that you are able to combine theory and practice to solve problems and suggest ways forward. This needs to be approved by the module teacher of Research Methodology and/or your tutor and company supervisor. A typical consultancy project would have a commissioner/client identifying the terms of reference and the student consultant submitting a proposal to identify how they would respond to the proposed project's overall purpose.

A proposal normally acts as a contract between the consultant and commissioner/client and identifies key deliverables such as agreed primary data collection and timings associated with interim draft and final reports. These deadlines must be coordinated with Wittenborg's due dates for Graduation Assignment. Once the commissioner/client and Wittenborg accept the proposal the student will work with the commissioner/client and under the supervision of a Final Year Tutor. The student shall submit the final piece of consultancy to the client, which may or may not include the academic literature that

underpinned the piece of research. At the same time, the student must submit the consultancy project to Wittenborg and which meets the typical contents as identified on p.229.

### **Research Assignment with Creative Output**

This type of assignment will result in a significantly different output to what has been outlined above. You may wish to design a research project where the final output is a combination of a written thesis accompanied by some form of creative output. For example, a visual portfolio, simulation game design, an exhibition of photographs or a film generated by the student to underpin the theoretically informed written thesis. With such a project there may be a reduction in the word limit of the written thesis to take account of the accompanying creative output. The word count guidelines will vary according to the nature of the project undertaken and will form part of the proposal in discussion with the Final Year Tutor. However, these must be in the ranges given in the table below. The Final Year Tutor, Field Specialist and student will agree the final guidelines on word count.

### ***Advice on Commissioned Research***

Whatever type of graduation assignment chosen, you may focus upon a problem or issue of interest to a particular organization, which may help you to complete it in various ways. In such cases it should be clear that:

- The research assignment will be assessed on the basis of the same criteria outlined in this document (Final Project Handbook)
- The copyright to your research and to any findings discovered during the course of your project research rests with the Wittenborg University of Applied Sciences.

In some cases, the research for your research assignment may be 'sponsored' by an external organisation. Such sponsorship can take a variety of forms, which may include:

- Privileged access to information.
- Help to conduct market research surveys etc. within the organisation.
- Payment of expenses relating to the research.
- Payment of a fee to you as a researcher.

In return for the sponsorship, the commissioner/client may expect their own copy of the research project, or a client report. This is entirely your own business, and does not affect in any way your requirement to submit two copies of your research assignment for assessment as part of your degree.

Our policy regarding this type of sponsored research is as follows:

If Wittenborg is contacted by a commissioner/client seeking a student researcher, or mostly commonly seeking an internship student with a research question accompanied, this opportunity will be advertised and commissioner/client will be expected to select a suitable person from amongst those who apply.

If you are approached directly by a commissioner/client, whilst you would be expected to discuss this with your Final Year Tutor, the sponsorship arrangement is your own business.

Client satisfaction or dissatisfaction with your research will not be taken into account in the assessment of your research project. Your research project should meet the rules and regulations laid down in this Handbook.

You must state on your acknowledgement page if your project was sponsored, and must state the name of the sponsoring organisation or individual, and the nature of the sponsorship. Also, you must identify how the results will or may be used by the sponsor.

Projects may, at the sponsor's request, be marked confidential – in that case the specific results deemed sensitive by the sponsor will be seen only by the assessors and copies of the report will not be made public.

### 3. THE STYLE AND LAYOUT OF THE GRADUATION ASSIGNMENT

#### **The Written Style of a Graduation Assignment**

Master level thesis should be presented in ways that serve the particular purpose of the research. All research results in the production of a graduation assignment, although the word limit may vary depending upon which type of project you undertake. Above all, the written thesis should be clear and concise, and written to inform rather than to entertain. Avoid too many numbered sub-headings in chapters as this affects discussion & integration (remember you are not writing a report). Be careful about the type of language that you use. Generally, try to adopt the style of writing in a typical academic paper in your area of study.

While you are writing, you should always have the potential reader(s) in mind. You are not writing for members of the general public, but rather for the professional field where the research is based upon. Some advice on writing style is given below:

NORMALLY a thesis is written in the third person, i.e. 'it was discovered', 'the findings indicate', 'this thesis aims to'. The first person 'I' can be used if it is part of a quote from your primary or secondary research. However, you may choose to write the whole of your thesis in the first person but you must understand the intellectual rationale for doing so and be able to support your use of 'I' by drawing upon relevant literature. This needs to be done in consultation with your supervisor.

- Never use a metaphor or simile that you are used to seeing in print. In other words, avoid clichés like the plague!
- Never use a long word when a short one will do. If it is possible to cut a word out, always cut it out.
- Never use a foreign phrase, a scientific word or a jargon word if you can think of an everyday English equivalent (obviously you will tend to use some scientific and jargon words in a thesis, but always explain terminology and acronyms and avoid trying to show off).

### ***Some general points***

From the very beginning establish an overall research aim (or set of aims) for the project that you can state in less than 25 words. Make sure that everything in the thesis is relevant to this aim, and that your research methods are appropriate for it. The aim should not normally be simply to describe something. Rather you should seek to improve the theoretical understanding or practical application of the phenomenon under investigation/research.

Your objectives should be chosen and designed to achieve your overall aim (or set of aims). They should have a clear logical structure and should be related to each other. If you have more than one aim, then you should set objectives to meet each aim set. **The first objective** will normally relate to the general academic context in which your research is set e.g.: marketing, human resources, quality, logistics, motivation, commitment etc. **The last objective** will normally be an outcome objective, the so what? test.

Begin each section or chapter by setting it in the context of your aim(s) and/or objectives and state how it follows on from the previous section.

- End each chapter by summarizing key themes/arguments and by stating how it leads into the next chapter.
- Make sure your findings are laid out logically, step-by-step.
- In general, guide the reader through the thesis by telling her/him what you are doing.
- Use the Layout of a Typical Graduation Assignment

Let's go through each of these in a little more detail. Remember some of these sections below may not be necessarily included in your final submission depending upon the type of graduation assignment you chose to complete (refer to the table below to see summary of which sections may be relevant for your Graduation Assignment).

### ***The Title Page***

This should contain the title, which should be indicative of the subject matter (but not just a prosaic description of the subject matter). Have a look at other graduation assignment and/or research dissertations in your field of study for possible examples of appropriately worded titles. On each copy of your thesis the title page should also include your full name and student number, your course, institution, and the date. Nothing else should appear on the title page.

### ***The Abstract***

This is a short paragraph, which effectively summarises the main aims, methods used, findings, conclusions and recommendations. It should be no longer than 200 words (max. one page). Obviously the abstract would be one of the last parts to be written.

### ***An Executive Summary***

An executive summary is normally included for a consultancy/business plan. The summary should highlight key findings from any primary data collected and recommended strategies and/or solutions. The summary should be written in a way that brutally highlights the contents of the report, and can range from 1-3 pages.

### ***Acknowledgements***

It is traditional to acknowledge and thank those who have been of particular help to you in completing the project. It is equally traditional to acknowledge that any errors or omissions are your sole responsibility. You must also state in this section (at the bottom of the acknowledgements page) that..."I confirm that this project is my own work and no part of it has been previously published elsewhere or submitted as part of any other module assessment".

Also, the acknowledgements must include notes about sponsorship if indeed you received some help or financial aid from an organisation or individual.

One final criterion that must be identified at the bottom of the acknowledgements page is the word count. The word count for a standard research dissertation is 12,000 – 15,000 words. Where a thesis is accompanied by material other than written form the word count guidance will vary. If you are undertaking the assignment with creative output then a reduced word limit may be agreed with the tutor and the supervisor for the written aspect of the project. The Business Plan style submitted to Wittenborg should be within the 12,000 – 15,000 word range; however, the student may supply the commissioner a separate report that is outside of this range. Whatever the nature of the thesis, the agreed word count will be strictly adhered to. Any Graduation Assignment outside of the leeway will be penalized (up to 0.5 marks). The word count includes all text within the main body of the thesis, not including the abstract, acknowledgements, table of contents, references, tables and figures, and the appendices. We will be able to check your word count, when you submit your Graduation Assignment online through Wittenborg-Online. The word count will be considered as part of the technical

requirements for a submitted thesis. If you do not submit a completed graduation assignment meeting the technical requirements, a total of 0.5 marks will be taken off your final mark.

***COUNTING THE WORDS: For example, you have a sentence like this in your project:***

A number of studies (Anderson and Smith, 2011; Jones et al., 2009; Murphy and Johnson, 2010; Norris, 2009; Smith et al., 2011) have recently explored the socio-cultural impacts of event visitors at Mardi Gras in New Orleans.

...you do not include the authors in the brackets as part of the word count but you include the other words (a number of studies....have recently explored.....

All quotes are part of the word count whether as part of the literature review or primary data, thus a sentence like this:

*According to Anderson and Smith (2011:34) the "social-cultural impacts of Mardi Gras are most keenly felt among residents in the French Quarter."*

...the word count is everything in the sentence except for Anderson and Smith (2011:34), 18 words not 22

### ***The Table of Contents***

This should be written on its own page(s) and should show chapter/major section headings and page numbers. The preliminary sections (Abstract, Contents list etc.) are numbered with small Roman numerals (i, ii, iii, etc.). Page numbering in Arabic numerals (1,2,3 etc.) usually begins with the thesis itself (i.e. the first page of the Introduction chapter etc.). The title page is not numbered. Tables and figures should be numbered consecutively throughout the thesis. You may want to number tables/figures starting within each chapter (e.g. Table 2.1, 2.2, 3.1 etc.).

### ***Glossary***

Sometimes used by students and not mandatory, a glossary is a list of technical terms, esoteric terms or acronyms and their meanings. If you include any of these, it is helpful to the reader to include a glossary either at the beginning of your thesis or at the end. (If required, may be included at the start of the thesis before the first page of your introduction chapter, and after the lists.)

### ***The Introduction***

***This first chapter should contain:***

An outline of the purpose of the assignment (what type of assignment you are undertaking). Where applicable you should also outline the rationale for your topic or concept, including reasons why you decided upon the area of your research. Include brief details of knowledge and concepts that have inspired your interest (and which will be discussed in detail in the next chapters). You may like to

include brief details of your topic focus, for example profile/general information of a company, an organization, an industry, etc.

- The aims and where applicable objectives of the assignment (make sure you show how it hangs together: reveal its logic and structure).
- For the applied research where the commissioner or client is involved, please include the original terms of reference from the commissioner or client that demonstrates the overall purpose of the work.
- A brief introduction to your chosen methodology. For each aim/objective, have a method for achieving it.
- A very brief outline of the content of each chapter.

### ***The Literature Review***

This second chapter may comprise one or two chapters depending on your topic and it comprises the academic underpinning for your whole Graduation Assignment. It should demonstrate that you have conducted a thorough investigation of relevant secondary sources, understanding, outlining, comparing and discussing key ideas, explanations, concepts, models and theories. You are expected to demonstrate your understanding of the material, not merely describe what various authors have said. You should present these issues in a systematic, well-structured and logical sequence. Do not use too many sub-headings as these interrupt the flow of your work. You will be expected to use prominent and up-to-date academic books (normally not textbooks). In broad terms, the results of this secondary research should provide you with ideas as to what you might find when you conduct your primary research. As such, you should make sure that the findings of your literature review are relevant for your planned primary research and vice-versa. For example, any questions asked must relate to the issues identified in your readings. You should be prepared, therefore, to critically compare and contrast your secondary findings with your primary research findings in the main analysis chapter. References to secondary sources should be given in the text, not just for quotations, but wherever ideas and information drawn from the work of others is used. If sources are not acknowledged this will be considered as plagiarism.

As previously stated, commissioner/clients may not necessarily be interested in the academic underpinning or theory that may contribute to a business start-up/business plan project. However, this literature must be included in your submission to Wittenborg. You need to carefully discuss with your commissioner/clients as to whether they want an academic 'literature review' included in the submission to them. This is not to be confused with non-academic sources, such as government statistics or market research reports, which would normally be included in consultancy work and would be referenced accordingly, and included in any submission to the commissioner/clients. Your concept for the Business Plan project must also be discussed within a wider academic context although investors may not normally be interested in this underpinning. However, your Business Plan submission



to Wittenborg must be contextualized within current contemporary theoretical debates by utilizing (if any) relevant models/theories from your general modules and especially the financial analysis should be completed for example using GAAP.

### ***Research Methodology***

The discussion of research methodology can be a separate chapter or a section of the chapter in which you critically analyse your findings. However, whichever is selected it should clearly show how the methods chosen relate to the aims / objectives and to the literature review; your method(s) is(are) decided upon the basis of these. The section on methodology should include a *rationale* for the choice of methodologies for instance research approach, research strategy, data gathering and data analysis. In the rationale you should consider what alternative methodological tools might have been employed (particularly those which related studies have employed), together with their advantages and limitations for your research. For instance: Why did you choose to conduct a survey instead case study and vice versa, why qualitative or quantitative research approach.

Remember that your methods should critically relate to issues identified in your literature review. As part of your final write-up, you may want to provide an in depth reflection on the research methods chosen.

As discussed in the relevant lectures, it is also important to consider the issue of ethics in relation to the collection and use of your primary data. Ethical considerations are on-going throughout the graduation assignment process in terms of being an aspect you must always bear in mind. For example, you will have to consider whether you need to keep the names of any people interviewed or surveyed anonymous and you must make it clear to interviewees or respondents how you will use the information they provide. How will you 'use' any visual data such as photographs or films? What ethical considerations might there be in the uses to which such data is put? If you have collected any data from a company or organisation, are you allowed to use the name of the company or the name of the individual(s) interviewed? Will any respondents that take part in the data collection be 'harmed' in any way? Many students discuss ethics generally in their methods section but then fail to discuss how ethical issues relating to their research were actually addressed during the primary research stage.

When working with a commissioner/client, a consultant (i.e. you, the student in this case) would normally seek feedback and approval for any primary research instruments that would be used as part of the research process. Creative Output Assignments may not have traditional research methods sections that discuss survey or interviews undertaken; however, they may include a discussion on methodological considerations such as your philosophical viewpoint with regard to how you positioned yourself within your project, or why you think discourse analysis was appropriate. Careful thought will be required as to whether these types of projects will include a methodology discussion and in what format and this will need to be discussed with your Final Year Tutor and/or module lecturer of Research Methodology.

### ***Your Primary Research Findings (Results Chapter)***

This section reports on and discusses the findings of the study. The findings, their critical analysis and conceptualisation should be presented section by section in a systematic, well-synthesised and logical sequence. All your findings should, of course, be directly relevant to your aim/s and objectives. Consider the extent to which the reader can rely on your findings. Put any tables or graphs that you decide to use in a relevant part of the text, not in an appendix, and describe and discuss them there to provide as an evidence for your findings/conclusions.

The discussion of the results should be well argued in relation to each research question or hypothesis. Inferences, projections, and probable explanations of the results should also be included. If any, discuss the implications of patterns and trends, and include any secondary findings.

This section should be soberly argued, especially when you are dealing with controversial or complex issues or concepts. Whenever a claim is made, it should be backed with argument and evidence (whether from your own research or that of others). The result of this discussion will give you the main conclusions of your research (see below).

Consultancy project primary findings should be related to wider academic materials in the submission to the School; however, the separate submission to the client may not necessarily include this element.

### **Business Plan**

Your plan should have a thorough analysis of the market and business environment appropriately related to your selected concept. This will be grounded in secondary sources such as market research reports, national, regional and/or local government statistics and reports, in addition to wider academic sources as mentioned previously. Your concept associated with the Business Plan should be a plan in the form of a mission statement, marketing plan, management team and roles, financial data and budget forecast, legal and insurance requirements, and the role of other key stakeholders in the proposal. It should also thoroughly discuss the feasibility of the concept.

### ***Conclusions***

This section should be a succinct critical synthesis of the main findings of your research. You need to demonstrate explicitly how and to what extent you have achieved your aim(s) and objectives. You may need to highlight and critically discuss any differences between your actual findings and what you expected to find at the outset. Indicate how your research has helped to move issues / debates forward or has helped to redefine existing knowledge and concepts. Your conclusions should follow logically from your findings and be supported by them. In particular, they should not contain anything new which was not in the findings.

### ***Recommendations/Strategy (if any)***

Where an MBA Graduation Assignment results in recommendations or a suggested strategy these should be appropriate, reasonable, and capable of being implemented. Some recommendations and strategies may have attached time lines and identify who is responsible for implementation. List them in logical order and ensure they follow from the evidence and conclusions of the findings. Not all assignments will have recommendations; some will produce concluding statements/analyses of the phenomenon under investigation, where appropriate identify areas for further research.

For consultancy project the recommendations will form a crucial part of the project. The commissioner/client is seeking your expert advice as to solutions or ways forward and will expect a series of recommendations, normally associated with a timeline as to when these need to be implemented in a logical order. Associated costing may be attached to each or some of the recommendations. Remember to keep recommendations feasible and grounded in your primary data. Business plans may also contain recommendations associated with timelines and costing, and who may be responsible for particular aspects.

### ***Bibliography/References***

The bibliography includes all references that were used in the research process. Any citation in the bibliography must be cited at least once somewhere within the Graduation Assignment. Do not 'pad out' the bibliography with sources never cited with the text – this is an important academic convention that must be adhered. References must be in the appropriate Harvard style. Details are included below.

### ***Appendices***

You must include a copy of your original or modified proposal in your appendices. As the research process evolves throughout the project, some students may find that they need to amend, add or change some of their objectives. This maybe because issues they were not aware of have emerged during the in depth literature review stage. This is fine, as long as you keep your Tutor informed and obtain their approval for any changes made; major changes will be reviewed by the Research Methodology Module Lecturer as appropriate.

The Appendices can be used to present information which is too detailed to include in the main thesis and/or information that is interesting but not essential to the main thrust of the thesis, such as an original copy of a questionnaire, and transcripts of some qualitative interviews (although you do not have to transcribe all interviews and include them here). Each Appendix should be given a title, a letter (A, B, etc.) and the page numbering continues on from your bibliography. They should be included on the contents list. Normally, you should not include brochures, photocopies of articles, letters you have sent to interviewees and in general material that you have not written yourself.

Table 3.1 Guide to Typical Contents of a Graduation Assignment

Guide to typical contents of a thesis	Dissertation	Applied Business Project		Creative Project
		Enterprise Plan	Consultancy Project	
Title page and official front cover	X	X	X	X
Abstract	X			X
Executive summary		X	X	
Acknowledgements	X	X	X	X
Table of contents (including appendices)	X	X	X	X
Lists of tables and figures	X	X	X	X
Glossary	X	X	X	X
Introduction (including your overall aim/s and objectives and terms of reference for consultancy project)	X	X	X	X
Literature Review/secondary research findings	X	X	X	X
Research Methodology and Methods	X	X	X	X <sup>1</sup>
An analysis of the market and business environment appropriate to the selected concept based on a range of secondary sources.		X	X	
Primary research findings	X	X	X	

Enterprise (business) plan		X		
Conclusions	X	X	X	X
Recommendations or strategy	X	X	X	
Bibliography (List of references)	X	X	X	X
Appendices - (if any)	X	X	X	
Word Count	10000 - 15000	10000 - 12000	8000 - 12000	5000 - 10000

<sup>1.</sup> *The exact nature of your methodology will need to be discussed and agreed with your Tutor and Field specialist*

### **Referencing Your Sources**

References refer the reader to the source of specific information, ideas, quotes, figures, tables that you have used in your dissertation. All sources listed in your bibliography must be cited at least once somewhere in the main text of your dissertation, in other words do not 'pad' your bibliography with sources not clearly used. These **must** be included whenever you use anything drawn from other sources. It is looked upon very seriously if you do not reference your sources. Quoting a reference helps to support the point you want to make. It indicates the basis for your opinions and clearly shows how you have reached these opinions. Useful phrases include: 'according to Smith (2007) many managers believe service quality.....', 'research has revealed the importance of..... (see Jones 1985; Peters 1997)', or 'many academics (Jones 1997; Smith 2007 Zikmund 2009) debate the influence of globalisation...'.

Wittenborg insists that students use the Harvard referencing system due to its simplicity and overall acceptance in academic writing.

### ***The Harvard system***

The authors' names are given in the text together with the year of the work to which you are referring and, where appropriate, the page numbers (always included for direct quotes).

For example:

Many academics (Cooper *et al.* 1993; Ryan 2004; Smith 1996) explain the benefits and costs that can be expected from tourism development. Ryan (2004) identified that tourism is an obvious source of foreign exchange and particularly useful for developing countries to earn hard currencies such as dollars, euros and sterling. Jones (2002: 323) identified that in Sri Lanka "tourism is a significant contributor to the overall economy, worth 17.6% of the GDP in 2001". Smith (2007: 42) emphasised the potential of tourism to earn foreign exchange:

Commodity trade, which is the principal foreign earner for most developing countries has not provided a revenue growth to match the increase in the imports bill. Import substitution and local processing can provide a means of saving or earning but many countries run the problem of limited domestic markets or restricted access to foreign markets...

Negative impacts of tourism can include:

- The emphasis on the economics of tourism, especially its benefits, reflect the widespread belief among agency personnel that tourism can yield rapid and considerable returns on investments and be a positive force in remedying economic problems (Jones 2002: 13).
- Jones (1979) as cited in Smith (1995: 88) mentioned tourism has many other benefits as well. The National Trust (2010) and IEG (2009) are two organisations that have compiled statistics on the economic impacts of tourism related to specific events. However, Johnson (2008: 34) stated the "National Trust is a primary example of an organization that systematically undervalues the economic spending of its visitors by 5-10%." Despite this, the National Trust is well aware of the importance of visitor spending (interview with Jane Smith of the National Trust, 2010).

### **Notes**

For direct quotes used, always cite the page number e.g. Smith (1995: 42).

References to personal communications/interviews that you have carried out appear parenthetically: . . . as detailed above e.g. (interview with the Minister of Tourism in 2010). NO further details are included in the bibliography as you are referring to your own primary research results, (underpinned by the discussion of your research methods).

Direct quotes of more than 40 words should be indented on a separate line from the main text (as in the examples above – notice the lack of "quotation marks"). Quotes of less than 40 words should be incorporated into the text differentiated by double "quotation" marks (as above with Johnson).

Web pages cited should only be the author/copyright of the article or web site (do not put in long web addresses within the text). Then in the bibliography, put in the full web address as part of the reference citation. Do not forget to mention the date on which it was retrieved/ accessed.

Bibliography examples (alphabetically ordered by surname or name of author (including organisations if not a person). Do not separate bibliography under 'books', then 'journals', then 'newspapers'. All citations go under one long list, alphabetically ordered. When we say alphabetically ordered it does NOT mean you change the order of the names of the authors as written in the source (e.g. Saunders, M., Lewis, P. and Thornhill, A. (2009) *Research Methods for Business Students. 5th edition*. Harlow: Prentice Hall – DOES NOT BECOME Lewis, P. Saunders, M..... or reference as Lewis et al 2009 in text, it is always Saunders et al because this is the way the book is cited). You can underline the title of the book or you can use *italics* but choose and pick one style and be consistent.

**Books:**

**One author -**

Smith, C. (1995). *Tourism and the Environment*. London: Pitman.

**Two authors -**

Smith, C. and Jones, A. (2003). *The Economic Benefits of Tourism*. Guildford: Open University Press.

Three or more authors, list all 3 authors but in text cite as Smith *et al.* (1996).

**Edited text.**

Collins, P. (ed.). (1994). *The Joy of Tourism*. New York: Smith Publishing Ltd.

Author from edited book (author and editor different) -

Fuller, R. (1970). 'Formula for a floating city', pp. 103-114, in Dunstan, M.J. and Smith, E. (eds.). (1970). *Worlds in the Making*. New Jersey: Prentice-Hall.

Unknown Author -

Tourism in Devon in the Early 20th Century. (1905). Exeter.

**Journal -**

Lundberg, M. (2008). 'The benefits of travelling abroad'. *Tourism Management*. Vol. 14, No. 2, pp. 16-24.

Note: Using Sources from another language -

This is completely acceptable however you must provide the reference in the foreign language and then in (brackets) indicate the English translation so that the reader can see what type of source has been used (journal, book etc.).

**Newspaper -**

Smith, C. (2009). 'Tourists wreak havoc in Cornwall'. *The Guardian*. 24 February 2009, p. 5.

**From an Interview -**

References to personal communication appear parenthetically: ....(interview with the Minister of Tourism in 2008) within text if part of your primary research.

**From the Internet**

– try to see who is the author of the website, whether a person or a company or government agency – e.g. within text cite only IEG Inc. (2010) or National Trust (2010).

- IEG Inc. (2010). 'Sponsorship Monitor' [online]. Chicago. Available at:  
URL:<http://www.sponsorship.com/products/primer.html> [Accessed 6 January 2010].
- National Trust (2010). 'Nostell Priory Reopens its Doors' [online]. London. Available at:  
URL:<http://www.nationaltrust.org.uk/scripts/wapis.isa> [Accessed 1 March 2010].

An increasing amount of information is becoming available in a variety of electronic formats. If you cite a journal that is available online (but also on the shelf of the library for example) you do not need to cite any URL address, just cite the reference as if you picked it from the shelf. We do not care if you read it online or from the shelf. Our view is that electronic references are not so very different from the hardcopy formats commonly used.

**Books from Internet**

- Bird, Isabella L. *A Lady's Life in the Rocky Mountains*. New York, 1881. *Victorian Women Writers Project*. Ed. Perry Willett. 27 May 1999. Indiana U. 4 Oct. 1999 <<http://www.indiana.edu/~letrs/vwwp/bird/rocky.html>>.
- Bryant, Peter J. "The Age of Mammals." *Biodiversity and Conservation*. 28 Aug. 1999. 4 Oct. 1999 <<http://darwin.bio.uci.edu/~sustain/bio65/leco2/b65leco2.htm>>.
- Harnack, Andrew, and Eugene Kleppinger. Preface. *Online! A Reference Guide to Using Internet Sources*. Boston: Bedford/St. Martin's, 2000. 5 Jan. 2000. <<http://www.bedfordstmartins.com/online>>.

**Citing E-Journals and other electronic sources**

Some materials now are only available online and not in printed forms in the library. Here you must cite the URL address as part of the reference within the bibliography. Example:

- Coyle, M. (1996). Attacking the cult-historicists. *Renaissance Forum* [online], 1(1). Available at:  
URL:<http://www.hull.ac.uk/renforum/vlnol/coyle.htm> [Accessed 16 June 1998].



- Albers, J. (1994). *Interaction of colour* [CD-ROM]. NewHaven: Yale University Press.

**One common query** about referencing concerns references to texts/authors from a second source. If you are quoting a source second-hand, that is, you have not read the author/text referred to yourself, but have come across the information in a text you did read then the following example shows you how to present the information in the text:-

"Smith (1998: 124) discusses the work of Patterson (1996) who argues many of the established theories on staff recruitment and development are very unsatisfactory because....".

The bibliography would include the original text you actually read but also the secondary text referred to, so when collecting references make sure you collect all references at the start. It is always good practice to try to read an original text and not rely on another later author paraphrasing their work, however this is not always possible. Retrieve the original citation for Patterson (1996) from the bibliography of Smith (1998) and cite this way to demonstrate you never read the original work:

Patterson, F. (1996). *Personnel Management*. London: Pearson, in Smith, S. (1998). *Recruitment Practices in the Retail Sector*. London: Jonesbooks.

Remember the golden rule however that you should always try to read the original source whenever possible.

### **Technical production regulations**

When submitting the Graduation Assignment, it is extremely important that you follow certain technical requirements. These must be adhered to otherwise a penalty may be enforced which can hinder your ability to pass the graduation assignment.

Two copies of your graduation assignment have to be submitted to Wittenborg Education Department Office before 12 am on the hand-in date; however, you are allowed to submit earlier at your discretion. Both copies of the graduation assignment will be archived in the Wittenborg Library from date of submission. All assignments must also be submitted online to the correct upload area through Wittenborg Online, as well for plagiarism check. There will be instructions provided throughout the programme on how to submit your paper or documents on intranet submission area, on the Wittenborg-Online. This online submission can be used to check for other technical requirements such as the word count.

Your document should be spirally bound and produced on A4 size paper. Creative output projects that may include some visual artifact or portfolio will require only one submission of this element along with the bound two copies of the written Thesis.

It should be typed in a reasonably sized font (Geneva 10, or Times 12 are good examples) double-spaced (except for indented quotations and footnotes) on single sides of A4 white paper.

Lengthy quotations (exceeding 40 words) should be presented, indented, with clear spaces above and below the main text.

Margins should be as follows: left (binding edge) 40mm / 1.5", right, top & bottom 25mm / 1".

Your front / title page should include the title of your graduation assignment, your name and student number, the month and the year of examination, the title of your degree course and the name of your tutor. It should not include anything else.

Follow carefully what must be included in the acknowledgements page. Ensure that the WORD COUNT has been identified at the bottom of your acknowledgements page.

All costs associated with the assignment are borne by you, the student. If an organisation or individual does give you a lot of help then it would normally be a courtesy for you to send them a copy of your final project, or, at least an executive summary.

#### 4. OFFICIAL FRAMEWORK DEADLINES

##### ***Process and regulations.***

NB: All work to be handed in by 16.00 hours (4PM) on the due date

The process begins during semester 1, when the Research Methods and Final Project Module begins; from the beginning you need to start thinking about possible research topic areas that are appropriate for a Master level Graduation Assignment. Draft version of your research proposal is the required prerequisite for this Module (See Module guide for further details).

Your project is marked by your tutor and second–marked by another member of staff (2<sup>nd</sup> Marker). Finally, a sample of marked projects is sent to the External Examiners for their assessment as a matter of quality control and assurance. The final stage of the assessment process is the Examination Board.

##### ***Regulations for late submissions / extensions to the deadline***

Late submission of your thesis should be avoided. However, circumstances can arise which make a late submission inevitable. These circumstances must be acceptable as reasons for a late submission. If they include illness or injury, a medical certificate will normally be required. Late submission will not be condoned for such as printer error, computer failure, late binding or poor time management. You should not be printing off your thesis during the week it is to be handed in. Try to print off draft copies as you go to avoid any problems.

##### ***Regulations concerning mitigating circumstances***

As with all modules, the Final Project is covered by the general assessment regulations concerning mitigating circumstances. If you feel that your project performance is being affected by adverse

circumstances (for example, prolonged, debilitating illness, or stress due to unavoidable personal circumstances) then you can apply for an extension. You should not be applying for an extension and submitting a mitigating circumstances form. Your mitigating circumstances are taken into account in determining whether you meet the requirements for an extension, and these should be indicated on the extension request form. You need to discuss with / report to your tutor any difficulties AS EARLY AS POSSIBLE with regard to the possibility of extensions. You should be able to foresee if you require an extension well in advance of the submission deadline (usually at least a week before). Normally you will be required to produce evidence that you have suffered from adverse circumstances. **Note the penalty for late submission, p. 247.**

### ***Plagiarism***

A formal session on plagiarism is held during Induction Week. Plagiarism is a serious academic offence. Whether intentional or unintentional, plagiarism is a form of cheating, as a result of which an individual gains or seeks to gain an unfair academic advantage. It includes the use of another author's words verbatim, summarising or paraphrasing another person's argument or line of thinking, or use of a particularly apt phrase without proper attribution. When working with ideas and concepts that are not familiar to you, the temptation for some students to lift words or sections of text from other sources is great. Write in your own words because using the words or ideas of others without a reference (either using quotation marks and/or sourcing the author(s)) will lead to accusations of plagiarism. Tutors are generally familiar with differences between the writing style of students and experienced authors. There is Turnitin software available to the School, which can be used to detect suspected cases of plagiarism. The software compares the writing used within a thesis to other sources for example websites on the Internet, journal articles, books, and other student work from other universities.

If plagiarism is detected, the Examination and Graduation Board of the University will become involved, which may ultimately result in a penalty: a serious warning, downgrading, a fail with or without a chance to resubmit, or even dismissal from the university. It is not a pleasurable experience for both the student and the university, and therefore best avoided.

Please, remember that the generation of false primary data is also a serious academic offence. You should keep all examples of primary data derived from surveys and interviews (whether in paper, electronic or taped form) as this may be used as evidence in case your results are questioned. The School may run random checks among all students with regard to their primary data. All students will be required to run their project through the Turnitin plagiarism software and this is considered as part of the formal submission requirements. Further details of the Turnitin submission will be provided as part of the module workshop materials and clear instructions will be provided under the project module on Wittenborg Online as to how and when to submit your graduation assignment through Turnitin

Note that self-plagiarism (submitting the same assignment for different courses) is also a form of plagiarism. If – irrespective of the outcome of Turnitin - there are doubts about whether or not you are the original author of a piece of work, the university will insist on an oral presentation.

### **Graduation Assignment Lectures/Workshops**

Some seminars lectures will be designed to support your research efforts on the research process generally and on topics specifically intended to support the graduation assignment, for example:

- The concept of research and the research process
- Types of research project
- Inquiry paradigms
- Literature review and secondary data
- Developing and planning research proposals
- Setting research aims and objectives
- Characteristics and principles of qualitative research
- Characteristics and principles of quantitative research
- Data Analysis
- Writing Up the project

## 5. SUPERVISION OF THE GRADUATION ASSIGNMENT/ FINAL PROJECT

Academic supervisors are normally members of the academic staff at WUAS. They will be allocated according to various criteria including their familiarity with the proposed topic, their knowledge of the relevant methodologies, their experience in conducting and supervising research projects and their workloads.

Each student is entitled to receive support from their academic supervisor. Academic supervisors will normally be working together with a number of students, so the total time available should, as far as possible, be divided equally between their supervisees. Academic supervisors are allocated a maximum of **12 hours per student** for supervision including marking so when you use your supervisor's time, use it wisely. This does not necessarily mean that supervisors will support their supervisees in one-to-one tutorials: different supervisors and students prefer different methods, and very often you will gain more from being part of a small tutorial group than from one-to-one support – especially in the early stages of your research. It is the responsibility of students to make mutually agreeable arrangements with their supervisor. Students can see other academic supervisors for advice; however, this is at the discretion of the other supervisors. Keep your supervisor up to date if you discuss aspects of your research with another supervisor.

We strongly advise you to see your supervisor regularly and to follow with her/him a structured and planned approach to the dissertation along the lines that we are suggesting in this document. Students who do poorly on the dissertation are usually the ones who have failed to meet regularly with their supervisor and who have not followed a systematic plan. Supervisors are advised to keep details of attendance for each supervisee. We strongly advise you to keep a similar record detailing what was discussed and the actions you need to take. The following highlights the standard level of supervision that students should receive from the school.

### ***Academic Supervisor / Student Supervision***

Students can expect the following level of supervision from their academic supervisor:

- Supervisors will make themselves available for appropriate tutorial times in normal office hours during semester times (normally not during the Easter/ Summer break period for some supervisors who take annual leave at such times). Discuss supervisory arrangements within your supervisor at your first meeting.
- If you choose to complete your project at a distance (i.e. you are unable to come into the University for supervisory meetings) this can impact upon the effectiveness of the support and guidance that supervisors will be able to offer. If you are planning to be away from the campus and unable to attend face-to-face tutorials please liaise with your supervisor and agree on the support that they will be able to offer at a distance.
- Supervisors will normally review in depth one chapter of the thesis. This chapter can be the student's choice; however, the vast majority of students choose the literature review as this comes early on in the process and students generally want to receive some feedback at this stage. Students should submit a word processed full draft of their chosen chapter. Supervisors are normally expected to review the chosen chapter once, and should not be expected to keep reviewing re-submitted versions of the same chapter.
- Supervisors should normally review a draft chapter and return it to the student within a few working days (3-5 days) with an appropriate level of feedback.
- Supervisors will provide advice and guidance on appropriate research methodologies. It is expected that students will also attend relevant lectures to support their research as well as reviewing various research methods texts.
- Supervisors will notify students in advance of any leave they wish to take during semester time. At various times some supervisors may be out of the School for reasons such as attending conferences, placement visits and other University business. If this absence results in the supervisor being out of the office during term time for more than 5 working days, the supervisor should make appropriate cover for each student and should notify each student.
- Supervisors are allocated a total of 12 hours per year per student, which includes marking. Supervisors can expect the following from each of their students:
  - Regular, punctual attendance at supervisory tutorial meetings. Try to avoid 'dropping in' to supervisor's offices and quickly asking for advice since the supervisor may need time to reflect on your questions.
  - Students come fully prepared to supervisory tutorial meetings, which means that you have read around the subject area, and / or have drafts of material that need to be consulted.

- Students should advise supervisors with regard to their holiday plans and general availability throughout the research process.
- Students should keep supervisors up to date with any problems that may interfere with the deadline or the successful completion of the thesis.
- Students should openly communicate with their supervisor any other problems or fears with regard to their project.
- Students should develop a regular time line for their project research process.
- Students should not leave the project until the end of the academic year as this places unreasonable supervisory demands on academic supervisors. Supervision is available at appointed times only and note that academic supervisors cannot be expected to condense supervision into a couple of months, particularly as they may be on annual leave.

#### 6. GRADUATION CLEARANCE FORM GUIDELINES (STUDENTS/AC.SUPERVISORS)

No student is allowed to upload and defend their Graduation Assignment/Final Project unless they have uploaded a completed and signed clearance form at the time of submission of the final version (the deadline is same for the final version GA/FP submission and clearance form). The clearance form shows that a student has completed all the required exams except the Final Project and have achieved 60 EC Credits, and paid all outstanding dues to the institution.

- The Clearance Form should be used as a standard graduation procedure
- A scanned copy of the properly filled and signed Clearance Form by all departments should be uploaded by the student in the MBA GA/FP online area before the deadline (Check module online area for exact time and date).
- Once a list of students has been established on the Tuesday of Week 6, the list is added to the agenda item of the GA/FP Presentations, both on the Student Timetable and the Central Agenda. GA presentations are always planned on the Friday of Exam Week each block with the exception of retake blocks.
- Students must submit two properly bound (NO SPIRAL BINDING) copies of their GA/FP at least 3 days before the presentation. You can hand them in to the Front Desk at LvM 500.
- As part of the clearance process students need to certify to the following: That the submitted work is my own work, was completed while registered as a student for the degree stated on the title page, and I have not obtained a degree elsewhere on the basis of the research presented in this submitted work. Where the submitted work is based on work done in conjunction with others, I certify that a substantial part is my own original work, the extent of which is indicated in the title page of the submitted work. No part of my thesis has been accepted or is currently being submitted for any degree, diploma or certificate or other qualification in this University or elsewhere. This will be included in the graduation clearance form.

**Note: Please, indicate if you would like to make use of any special arrangements / equipment for your presentation. You must arrange this either through your academic /process tutor or the education department at least one week in advance from the time of presentation.**

## Graduation Clearance Form

It is obliged for students who wish to graduate to have this clearance form signed by relevant departments before the final version GA/FP Upload. With their signature, each department has agreed on clearance for the student to proceed to graduation.

**Student name:**..... **Student**  
**number:**.....

**Student Signature** ..... **Planned graduation block/date:** .....

- 1. Education Department, represented by the student's process tutor (all EC except for the Graduation Module achieved)**

**Name:**.....

**Date:**.....**Signature:** .....

- 2. Housing Department, represented by the Office Manager Housing**

**Name:**.....

**Date:**.....**Signature:**.....

- 3. Front Office, represented by the Front Office Manager (Books)**

**Name:**.....

**Date:** .....**Signature:**.....

- 4. Financial Department, represented by the Student Registrar**

**Name:**.....

**Date:**.....**Signature:**.....

Office Use Only

**Approval for defense by the Examination and Graduation Board, represented by the Chairperson**

**Name:**.....

**Date:**.....**Signature:**.....

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**7. ASSESSMENT CRITERIA FOR THE FINAL PROJECT: MBA DISSERTATION**

Grade/Criteria	0 – 39%	40 – 49%	50 – 54%	55 – 59%
			<b>Adequate but weak overall. All learning outcomes have been met but at least some barely exceed the 50% pass threshold</b>	
<b>Design and conceptualisation of project</b>	Unsatisfactory and very poorly thought out research redesign and conceptualisation, very weak / very limited engagement with theory. Weak / highly unsatisfactory attempt to expand, redefine and/ or contribute to existing knowledge/ practice. Aims and objectives are insufficiently grounded in the wider literature. Design and conceptualization of the research demonstrates a very poor level of understanding within the confines of the	Unsatisfactory, poorly thought out research redesign and conceptualisation, very weak / limited engagement with theory. Weak / unsatisfactory attempt to expand, redefine and/ or contribute to existing knowledge/ practice. Aims and objectives are unsatisfactorily grounded in the wider literature. Design and conceptualization of the research demonstrates a very limited level of understanding within the confines of the project’s aims and objectives and in relation to the	Very basic and/or poorly thought out research redesign and conceptualisation, weak engagement with theory. Weak / limited attempt to expand, redefine and/ or contribute to existing knowledge/ practice. Aims and objectives are adequate but insufficiently grounded in the wider literature. Design and conceptualization of the research demonstrates a weak approach within the confines of the project’s	A standard but sound research redesign and conceptualisation, which engages with theory. Standard attempt to expand, redefine and/ or contribute to existing knowledge/ practice. Aims and objectives are grounded in the wider literature to a standard level. Design and conceptualization of the research demonstrates a standard critical approach within the confines of the

	project's aims and objectives and in relation to the expectations for the level of study.	expectations for the level of study.	aims and objectives and in relation to the expectations for the level of study.	project's aims and objectives.
<b>Intellectual engagement, knowledge and understanding</b>	Very limited, weak / poor understanding of and engagement with theory, frameworks and debates. Very limited recognition of seminal works, chronology and contested aspects of the wider literature, providing a highly unsatisfactory grounding for the aims, objectives, research approach and methods of the study. Several/ many significant inaccuracies and/or misunderstandings evident. Very weak / insufficient identification of gaps in knowledge.	Very limited understanding of and engagement with theory, frameworks and debates. Weak recognition of seminal works, chronology and contested aspects of the wider literature, providing an unsatisfactory grounding for the aims, objectives, research approach and methods of the study. Some significant inaccuracies and/or misunderstandings evident. Weak / insufficient identification of gaps in knowledge.	Adequate but limited understanding of and engagement with theory, frameworks and debates. Adequate but limited recognition of seminal works, chronology and contested aspects of the wider literature, providing a weak grounding for the aims, objectives, research approach and methods of the study. Weak / limited identification of gaps in knowledge.	Some good understanding of and engagement with theory, frameworks and debates. Clear and at times good recognition of seminal works, chronology and contested aspects of the wider literature, providing a standard grounding for the aims, objectives, research approach and methods of the study. Standard identification of gaps in knowledge.
<b>Methodology and research methods</b>	Very poorly thought out justification for and explanation of methods adopted with insufficient links made to the literature	Poorly thought out justification for and explanation of methods adopted with insufficient links made to the literature review	An adequate but weak justification for and explanation of methods adopted with limited links made to the literature	A standard justification for and explanation of methods adopted with links made to the literature review and research

	review and research questions. Very weak / insufficient recognition of limitations, potential bias and ethical issues.	and research questions. Weak / insufficient recognition of limitations, potential bias and ethical issues.	review and research questions. Limited / weak recognition of limitations, potential bias and ethical issues.	questions. Standard recognition of limitations, potential bias and ethical issues.
<b>Analysis and Evaluation</b>	<p>Analysis, synthesis, evaluation and appraisal of the outcomes/ findings of the research are purely descriptive demonstrating inadequate understanding of reflectivity in relation to the theoretical and conceptual frameworks adopted. Analysis of the research outcomes / findings is highly unsatisfactory within the context of the original aims and objectives of the project. Very poor / inadequate conclusions and/ or recommendations discussed to an unsatisfactory level within the context of the outcomes / findings. Inadequate recognition of</p>	<p>Analysis, synthesis, evaluation and appraisal of the outcomes/ findings of the research are too descriptive demonstrating insufficient understanding of reflectivity in relation to the theoretical and conceptual frameworks adopted. Analysis of the research outcomes / findings is unsatisfactory within the context of the original aims and objectives of the project. Very poor conclusions and/ or recommendations discussed to an inadequate / limited level within the context of the outcomes / findings. Unsatisfactory recognition of limitations and areas for further enquiry.</p>	<p>Analysis, synthesis, evaluation and appraisal of the outcomes/ findings of the research are descriptive demonstrating limited understanding of reflectivity in relation to the theoretical and conceptual frameworks adopted. Research outcomes / findings are insufficiently analysed within the context of the original aims and objectives of the project. Very basic and/ or poorly thought through conclusions and/ or recommendations discussed to an adequate but limited level within the context of the outcomes / findings. Very basic, weak / limited recognition of limitations</p>	<p>Sound analysis, synthesis, evaluation and appraisal of the outcomes/ findings of the research demonstrating some understanding of reflectivity when drawing on appropriate theoretical and conceptual frameworks. Research outcomes / findings are discussed to a standard level within the context of the original aims and objectives of the project. Sound conclusions and/ or recommendations discussed to a standard level within the context of the outcomes / findings. Standard recognition of</p>

	limitations and areas for further enquiry.		and areas for further enquiry.	limitations and areas for further enquiry.
<b>Structure, organisation and presentation</b>	Very poor standard of organisation, structure and presentation of the project. Very poor standard of written and/or visual communication. Very poor compliance and adherence to established protocols for academic writing (e.g. Harvard referencing, bibliography). Some serious / significant grammatical errors and omissions in the references / bibliography.	Poor standard of organisation, structure and presentation of the project. Poor standard of written and/or visual communication. Poor compliance and adherence to established protocols for academic writing (e.g. Harvard referencing, bibliography). Some significant grammatical errors and omissions in the references / bibliography.	Poor standard of organisation, structure and presentation of the project. Adequate standard of written and/or visual communication. Poor compliance and adherence to established protocols for academic writing (e.g. Harvard referencing, bibliography). Grammatical errors and omissions in the references / bibliography.	Satisfactory organisation, structure and presentation of the project. Some good quality written and/or visual communication. Standard compliance and adherence to established protocols for academic writing (e.g. Harvard referencing, bibliography). Some grammatical errors and omissions in the references/bibliography.

Grade/Criteria	60 – 69%	70 – 79%	80-100%
<b>Design and conceptualisation of project</b>	Very good research design and conceptualisation, with potential to expand, redefine and/ or contribute to existing knowledge/ practice. Aims and objectives are grounded in the wider literature to a very good level and have generally been achieved to a very good standard. Design and conceptualization of the research is at times ambitious with very good evidence of a critical approach within the confines of the project’s aims and objectives.	An extremely good research design and conceptualization, which expands, redefines and/ or contributes to existing knowledge/ practice Aims and objectives are critically grounded in the wider literature and have been achieved to an extremely good level. Design and conceptualization of the research is ambitious with extremely good evidence of a critical approach within the confines of the project’s aims and objectives.	Outstanding research design and conceptualization, which clearly expands, redefines and/ or contributes to existing knowledge/ practice. Aims and objectives are critically grounded in the wider literature and have been achieved to an exceptional standard. Design and conceptualization of the research is extremely coherent, appropriate, ambitious and original with excellent evidence of a critical approach within the confines of the project’s aims and objectives.
<b>Intellectual engagement, knowledge and understanding</b>	Very good engagement with theory, frameworks and debates. Clear and at times insightful recognition of seminal works, chronology and contested aspects of the wider literature, providing a very good grounding for the aims, objectives, research approach and	Extremely good critical engagement with theory, frameworks and debates. Clear, insightful and in places sophisticated recognition of seminal works, chronology and contested aspects of the wider literature, providing an extremely	Outstanding critical engagement with theory, frameworks and debates in a highly persuasive narrative form. Highly sophisticated recognition of seminal works, chronology and contested aspects of the wider literature, providing an exemplary

	methods of the study. Very good identification of gaps in knowledge.	good grounding for the aims, objectives, research approach and methods of the study. Extremely good identification of gaps in knowledge.	grounding for the aims, objectives, research approach and methods of the study. In depth and insightful understanding of the gaps in knowledge.
<b>Methodology and research methods</b>	Very good justification for methods adopted, with clearly discussed and explained in the context of the literature review and research questions. Good recognition of limitations, potential bias and ethical issues.	Extremely good justification for methods adopted, clearly and critically discussed and explained in the context of the literature review and research questions. Methods adopted are appropriate for the research questions, with very good recognition of limitations, potential bias and ethical issues.	Outstanding justification for methods adopted, clear and critically explained demonstrating a sophisticated high quality level of analysis in the context of the literature review and research questions. Methods adopted are highly appropriate for the research questions, with excellent recognition of limitations, potential bias and ethical issues.
<b>Analysis and Evaluation</b>	Some high quality analysis, synthesis, evaluation and appraisal of the outcomes/ findings of the research demonstrating very good level of reflectivity when drawing on appropriate theoretical and conceptual frameworks. Research outcomes / findings are discussed to a very good level within the context of the original aims and objectives of the project.	Extremely good critical analysis, synthesis, evaluation and appraisal of the outcomes/ findings of the research demonstrating an extremely good level of reflectivity when drawing on appropriate theoretical and conceptual frameworks. Research outcomes / findings are discussed to an extremely original aims and objectives of the project.	Outstanding and very high quality critical analysis, synthesis, evaluation and appraisal of the outcomes/ findings of the research, demonstrating a very high level of reflectivity when drawing on appropriate theoretical and conceptual frameworks. Research outcomes / findings have been critically and comprehensively discussed in the

	Conclusions and/ or recommendations are discussed to a very good level within the context of the outcomes / findings. Very good, informed recognition of limitations and areas for further enquiry.	Conclusions and/ or recommendations are discussed to an extremely good level within the context of the outcomes / findings. Very rigorous overt and informed recognition of limitations and areas for further enquiry.	context of the original aims and objectives of the project. Conclusions and/ or recommendations are discussed to an exemplary level within the context of the outcomes / findings. Highly rigorous overt and informed recognition of limitations and areas for further enquiry.
<b>Structure, organisation and presentation</b>	Very good organisation, structure and presentation of the project. Very good quality written and/or visual communication. Very good compliance and adherence to established protocols for academic writing (e.g. Harvard referencing, bibliography). Few grammatical errors and isolated omissions in the references/bibliography.	Extremely good organisation, structure and presentation of the project. High quality written and/or visual communication. Full compliance and adherence to established protocols for academic writing (e.g. Harvard referencing, bibliography). No / limited apparent grammatical errors or omissions in the references/bibliography.	Exemplary organisation, structure and presentation of the project. High quality written and/or visual communication with clear narrative style and appropriate structure. Strict compliance and adherence to established protocols for academic writing (e.g. Harvard referencing, bibliography) No / few apparent grammatical errors or omissions in bibliography.

## 8. GRADUATION ASSIGNMENT/ FINAL PROJECT PLANNING

1. This GA/FP planning schedule is for full-time study in order to achieve 30 EC's. According to this planning, the students who are working full-time on their GA can complete it in-time. Students working part-time, or completing any other study requirements, should consider extra time and must discuss this clearly with their academic supervisor.
2. Only those students who have started their work before the summer (from block 6) can graduate in Block 1.
3. Students should make sure that the submitted content is not a draft and/or final draft but the absolute final error-free version, before they press the submission button on the deadline for submitting any part and/or final version GA.
4. Students must develop their own planning for each chapter of the GA, data collection and/or analysis to write initial draft versions. These drafts should be used to develop final versions which should be uploaded before the submission deadlines.
5. Students must submit two properly bound copies of their dissertation at least 3 days before the presentation. You can hand them in to the Front Desk.
6. Block Weeks mentioned in this schedule are the standard 6 weeks of each block excluding any Introduction Weeks (IW), Study Weeks (SW) and Catch-up Weeks mentioned in any block in the year calendar. Please check the GA / FP module online area for the specific days and times for upload deadlines.
7. The Turnitin Upload area for GA Final Version of a block CLOSES at 4PM CET (16:00 hours Dutch Time) on the Monday of Week 4 of a block. Once it's closed, it will become hidden to students and the upload area in the next block will open. If you miss the deadline you will need to submit in the next block's submission area.
8. Technical errors: Make sure that you attempt your upload well before the deadline. If there is an error, you are obliged to contact the Front Desk immediately for help.
9. Graduation Ceremonies (2 per academic year) are planned in as follows:
  - 2nd Week Friday of Retake Block 4
  - 2nd Week Friday of Retake Block 8



<b>Graduation Opportunity 1, (Block 1)</b>		
<b>Day</b>	<b>Block Week</b>	<b>Deadlines</b>
<b>Block 6 (previous academic year)</b>		
Monday	Block 6, Week 1	Make contact with assigned academic supervisor
Monday	Block 6, Week 2	Send Research proposal to academic supervisor
Friday	Block 6, Week 4	Approval of passed Research Proposal by the academic supervisor for the official start of GA
Monday	Block 6, week 6	Possible academic supervisor meeting on Student Request if necessary
<b>Block 7 (previous academic year)</b>		
Monday	Block 7, Week 1	Deadline for submission of final version Ch. 1 & 2
Friday	Block 7, Week 4	Academic supervisor Feedback on Ch. 1 & 2 + Meeting on Student Request if necessary
Monday	Block 7, Week 5	Submission of Research Instruments/Framework, Model /Ethical Issues etc. or Ch. 1- 4
<b>Block 1</b>		
Friday	Block 1, Week 1	2nd Feedback and/or Meeting on Student Request if necessary
	Block 1, Week 2	Student working on Final Version based on feedback
	Block 1, Week 3	Possible academic supervisor meeting on Student Request if necessary
Monday	Block 1, Week 4	Final Version Submission Deadline
Monday	Block 1, Week 6	Approval Examination Board (EB)
Tuesday	Block 1, Week 6	Results EB + Presentation Schedule announcement(See your online calendar)
Friday	Block 1, Week 6	Graduation Assignment / Final Project Presentation

<b>Graduation Opportunity 2, (Block 2)</b>		
Day	Block Week	Deadlines
<b>Block 7 (previous academic year )</b>		
Monday	Block 7, Week 1	Make contact with assigned academic supervisor
Monday	Block 7, Week 2	Send Research proposal to academic supervisor
Friday	Block 7, Week 4	Approval of passed Research Proposal by the academic supervisor for the official start of GA
Monday	Block 7, week 6	Possible academic supervisor meeting on Student Request if necessary
<b>Block 1</b>		
Monday	Block 1, Week 1	Deadline for submission of final version Ch. 1 & 2
Friday	Block 1, Week 4	Academic supervisor Feedback on Ch. 1 & 2 + Meeting on Student Request if necessary
Monday	Block 1, Week 6	Submission of Research Instruments/Framework, Model /Ethical Issues etc. or Ch. 1- 4
<b>Block 2</b>		
Friday	Block 2, Week 1	2nd Feedback and/or Meeting on Student Request if necessary
	Block 2, Week 2	Student working on Final Version based on feedback
	Block 2, Week 3	Possible academic supervisor meeting on Student Request if necessary
Monday	Block 2, Week 4	Final Version Submission Deadline
Monday	Block 2, Week 6	Approval Examination Board (EB)
Tuesday	Block 2, Week 6	Results EB + Presentation Schedule announcement
Friday	Block 2, Week 6	Graduation Assignment / Final Project Presentation

<b>Graduation Opportunity 3, (Block 3)</b>		
<b>Day</b>	<b>Block Week</b>	<b>Deadlines</b>
<b>Block 1</b>		
Monday	Block 1, Week 1	Make contact with assigned academic supervisor
Monday	Block 1, Week 2	Send Research proposal to academic supervisor
Friday	Block 1, Week 4	Approval of passed Research Proposal by the academic supervisor for the official start of GA
Monday	Block 1, week 6	Possible academic supervisor meeting on Student Request if necessary
<b>Block 2</b>		
Monday	Block 2, Week 1	Deadline for submission of final version Ch. 1 & 2
Friday	Block 2, Week 4	Academic supervisor Feedback on Ch. 1 & 2 + Meeting on Student Request if necessary
Monday	Block 2, Week 5	Submission of Research Instruments/Framework, Model /Ethical Issues etc. or Ch. 1- 4
<b>Block 3</b>		
Friday	Block 3, Week 1	2nd Feedback and/or Meeting on Student Request if necessary
	Block 3, Week 2	Student working on Final Version based on feedback
	Block 3, Week 3	Possible academic supervisor meeting on Student Request if necessary
Monday	Block 3, Week 4	Final Version Submission Deadline
Monday	Block 3, Week 6	Approval Examination Board (EB)
Tuesday	Block 3, Week 6	Results EB + Presentation Schedule announcement(See your online calendar)
Friday	Block 3, Week 6	Graduation Assignment / Final Project Presentation

<b>Graduation Opportunity 4, (Block 5)</b>		
<b>Day</b>	<b>Block Week</b>	<b>Deadlines</b>
<b>Block 2</b>		
Monday	Block 2, Week 1	Make contact with assigned academic supervisor
Monday	Block 2, Week 2	Send Research proposal to academic supervisor
Friday	Block 2, Week 4	Approval of passed Research Proposal by the academic supervisor for the official start of GA
Monday	Block 2, week 6	Possible academic supervisor meeting on Student Request if necessary
<b>Block 3</b>		
Monday	Block 3, Week 1	Deadline for submission of final version Ch. 1 & 2
Friday	Block 3, Week 4	Academic supervisor Feedback on Ch. 1 & 2 + Meeting on Student Request if necessary
Monday	Block 3, Week 5	Submission of Research Instruments/Framework, Model /Ethical Issues etc. or Ch. 1- 4
<b>Block 5</b>		
Friday	Block 5, Week 1	2nd Feedback and/or Meeting on Student Request if necessary
	Block 5, Week 2	Student working on Final Version based on feedback
	Block 5, Week 3	Possible academic supervisor meeting on Student Request if necessary
Monday	Block 5, Week 4	Final Version Submission Deadline
Monday	Block 5, Week 6	Approval Examination Board (EB)
Tuesday	Block 5, Week 6	Results EB + Presentation Schedule announcement(See your online calendar)
Friday	Block 5, Week 6	Graduation Assignment / Final Project Presentation

<b>Graduation Opportunity 5, (Block 6)</b>		
<b>Day</b>	<b>Block Week</b>	<b>Deadlines</b>
<b>Block 3</b>		
Monday	Block 3, Week 1	Make contact with assigned academic supervisor
Monday	Block 3, Week 2	Send Research proposal to academic supervisor
Friday	Block 3, Week 4	Approval of passed Research Proposal by the academic supervisor for the official start of GA
Monday	Block 3, week 6	Possible academic supervisor meeting on Student Request if necessary
<b>Block 5</b>		
Monday	Block 5, Week 1	Deadline for submission of final version Ch. 1 & 2
Friday	Block 5, Week 4	Academic supervisor Feedback on Ch. 1 & 2 + Meeting on Student Request if necessary
Monday	Block 5 Week 5	Submission of Research Instruments/Framework, Model /Ethical Issues etc. or Ch. 1- 4
<b>Block 6</b>		
Friday	Block 6, Week 1	2nd Feedback and/or Meeting on Student Request if necessary
	Block 6, Week 2	Student working on Final Version based on feedback
	Block 6, Week 3	Possible Tutor meeting on Student Request if necessary
Monday	Block 6, Week 4	Final Version Submission Deadline
Monday	Block 6, Week 6	Approval Examination Board (EB)
Tuesday	Block 6, Week 6	Results EB + Presentation Schedule announcement (See your online calendar)
Friday	Block 6, Week 6	Graduation Assignment / Final Project Presentation

<b>Graduation Opportunity 6, (Block 7)</b>		
<b>Day</b>	<b>Block Week</b>	<b>Deadlines</b>
<b>Block 5</b>		
Monday	Block 5, Week 1	Make contact with assigned academic supervisor
Monday	Block 5, Week 2	Send Research proposal to academic supervisor
Friday	Block 5, Week 4	Approval of passed Research Proposal by the academic supervisor for the official start of GA
Monday	Block 5, week 6	Possible academic supervisor meeting on Student Request if necessary
<b>Block 6</b>		
Monday	Block 6, Week 1	Deadline for submission of final version Ch. 1 & 2
Friday	Block 6, Week 4	Academic supervisor Feedback on Ch. 1 & 2 + Meeting on Student Request if necessary
Monday	Block 6, Week 5	Submission of Research Instruments/Framework, Model /Ethical Issues etc. or Ch. 1- 4
<b>Block 7</b>		
Friday	Block 7, Week 1	2nd Feedback and/or Meeting on Student Request if necessary
	Block 7, Week 2	Student working on Final Version based on feedback
	Block 7, Week 3	Possible academic supervisor meeting on Student Request if necessary
Monday	Block 7, Week 4	Final Version Submission Deadline
Monday	Block 7, Week 6	Approval Examination Board (EB)
Tuesday	Block 7, Week 6	Results EB + Presentation Schedule announcement (See your online calendar)
Friday	Block 7, Week 6	Graduation Assignment / Final Project Presentation

## 9. EXTENSION TO DEADLINES AND MITIGATING CIRCUMSTANCES

### ***Mitigating Circumstances***

During your University studies you may have certain times when circumstances prevent you performing to the best of your ability. This could be due to family problems, close personal bereavement or illness. In the first instance this should be discussed with the Tutor who will advise you.

### ***Extension to Deadlines***

Normally, deadlines must not be missed. If, due to exceptional circumstances, you are unable to meet the deadline you may request an extension using the appropriate form, available from the School Office. Supporting evidence will normally be required when applications for extensions are made, such as a medical certificate, doctor's letter, death certificate, etc. The Graduation and Examination Board is the only body who can authorize extensions. You may wish to make an appointment with your tutor who can also help you complete the application and ensure that you have relevant evidence.

Requests for extensions should normally be submitted in advance at least three full working days before the deadline date. You must take the application with your supporting evidence to your tutor.

### ***Late Submission***

Late submission is not normally condoned unless there are significant reasons ('mitigating circumstances') supported by written evidence. This includes absence from an assessment, failure to submit or undertake work, failure to submit work by the deadline, or poor performance.

The deadline date for submission of claims for mitigation is the last day Thursday of the Block. If you hand work in late (that is, after the deadline, or the extended deadline if one was granted), the assignment receives a 'zero' mark on the feedback sheet. However, for the student's information the tutor will write the actual mark the work *would have* received (had it not been late) on the Graduation Assignment mark sheet.

### ***Appendixes to Final Project Handbook***

#### ***Appendix 1 – pro-forma Research Proposal Form***

- Research Proposal Form

Please word-process this pro-forma, following its exact layout

- Student:
- Student Number:
- Course:
- Research Interest outline:
- Please, develop a 500 words narrative outlining your research interests and potential areas of investigation. Please identify the type of project (e.g. dissertation, business plan, consultancy project, creative output)
- Please, highlight a list of books, articles and other relevant sources that you have consulted so far. Please submit these sources using the Harvard referencing style.

Date:

To be completed by module lecturer – This will appear on the upload area as mark/comments:

Decision: Approved (Student may upload Graduation Assignment Proposal) / NO (Student can resubmit before resubmission deadline, plus feedback)

FINAL YEAR ACADEMIC SUPERVISOR:





**WITTENBORG**  
University of Applied Sciences

***Appendix 2 – Research Interests  
Resubmission Form***

Research Interests Resubmission Form

DEADLINE FRIDAY EXAM WEEK - SAME BLOCK AS FIRST SUBMISSION

Please word-process this pro-forma, following its exact layout

Name:

Course:

- Research Interest outline:
- Please develop a 500 words narrative outlining your research interests and potential areas of investigation. Please identify the type of project (e.g. dissertation, business plan, consultancy project, creative output)

Please highlight a list of books, articles and other relevant sources that you have consulted so far. Please submit these sources using the Harvard referencing style.

Student:

Student Number:

Date:

To be completed by module lecturer – This will appear on the upload area as mark/comments:

Decision: Approved (Student may upload Graduation Assignment Proposal) / NO (Student can join next submission deadline as first submission)

FEEDBACK DEADLINE: Following Block Friday Lesson Week 2

FINAL YEAR TUTOR:

# THE EEG - PART 9

## EUROPEAN DIPLOMA SUPPLEMENT

(An Example of a Master level EDS)



31 August 2018

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**EUROPEAN DIPLOMA SUPPLEMENT (EXAMPLE)**

This Diploma Supplement follows the model developed by the European Commission, Council of Europe and UNESCO/CEPES. The purpose of the supplement is to provide sufficient independent data to improve the international 'transparency' and fair academic and professional recognition of qualifications (diplomas, degrees, certificates etc.). It is designed to provide a description of the nature, level, context, content and status of the studies that were pursued and successfully completed by the individual named on the original qualification to which this supplement is appended. It should be free from any value judgements, equivalence statements or suggestions about recognition. Information in all eight sections should be provided. Where information is not provided, an explanation should give the reason why.

**1. Information identifying the holder of the qualification**

Last name(s)

First name(s)

1.1

1.2

Date of birth (dd/mm/yyyy)

Student identification number or code (if available)

1.3

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1.4

**2. Information identifying the qualification**

Name of qualification and (if applicable) title conferred

Main field(s) of study for the qualification

2.1	Master in Business Administration / MBA	2.2	Either: General Management
Name and status of awarding institution (in original language)		or: Entrepreneurship and Innovation	
2.3		or: Hospitality Service Management	
Wittenborg University, private university of applied sciences recognised by the National Government, Ministerie van Onderwijs Nr: 25AY,		Name and status of institution (if different from 2.3) administering studies (in original language)	
Language(s) of instruction/examination			
2.5	Language of Instruction & Examination : English	2.4	
<b>3. Information on the level of the qualification</b>			
Level of qualification		Official length of programme	
3.1	Master degree awarded on completion of a programme of Higher Professional Education (HBO)	3.2	1.5 Years Full-time, 2.5 / 3 years Part-time, 90 ECs (European Credits)
Access requirements(s)			
3.3			

#### 4. Information on the contents and results gained

##### Mode of study

4.1

Full-time

Part -time

##### Programme requirements

4.2

#### Entry Requirements for the MBA

Admission into programmes at Wittenborg is governed by the Graduation & Examination Board that empowers the Student Registrar to admit students based on pre-defined criteria. In cases where applicants have deviating admissions documents, such as Bachelor degrees that are not listed in Naric or recognised by NUFFIC, the Student Registrar is required to forward the application to the Exam Board for a decision.

☑ Master Students should have the appropriate education qualifications, validated by NUFFIC and NARIC

☑ a Bachelor degree or equivalent recognised qualification;

- Applicants are requested to provide an academic reference from their previous education institute;
- It is not necessary to have obtained a Bachelor degree from the domain of Business Administration, however in their degree students must have completed an academic piece of work (final project or dissertation) that shows a degree of academic writing and research experience.

☑ I-MBA students should have at least 3 years professional experience (after undergraduate degree);

- Applicants are requested to provide a reference from a company or organisation where they have worked;

☑ Master Students have attained a working level of the English Language equivalent to an IELTS 6.5 band, with

a minimum 6 for writing, i.e. "Has generally effective command of the language despite some inaccuracies, inappropriacies and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations."

☑ Applicants must write a letter of motivation and submit their Curriculum Vitae and 2 letters of reference.

☑ Students are interviewed by Wittenborg for intention, motivation and aptitude. They must pass this admission interview, which can be carried out in person, or through IT communications, such as video phone.

☑ After students have passed the admission interview, and have been offered a place at Wittenborg, they are asked to sign a Wittenborg Study Agreement, which details the agreements made between Wittenborg about entry into the programme, and possible preparation courses that is required. The Wittenborg Study Agreement also states that students have read and understood the Education and Examination Guide (EEG)

☑ Wittenborg is signatory for the national Code of Conduct for international students in the Netherlands, where specifics regarding entry requirements are also re-iterated.

☑ The application procedure for international students is fully described on the Wittenborg website [www.wittenborg.eu](http://www.wittenborg.eu). All the required documents and information regarding the fee structure can be found there.

NB: Students entering Wittenborg University programmes and signing the Study Agreement are expected to have received and read the EEG (this document).

#### **4. Information on the contents and results gained.... Contd**

Programme details (e.g. modules or units studied), and the individual grades/marks/credits obtained

4-3

<b>International Master of Business Administration (MBA)</b>				
<b>Year 1, Semester 1</b>				
<b>Block (Part-time Semester)</b>	<b>Module / Subject</b>	<b>Contact Hours</b>	<b>EC Credits</b>	<b>Module Code</b>
1 / 5 (1)	Human Resource Management	36	5	MO41
1 / 5 (2)	Marketing Management	36	5	MA41
1 / 5 (2)	Research Methods Introduction (Final Project)	9	(FP)	GA41
2 / 6 (1)	Management Accounting & Finance	36	5	FIN41
2 / 6 (2)	Operations Management	36	5	MO42
3 / 7 (1)	International Management	36	5	MO43
3 / 7 (2)	Information Management	36	5	TEC41
<b>Year 1, Semester 2</b>				
5 / 1 (2)	Research Methods (Final Project)	27	(FP)	GA41
<b>Electives</b> 5 / 1 (1)	(EI) Entrepreneurship	36	5	EN41
	(HSM) Critical Perspectives in Hospitality Management (W&B)			HM41
	(GM) Globalisation, Society & Culture			MO44
6 / 2 (2)	Corporate Sustainability	36	5	EN42
6 / 2 (1)	Business Statistics	36	5	GA42



7/3 (1)	Strategic Management	36	5	SM41
<i>Electives</i>	(EI) Innovation, Creativity & Entrepreneurship	36	5	EN43
	(HSM) International Hospitality Development (W&B)			HM42
	(GM) Consultancy			MO45
7/3 (2)				
Semester 2 (1 & 2)	Project Module (3 Project Weeks)		5	PW41
<b>Total Year 1</b>			<b>60 Credits</b>	
<b>Year 2</b>				
1/4 or 5/8 (1 & 2)	Final Project (FP)	24 Tutoring Hours	30	GA41
<b>Total Year 2</b>			<b>30 Credits</b>	
<b>Total Credits MBA</b>			<b>90 Credits</b>	

(1) is Year 1 for part-time students

(2) is Year 2 for part-time students

3 (W&B) is Joint Wittenborg and University of Brighton delivered module

<p>Grading scheme and, if available, grade distribution guidance</p> <p>4.4 For information about the credit system and the numerical marks in the student's transcripts, please refer to the section on the Higher Education system in The Netherlands.</p> <p>The non numerical mark in the student's transcript has the following meaning: v / Pass</p>	<p>Overall classification of the qualification (in original language)</p> <p>4.5 The Examination &amp; Graduation Board has awarded the degree with the qualification :</p> <p><b>Grading System:</b> Honours (80+) / Distinction (70+) / Credit (60+) / Ordinary (55+)</p>
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<p><b>5. Information on the function of the qualification</b></p>	
<p>Access to further study</p> <p>5.1 Eligible for Ph.D degree programmes</p>	<p>Professional status</p> <p>5.2 Qualified for a profession related to the field of study</p>

<p><b>6. Additional information</b></p> <p>Additional information</p>
-----------------------------------------------------------------------

6.1	<p>"The MBA degree programme is aimed at providing graduates with the skills and competencies to fulfil management positions in the field of business administration, both in the public and private sector. These positions can include management or policy-making positions in large organisations, as well as positions of management in small to medium sized companies (SMEs). An aim is that students are able to critical analyse and evaluate various developments within an organisation so that they can form, create and instigate policies, visions and aims and solutions within that organisation. They should be in a position to analyse the strategic processes and vision of a company or organisation and using this analysis apply and implement tools to innovate, optimise and (re-)structure these processes using an integral approach. From an international perspective the students should learn to analyse the environment they find themselves in and adapt their behaviour and role according to the macro and micro environments they find themselves in."</p> <p>The qualification and competence goals of the MBA are in line with those of a Professional Master degree from a University of Applied Sciences in the Netherlands: through a combination of knowledge gained from text books, scientific research literature, exposure to business practice and the application of understanding and knowledge, students reach a stage at which they can start their (international) careers or continue their studies in the Netherlands or abroad.</p>	<p><b><i>Wittenborg Business Administration</i></b> <b><i>Graduates will show the following:</i></b></p> <ul style="list-style-type: none"> <li>- ability to work independently;</li> <li>- ability to develop or generate new ideas and communicate these and be pro-active;</li> <li>- ability to think ahead and actively change processes to improve them;</li> <li>- develop an analytical capability based on experience;</li> <li>- quickly ascertain the effect of change within organisations;</li> <li>- ability to quickly prioritise;</li> <li>- ability to quickly gain an overview of an organisation;</li> <li>- ability to understand complex situations;</li> <li>- has a broad understanding of business as well as a deeper understanding of work field specific issues (specialist);</li> <li>- has good written and spoken presentation skills;</li> <li>- has the ability to work in autonomous teams and values the input of peers;</li> <li>- has developed a good understanding of the social – economic environment, and maintains this;</li> <li>- has the ability to socialise with fellow graduates and academics;</li> <li>- has the ability to take worthwhile decisions both long-term and short-term based on available facts and existing situations;</li> </ul>
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- "holders of HBO Master's degrees have obtained the qualifications for the level of independent and/or management level professional practitioner in an occupation or spectrum of occupations, and have reached the level needed to work in a multi-disciplinary environment in which a HBO degree is either required or would be of use."

In line with the all-round domain specific qualification and competence goals of a Netherlands HBO degree,

**Furthermore, an MBA graduate:**

- has the ability to lead people and motivate teams;
- has the ability to communicate conclusions;
- is flexible and can cope with uncertain situations;
- shows creativeness and innovation through the ability to introduce new thoughts alongside normal theory;
- shows social competence, through self-reflection, cultural adaptability, and openness to other ways of thinking: is empathic;

**Further Information sources**

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**The Final Qualifications of the International Master of Business Administration**

<b>1</b>	are able to apply knowledge and theory in the correct international and intercultural context that will enable them to form an effective and efficient human resources policy within an organization
<b>2</b>	understand the development of business relationships, networks and chains and be able to enlarge and expand these, for themselves and their organisations, in order to support an effective human resource management policy
<b>3</b>	are able to conceive and develop marketing strategies and policies within an international context that reflect a realistic approach to the size and capacity of the organisation and the international environment in which the organisation is positioned
<b>4</b>	are able to make decisions on market research, product development, branding and market penetration and distinguish between an organization's longer-term strategic needs and its short-term operational needs
<b>5</b>	are able to develop a critical capacity to distinguish between formal strategic processes and quests to apply generalized insights into today's strategic challenges to concrete settings
<b>6</b>	have the ability to apply an understanding of management accounting principles and principles of corporate finance in the decision making processes of investment and financing, as well as decisions on profitability and dividends
<b>7</b>	are able to attract investment by presenting opportunities, justifying capital requirements, and demonstrating how risks can be minimised and critically analyse financial and economic reports, producing recommendations and action plans
<b>8</b>	are able to apply knowledge and understanding of the concepts of supply chain management within a local or international context, in a manner that will increase efficiency and increase competitiveness
<b>9</b>	understand the concept of total quality management processes and are able to instigate solutions that will improve the quality process beyond the benchmark

<b>10</b>	are able to judge competences and skills in others regarding the use of automation and office software, and make decisions on the implementation of IT investment and deployment
<b>11</b>	able to broadly understand the concept of corporate sustainability and what it implies for the management systems in the transformation processes towards sustainable enterprise
<b>12</b>	able to effectively position, defend and communicate a company's sustainability programme both to internal and external stakeholders
<b>13</b>	are able to instigate and execute strategic decisions regarding the positioning of the organisation within a local, national and international environment, based on local cultural requirements in a global setting
<b>14</b>	are aware of and able to analyse, describe and compare cultural differences based on their own experiences and that of their peers
<b>15</b>	are able to assess others' linguistic communication skills at all business and governmental levels, offering solutions for overcoming communication gaps
<b>16</b>	are able to manage small to medium sized businesses, companies in the non-profit sector and governmental organisations
<b>17</b>	are able to improve the existing external business environment in order to create new opportunities and diminish restrictions
<b>18</b>	are able to understand how to reorganise growing or stagnating organisations, from the entrepreneur to the established SME, depending on growth and environmental factors
<b>19</b>	understand the processes of business innovation in small, medium and large organisations, in an international context, and understands the process of idea generation within the constraints of internal and external influences
<b>20</b>	are able to critically analyse policies and structures and adapt and change these in order to improve effectiveness of business processes
<b>21</b>	are able to critically review and improve analytical reports within an international environment

22	have developed an ability to use various statistical techniques in business decision making;
23	have an ability to use and present (both in tables and graphs) descriptive statistical data and indicators within the context of business planning and business research
24	have an ability to design methodologically sound research proposals in the area of business research or similar research based on state-of-the-art conceptual models and quantitative and/or qualitative research methods
25	have reached the academic level of Master in line with the recognized European standards as described in the Dublin Descriptors
26	have developed those learning skills that are necessary for them to continue to undertake further study with a high degree of autonomy, for instance on a Doctorate programme;

### 7. Certification of the supplement

<p>Date</p> <p>7.1 <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 30px;">01</td> <td style="width: 30px;">04</td> <td style="width: 60px;">2014</td> </tr> </table></p> <p>Signature</p> <p>7.3 <div style="border: 1px solid black; height: 130px; width: 100%;"></div></p>	01	04	2014	<p>Capacity</p> <p>7.3 <div style="border: 1px solid black; padding: 5px;">Chairperson, Examination &amp; Graduation Board</div></p> <p>Official stamp or seal</p> <p>7.4 <div style="border: 1px solid black; height: 130px; width: 100%;"></div></p>
01	04	2014		

### 8. Information on the national higher education system

### **Introduction**

The higher education system in the Netherlands is based on a three-cycle degree system consisting of Bachelor's, Master's and PhD degrees. The three-cycle system was officially introduced in the Netherlands at the beginning of the academic year 2002-2003. The Netherlands has a binary system of higher education, which means there are two types of programmes: research-oriented education (wetenschappelijk onderwijs, WO), traditionally offered by research universities, and higher professional education (hoger beroepsonderwijs, HBO), traditionally offered by hogescholen or universities of professional education. For a schematic overview of the education system please refer to the diagram at the end.

### **Secondary education**

Secondary education, which begins at the age of 12 and is compulsory until the age of 16, is offered at several levels. The two programmes of general education that grant admission to higher education are HAVO (five years) and VWO (six years). Pupils are enrolled according to their ability and although VWO is more rigorous, both HAVO and VWO can be characterized as selective types of secondary education. The VWO curriculum prepares pupils for university and only the VWO diploma grants admission to WO. The HAVO diploma is the minimum requirement for admission to HBO. The last two years of HAVO and the last three years of VWO are referred to as the tweede fase or upper secondary education. During these years pupils focus on one of four subject clusters (profielen), each of which emphasizes a certain field of study in addition to satisfying general education requirements. Each cluster is designed to prepare pupils for programmes of study at the tertiary level. A pupil enrolled in VWO or HAVO can choose from the following subject clusters:

- Science and Technology (Natuur en Techniek)
- Science and Health (Natuur en Gezondheid)
- Economics and Society (Economie en Maatschappij)
- Culture and Society (Cultuur en Maatschappij)

### **Senior secondary vocational education and training**

Senior secondary vocational education and training (middelbaar beroepsonderwijs, MBO) is offered in the areas of economics, technology, health, personal care, social welfare and agriculture. MBO programmes vary in length from one to four years as well as in level (1 to 4). Completion of MBO programmes at level 4 qualifies pupils for admission to HBO.



### **Higher education**

Higher education in the Netherlands is offered at two types of institutions: research universities (universiteiten) and universities of professional education (hogescholen). The former include general universities, universities specializing in engineering and agriculture and the Open University. The latter include general institutions and institutions specializing in a specific field such as agriculture, fine and performing arts or teacher training.

Universities of professional education are primarily responsible for offering programmes of higher professional education (hoger beroepsonderwijs, HBO), which prepare students for specific professions. These tend to be more practically oriented than programmes offered by research universities. In addition to lectures, seminars, projects and independent study students are required to complete an internship or work placement (stage) which normally takes up part of the third year of study, as well as a final project or a major paper in the fourth year.

Since September 2002 the higher education system in the Netherlands has been organized around a three-cycle degree system consisting of Bachelor's, Master's and PhD degrees. At the same time the ECTS credit system was adopted as a way of quantifying periods of study. The higher education system continues to be a binary system however, with a distinction between research-oriented education and professional higher education. The focus of a degree programme determines both the number of credits required to complete the programme and the degree which is awarded.

## **8. Information on the national higher education system, Continued**

A WO Bachelor's programme requires the completion of 180 credits (3 years) and graduates obtain the degree Bachelor of Arts or Bachelor of Science (BA/BSc), depending on the discipline. An HBO Bachelor's programme requires the completion of 240 credits (4 years) and graduates obtain a degree indicating the field of study, for example Bachelor of Engineering (BEng) or Bachelor of Nursing (BNursing). The old title (pre-2002) appropriate to the discipline in question (bc., ing.) may still be used.

WO Master's programmes mostly require the completion of 60 or 120 credits (1 or 2 years). Some programmes require 90 (1.5 years) or more than 120 credits. In engineering, agriculture and math and the natural sciences 120 credits are always required. Graduates obtain the degree of Master of Arts or Master of Science (MA/MSc). The old title (pre-2002) appropriate to the discipline in question (drs., mr., ir.) may still be used. HBO Master's programmes require the completion of 60 to 120 credits and graduates obtain a degree indicating the field of study, for example Master of Social Work (MSW).

The third cycle of higher education, leading to a doctor's degree, is offered only by research universities. All research universities in the Netherlands are entitled to award the country's highest academic degree, the doctoraat, which entitles a person to use the title doctor (dr.). The process by which a doctorate is obtained is referred to as the promotie. The doctorate is primarily a research degree, for which a dissertation based on original research must be written and publicly defended. The minimum amount of time required to complete a doctorate is four years.

### **Requirements for admission to higher education**

To enrol in a WO Bachelor's programme a student is required to have a VWO diploma or to have completed the first year (60 credits) of an HBO programme. The minimum admission requirement for HBO is either a HAVO diploma or a level-4 MBO diploma. The VWO diploma also grants admission to HBO. For admission to both types of higher education pupils are required to have completed at least one of the subject clusters that fulfil the requirements for the higher education programme in question. A quota (numerus fixus) applies to admission to certain programmes, primarily in the health sector, and places are allocated using a weighted lottery. Potential students older than 21 years of age who do not possess one of the qualifications mentioned above can qualify for admission to higher education on the basis of an entrance examination and assessment. The only admission requirement for the Open University is that applicants be at least 18 years of age. For admission to all Master's programmes, a Bachelor's degree in one or more specified disciplines is required, in some cases in combination with other requirements. Graduates with an

HBO Bachelor's degree may have to complete additional requirements for admission to a WO Master's programme.

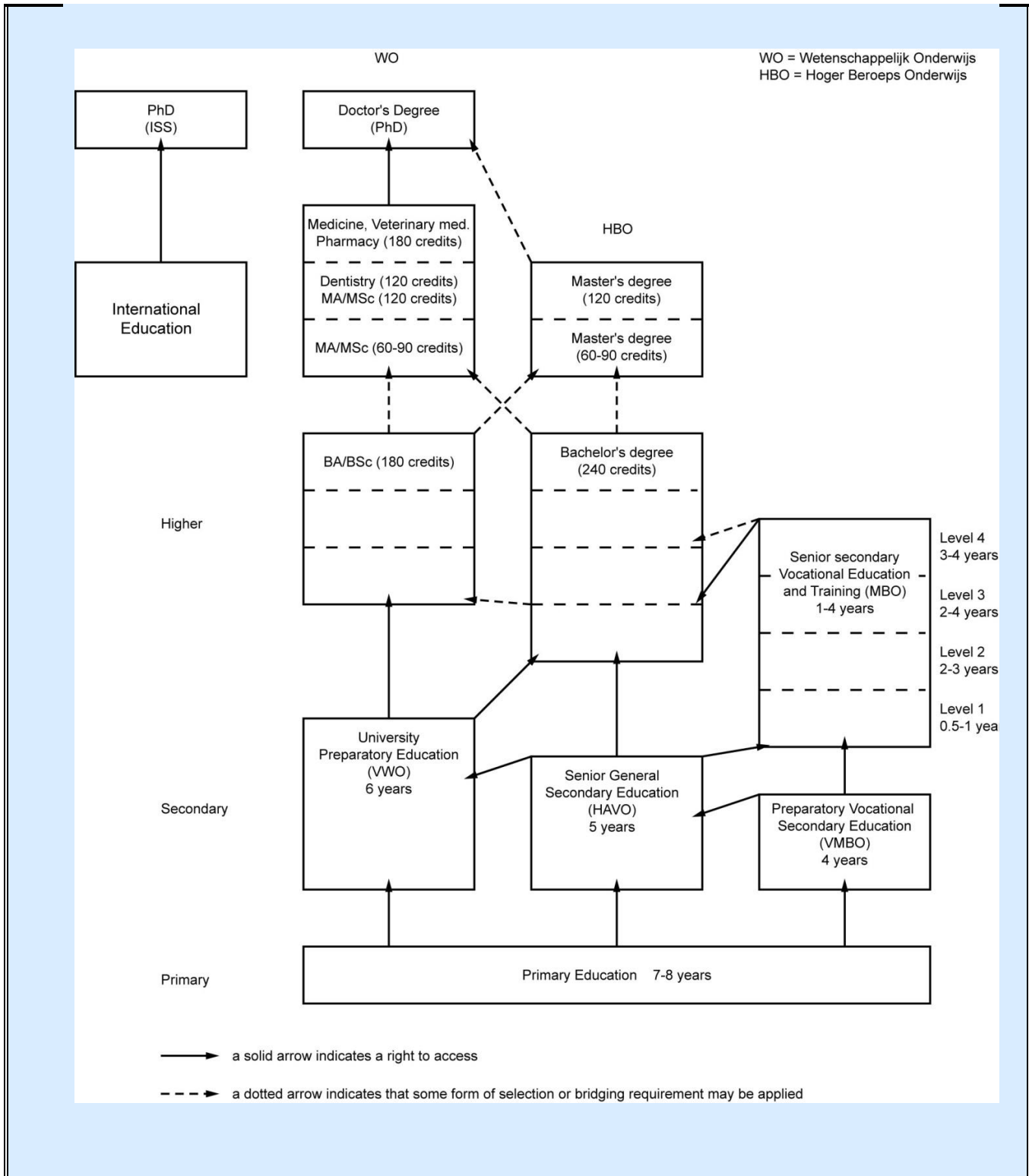
### **Credit system and grading**

A student's workload (both contact hours and hours spent studying and preparing assignments) is measured in ECTS credits (studiepunten). According to Dutch law one credit represents 28 hours of work and 60 credits represents one year of full-time study. The grading system has remained the same for several decades: the scale is from 1 (very poor) to 10 (outstanding). The lowest passing grade is 5.5; 9s are seldom given and 10s are extremely rare. Sometimes decimal points are used (e.g. 7.8).

### **Accreditation and quality assurance**

A guaranteed standard of higher education is maintained through a national system of legal regulation and quality assurance. The Ministry of Education, Culture and Science is responsible for legislation pertaining to education. As of 2002 responsibility for accreditation lies with the Netherlands-Flemish Accreditation Organization (NVAO). According to the section of the Dutch Higher Education Act that deals with the accreditation of higher education, degree programmes offered by research universities and universities of professional education will be evaluated according to established criteria and programmes that meet those criteria will be accredited, i.e. recognized for a period of six years. Only accredited programmes are eligible for government funding, students receive financial aid only when enrolled in an accredited programme and students will graduate with a recognized degree only after having completed an accredited degree programme. Accredited programmes are listed in the Central Register of Higher Education Study Programmes (CROHO) and the information is available to the public. Institutions are autonomous in their decision to offer non-accredited programmes, subject to internal quality assessment. These programmes do not receive government funding.

8. Information on the national higher education system, Continued



# THE EEG - PART 10

## THE STUDENT CHARTER



31 August 2018

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## THE STUDENT CHARTER

### WELCOME TO THE STUDENT CHARTER OF WITTENBORG UNIVERSITY OF APPLIED SCIENCES.

This document is part of the Wittenborg Student Agreement, General Terms and Conditions and Acceptance procedure. By signing the Student Agreement, you agree to have read and understood the mentioned documents and follow the rules and regulations accordingly.

We aim to provide you with a high quality education within a stimulating academic environment, and our aspirations are that you will have every opportunity to succeed in your chosen course of study.

Wittenborg is a small and compact organisation in which all staff contributes to a wide and diverse variety of services. Even small organisations require solid frameworks to achieve excellence and provide the kind of service to be proud of and make students proud of their association with the institution.

This Charter provides a framework for your expectations and responsibilities as a student, summarising the standards for your expectations of Wittenborg and for your responsibilities as a member of Wittenborg community.

Students studying on our courses are based not only at the main campuses but also in institutions or companies in other parts of the city, country and the world. For mainly practical reasons it is not possible to offer all parts of our services to all our students; if they are fulfilling placement or studies in other places than Apeldoorn, however, this Charter outlines the basis of service provided at the campus in Apeldoorn.

We look forward to receiving your feedback on any aspect of the Charter and, should you need any further information or advice in connection with the provisions of this Charter, please contact the appropriate person listed.

## INTRODUCTION

Wittenborg University of Applied Sciences' Student Charter outlines expectations and responsibilities for students and staff and provides the framework for the learning experience of students.

***This Students Charter is part of the Wittenborg University of Applied Sciences Study Agreement; an acceptance document issued to (international and national) students, and is preceded by a learning agreement, together with the official acceptance letter. These should be all issued together. The Study agreement and the Official Acceptance letter are valid from the moment they are officially confirmed by Wittenborg, issued and sent by email to the student. By signing the Student Agreement, the student agrees and accepts the General conditions (This Student Charter) of the agreement and agrees to comply with his/her financial obligations to the university.***

Linked closely to the Student Charter is the Complaints Procedure for Students, which allows students to bring matters of concern about their learning experience to the attention of Wittenborg, and enable investigation of those concerns with the aim of satisfactory resolution. The complaints procedure is explained in this Education & Examination Guide. The procedure can also be downloaded at the Wittenborg website.

## EQUAL OPPORTUNITIES POLICY

Wittenborg respects the dignity and diversity of all our students and staff, and therefore we are actively implementing our equal opportunities policies. We aim for a community that is free from intimidation and discrimination.

We aim to offer students:

- a culture in which behaviour reflects a high level of awareness of equal opportunities issues;
- equality of opportunity regardless of personal characteristics and differences; this commitment applies to all individuals and all aspects of Wittenborg life;
- clear information about processes and procedures;
- the knowledge that any complaint of unfair discrimination or harassment will be treated seriously and dealt with fairly and efficiently

We expect that students will:

- respect and treat with dignity all members of the Wittenborg community;
- comply with Wittenborg's policies on equal opportunities and harassment



## EXPECTATIONS FOR BEHAVIOUR AND CONDUCT

All members of Wittenborg are expected to behave in a manner which is respectful of the rights and views of others.

We aim to offer students:

- clear guidelines outlining behavioural expectation to be made available;
- fair and consistent treatment in dealing with breaches of the Student Code of Behaviour

We expect that students will:

- be familiar with the Student Code of Behaviour and abide by it

## ADMISSIONS

We aim to offer students:

- information about their course or programme of study, its teaching and assessment arrangements, and resources which they will need to have access to, or make use of; research degree students can also expect information on supervision arrangements;
- an interview for the course, either in person, or by telephone
- entrance tests if required
- liaison with agents and home schools (if applicable)

We expect that students will:

- familiarise themselves with the course documentation and relevant University policies, including the internet <http://www.wittenborg.eu> and intranet <http://www.wittenborg-online.com> sites, as well as student resources located on Office365 <http://office.wittenborg.eu> and Facebook pages.

## JOINING THE UNIVERSITY

We aim to offer students:

- where appropriate, an induction and introduction programme which introduces you to life in the Netherlands (for international students), in Apeldoorn and at Wittenborg, It will include details of your course, clarify Wittenborg expectations and explain procedures; your induction programme will also outline key services and facilities;
- a programme of social activities and events organised by Wittenborg ;

We expect that students will:

- complete enrolment procedures and agree to pay fees and other charges as due;
- learn as much as they can about the course they are embarking on and the services and facilities available in the University;
- familiarise themselves with the various policies and procedures which students of Wittenborg are bound by;

- talk to tutors and administration office if any problems or concerns arise during these early days;
- consult their course leader and confirm in writing if they are intending to withdraw from or suspend their studies;
- keep administration office informed of any changes in address, legal status or other details

## TEACHING

Wittenborg is committed to ensure high standards in its teaching and in supporting learning.

We aim to offer students:

- a learning and teaching strategy that is well planned, which uses different methods, and is designed to help them think and work for themselves;
- information about the arrangements and study requirements for the course;
- adjust the course material up to the standards required at WUAS and the exams requirements;
- regular and constructive critical feedback on their work

We expect that students will:

- prepare for and participate in scheduled learning activities in ways which support the teaching and learning of others as well as themselves;
- make themselves familiar with the course information provided;
- comply with the administrative arrangements of the course;
- give constructive critical feedback on their learning experience in the course

## ATTENDANCE AND PARTICIPATION

While learning happens 'within' each individual, the majority of courses include activities designed to support learning which depend on participation and collaboration. Discussions, simulation exercises and workshops, for instance, depend for their value on participants' attendance and regard for the learning of others as well as for themselves. So, while each student has a responsibility for organising and managing aspects of their own learning, enrolment on a course also entails commitment to participation. The nature of participation, whether it is face to face or via the internet, and its scale, will differ between modules with courses, and within courses.

We wish to emphasise that students must plan and manage their study, learning and assessment activities, even during the difficult and distressing situations in life. Wittenborg will assist all students in doing this through our tutoring system.

We aim to offer students:

- full information about the time and location of teaching and assessment arrangements;
- information about each department's specific course attendance requirements;

- information on how to apply for consideration of circumstances which may have affected their performance in an assessment (mitigating circumstances) by the Graduation and Examination Board

We expect that students will:

- make sure they understand and comply with the attendance requirements for their modules and course;
- arrive on time for classes;
- contact the teachers and process tutor, as soon as possible if any class, workshop, practical or laboratory session is missed;
- inform their process tutor and/or teacher(s) in concern if they are absent for any significant period of time;
- understand that any sustained period of unexplained or unauthorised absence or lack of participation will be investigated and, if appropriate, may be subject to disciplinary procedures and may be reported to the parents, guardians, sponsors or Netherlands immigration authorities ;
- familiarise themselves with the illness certification procedure through their GP / doctor

## ASSESSMENT

Assessment has a major influence on learning. It is also the means through which Wittenborg determines whether an appropriate standard has been achieved for progression through stages to an award.

We aim to offer students:

- clarity in the purposes and methods of assessment;
- assessment strategies which employ a range of types of assessment;
- assessment criteria which are open, transparent and free from bias;
- specific feedback on assessments to aid their understanding and improvement;
- clearly communicated and, wherever possible, appropriately sequenced and distributed assessment dates;
- a return of feedback within a reasonable time frame;
- the assurance that known and substantiated mitigating circumstances will be taken into account in deciding student awards and progression;
- information concerning the retrieval of failures
- A clear examinations and evaluation regulation in which all criteria are contained for each module and course

We expect that students will:

- complete all assessment activities and adhere to the assessment timetable;
- notify tutors promptly if they are having difficulties which affect their performance;
- provide written evidence if they submit mitigating circumstances affecting their assessments;

- comply with normal academic conventions and acknowledge the work of others where appropriate;
- never engage in cheating, plagiarism or other designated academic irregularities (as set out in the academic irregularities code of practice and the course handbook)

## STUDENT FEEDBACK ABOUT COURSES

Wittenborg believes in the value of student feedback because learning is a partnership between tutors and students. It is important to staff to know how you have found the course, not simply in order to improve things in the future, but in order to help establish and promote this wider idea of the educational partnership.

We aim to offer students:

- specific opportunities to provide feedback during the course, without fear or retribution;
- the opportunity to be represented on their course committee;
- reports on the outcomes of evaluation

We expect that students will:

- provide Wittenborg with feedback as requested;
- elect a student representative per class to appropriate committees and other groups working for the management and quality of their course

## PLACEMENTS

The Bachelor degree programmes of study contain substantial work experience in the form of placements. While every effort is made to secure suitable placements, Wittenborg cannot offer an absolute guarantee of a particularly wished for or chosen placement for all students who are enrolled on such courses. However, Wittenborg will place all students who are required to fulfil a placement component in what is deemed a suitable placement venue.

We aim to offer students:

- information about the level of support available in the process of securing placements;
- a clear statement of the intended outcomes and appropriate assessment of the placement;
- contact with a departmental tutor during the placement;
- access to appropriate Wittenborg facilities and services whilst on placement where possible

We expect that students will:

- play their part in securing a suitable placement;
- maintain contact with tutors whilst on placement;
- conduct themselves in a responsible and professional manner;
- comply with appropriate employer regulations;
- undertake the assessment activities associated with the placement period

## RESOURCES

Wittenborg believes that, as a student of Wittenborg, you should be part of a learning environment where open, shared access is provided to a wide range of learning resources. The regulations applicable to the use of learning resources are designed to help you make the most of the resources available.

## LIBRARY FACILITIES

If you need additional literature for reference Wittenborg has a variety of books under various business topics and subjects in their library. Various books with relation to all business modules taught at Wittenborg are available for reference. Additionally, if you are interested in reading novels and books on various other topics, come visit our collection and contact the Front Desk.

Library in Apeldoorn is known as "Bibliotheek Apeldoorn CODA" which is located at Vosselmanstraat 299, 7311 CL Apeldoorn or you can contact them via Tel: 055-5268400.

We aim to offer students:

- published information on access and opening times of libraries to be easily available;
- help and advice with making best use of the resources available;
- access to individual and group space consistent with their programme requirements

We expect that students will:

- comply with the published regulations and code of conduct for student users of learning resources and facilities

## CENTRAL COMPUTING FACILITIES

We aim to offer students:

- a computer username that allows reasonable access to IT resources according to the published timetable
- a Wittenborg email address; [Student\\_Number@student.wittenborg.eu](mailto:Student_Number@student.wittenborg.eu)
- published information on opening times of computer rooms and help services to be easily available;
- specific language learning and language use software
- access to modern licensed office package software and internet software

We expect that students will:

- Comply with the Wittenborg Code of Behaviour, as can be found in the Student Information Guide

## STUDENT SUPPORT

Wittenborg is committed to ensuring that a comprehensive support system is available for all students. This system aims to provide effective support and guidance arrangements within Wittenborg, complemented by a comprehensive network of specialist support services, provided by the Front Desk and Back Office. Student support facilities and services are reviewed on a regular basis and are developed in response to feedback from students. Some specialist services are only available to students in their first year at Wittenborg under the terms and conditions of their package fee payment.

## ON-COURSE SUPPORT AND GUIDANCE

Wittenborg provides general on-course student support and guidance outlined in course handbooks, intranet recourses and the Education Guide.

We aim to offer students:

- explanation of the support and guidance operating within their course during induction and at other key points during the course;
- widely available information about specialist support services;
- the opportunity to discuss any emerging academic or personal difficulties with an appropriate member of staff within Wittenborg or their course;
- sensitive referral to appropriate specialist services

We expect that students will:

- familiarise themselves with any relevant information literature;
- take responsibility for consulting appropriate staff about any difficulties affecting their studies at the earliest opportunity;
- make appropriate use of any specialist support available

## FINANCIAL ADVICE AND INFORMATION

We aim to provide up-to-date and accurate advice and information on relevant aspects of student finance. Although student funding policy is beyond the control of the University, and generally only applies to students from within the EU, we will try to ensure that no student is disadvantaged by lack of information and support in matters concerning student funding and financial support.

We aim to offer students:

- clear and accurate information about tuition fee, package fee for first year students, and other University charges, together with details of any payment arrangements that may be offered;
- assistance in dealing with Education Authorities, Scholarship providers and other funding providers;
- information and advice on sources of financial support;
- information and advice on budgeting, income maximisation and debt control

We expect that students will:

- pay University fees and charges in accordance with defined time-scales;
- pay the package fees and instalment fees as agreed in the Wittenborg-Student Agreement;
- notify Wittenborg of any change in details in connection with the payment of fees and charges;
- make appropriate use of available services if they are experiencing financial difficulties

#### STUDENT FINANCIAL SUPPORT

We are committed to providing appropriately targeted financial support within the framework of scholarship funding available. Where we are responsible for administering financial support arrangements under Scholarship agreements (e.g. Student Loans, Business Scholarships, national Scholarships, EU Scholarships).

We aim to offer students:

- clear guidelines outlining eligibility and application procedures;
- the assurance that applications will be dealt with promptly and sensitively;
- the opportunity to discuss their application with appropriate staff

We expect that students will:

- keep any appointments arranged in connection with enquiries about financial support;
- read the guidelines/information provided and respond within specified deadlines;
- provide accurate and complete information as requested;
- recognise that Wittenborg is required to advise financial assistance providers towards those in greatest need

#### DISABILITY SUPPORT

Wittenborg is committed to improving provision for students with disabilities.

We aim to offer students:

- clear and accessible information on request regarding the University's policy and service provision for students with disabilities, including charges applicable for specialist services and facilities;
- the opportunity to discuss specific requirements including appropriate presentation of course material, modes of examination and course assessment, prior to admission and throughout the course;
- advice about additional funding and assistance

We expect that students will:

- inform Wittenborg of any specific support requirements arising from a disability prior to admission so that proper consideration may be given;

- inform Wittenborg of any emerging requirements related to a disability;
- inform their Process Tutor within the first six weeks following enrolment of any special requirements for assessments and examinations;
- pay charges for any specialist human support arranged

## CAREERS GUIDANCE

Work placement is part of the research and the graduation assignment for the Final and MBA year students. For more information, please refer to the Wittenborg MBA Guide in the Education Guide. The Careers Advice and Employment Service is designed to help students devise and implement short and long term career plans, offer careers education programmes appropriate to the needs of a wide range of students and inform staff and students of developments and trends within graduate employment and study.

We aim to offer students:

- access to careers education and guidance, by one-to-one interviews, group workshops or 'drop-in' duty adviser sessions; focused on both a student's home and world-wide prospects
- comprehensive information on occupational areas, employers, employment opportunities, employment trends, further study and the changing nature of work; in relation to a students' legal right to work in the Netherlands (for international students)

We expect that students will:

- make themselves aware of the services and facilities available as early as possible and use them fully;
- provide as much notice as possible if they have to cancel an appointment;
- take responsibility for researching career opportunities and planning their career;
- advise the Careers Service of their employment or further study after completion of the course

## COUNSELLING SUPPORT

We provide a confidential counselling service staffed by professionally trained counsellors.

We aim to offer students:

- an initial appointment for individual or group counselling normally within two weeks of enquiry;
- if they are in crisis, an appointment with a counsellor or a student support adviser, normally on the same day;
- a referral to another appropriate professional service or agency if it is an emergency situation and no counsellor is available

We expect that students will:



- keep any appointments offered by the service and provide as much notice as possible if they have to cancel an appointment;
- accept responsibility for their part in the counselling process;
- respect the confidentiality of the counselling arrangements for other students

#### RELIGIOUS AND CULTURAL ADVICE

Wittenborg endeavours to respect and support the pastoral and religious needs of students.

We aim to offer students:

- opportunities to talk freely and confidentially about faith and related issues with members of the chaplaincy team;
- bring students into contact with religious and cultural advisers if required
- space available for specific times of prayer

We expect that students will:

- respect the religious and spiritual beliefs of other members of the University

#### HEALTH CARE SERVICES

Independent practices provide health and dental care, offering a range of medical services to students who register with the Practice. The Centres are open from Monday to Friday for treatment and consultation. In the weekends students are able to phone a special number.

We aim to offer students:

- Adequate insurance cover under the terms of package fee for 1st year students, or advice on insurance for those arranging themselves, either privately or through Wittenborg
- An in-house Medical Advisor with practice time (2 hours per week) who will coordinate with the Wittenborg doctor / medical practice and dentist if required
- Coordination between doctor, dentist and students (making appointments, etc.)
- A 24-hour hotline for emergencies

#### COMMUNICATION

Wittenborg has developed an excellent communication system through its Intranet. All current students of Wittenborg receive a login name and password and the right to login any time and place. to check their e-mail, course programme details, to make their exams or to chat with another Wittenborg student, teacher or staff member. All the students are kept informed about the current updates at Wittenborg and can place/post their questions on line.

We aim to offer students:

- a student website for exchanging views and news

- involvement in a range of community and voluntary projects in Apeldoorn and surrounding area
- a student union that organizes social and sports events

We expect that students will:

- take full advantage of the opportunities offered;
- represent their fellow students positively at all times;
- help to enhance the profile of international students within the wider community

## STUDENT INVOLVEMENT

The Student Union board will be elected every term and comprises of elected Wittenborg students.

- Wittenborg aims to instigate and support the Student Union, and Wittenborg student Union board will represent students at meetings with Wittenborg board of directors regarding general Wittenborg policy and problem discussion (see below)

## WITTENBORG PREMISES AND AFFILIATED CENTRES

Wittenborg regards the quality of its buildings to be a central feature of the student experience.

We aim to offer students:

- a pleasing and safe environment which meets with the needs of all Wittenborg students;
- enhanced learning and teaching facilities;
- appropriate sports and recreational possibilities provided in partnership with local sports organisations

We expect that students will:

- adhere to the published guidelines and regulations for use of all specific facilities, whether owned by Wittenborg or made use of by Wittenborg, and to use them in a responsible manner

## SECURITY

Wittenborg endeavours to provide a safe and secure environment for students, staff, visitors and property.

We aim to offer students:

- guidance to all students in matters of personal security;
- a secure premises and building in which to study;
- appropriate security in Wittenborg housing accommodation
- access to a secure safe for personal valuables and money, on a short term basis;

- secure storage areas in housing accommodation;

We expect that students will:

- carry their University Student Card, as identification when on Wittenborg premises;
- share responsibility for making Wittenborg a safe place;
- report anything suspicious or potential dangers to the Central Office

## HEALTH AND SAFETY

Wittenborg is working to create and maintain a safe environment.

We aim to offer students:

- a safe environment for study
- safety instructions in case of emergency

We expect that students will:

- eat, drink and smoke only in the specified areas; help maintain standards of health and safety in the interests of all students, staff and visitors to the University

## NO-SMOKING POLICY

In the Netherlands a No-Smoking policy is applicable. It is not allowed to smoke in public buildings such as schools, offices, bars, restaurants etc. This policy also covers all Wittenborg premises.

We aim to offer students:

- information relating to the University's No-Smoking Policy;
- help and guidance on giving up smoking to be offered by the student health service, if they are registered

You are expected to:

- abide by the University's No-Smoking Policy

## ENVIRONMENTAL POLICY

Wittenborg is committed to preserving and improving the environment and accept our responsibility to pursue practices and operate in such a way as to enhance the quality of the local, national and global environment, through recycling schemes and links with environmental agencies.

We aim to offer students:

- positive and responsible attitudes to the environment through the curriculum and within the estate strategy;

- greater awareness and understanding of environmental issues and extension of available knowledge through research and consultancy

We expect that students will:

- reduce the amount of resources used, particularly energy and paper;
- separate their waste for recycling and put the various items in the appropriate recycling containers

## TEACHING ACCOMMODATION AND FACILITIES

Wittenborg is committed to the provision of teaching and learning accommodation that provides a safe, supportive environment that is appropriate for its purpose.

We aim to offer students:

- appropriate facilities and equipment, including audio-visual facilities where relevant
- internet and email facilities without extra charge
- accommodation that is not more than ½-hour travel distance from residence

We expect that students will:

- comply with Wittenborg regulations and act in a responsible manner
- respect Wittenborg property and the rights of others
- help to keep the Wittenborg accommodation tidy at all times

## RESIDENTIAL ACCOMMODATION

Wittenborg is committed to introducing innovative schemes to help new students find the best possible accommodation available and to provide a flexible approach responsive to specific needs.

As part of the package fee and our commitment to visa applications, we guarantee to offer "1st year in Holland" students:

- appropriate furnished housing, with either own or shared room, including
  - bed
  - wardrobe
  - desk and chair with reading lamp
  - kitchen provided with washing machine,
  - refrigerator and a cooker;
  - vacuum cleaner;

We aim to offer all other students:

- information on the range of accommodation available in Apeldoorn, including accommodation let by the University;

- a fair system of allocation of places, in order of the date of the request arrives at the Student Administration Office; I.E. "first come, first served"

We expect that students will:

- new Students should notify the Administration Office at least five days in advance about their arrival using the forms issued by your contact person:
- pay all fees and rents as required;
- Sign the appropriate housing contract, and agree to its terms and conditions;
- comply with Wittenborg housing regulations and disciplinary rules;
- act in a responsible manner, being aware of their neighbours and not bringing Wittenborg into disrepute;
- respect Wittenborg property and the rights of others, ensuring that the environment is safe and attractive for students, staff and visitors

# THE EEG - PART 11

## THE STUDENT CODE OF BEHAVIOUR



31 August 2018

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## THE STUDENT CODE OF BEHAVIOUR

### INTRODUCTION

Wittenborg Student Code of Behaviour policy has been written to help guide the behaviour of students as members of the University community. Wittenborg strives to promote international excellence. We make every effort to ensure:

1. The opportunity for students to learn and inquire freely;
2. The protection of intellectual freedom and the rights of professors to teach;
3. The advancement of knowledge through scholarly pursuits and relevant dialogue.

The University community is by nature pluralistic and diverse. Those who elect to participate in the Wittenborg community accept the responsibility of sharing in the effort to achieve the University's mission as an institution of higher learning. Each person is expected to respect the objectives of the University and the views expressed within the community. In so doing, all members of the University community, and their guests, are expected to conduct themselves in an appropriate and civil manner at all times. These behavioural expectations include behaviour both on- and off-campus as defined herein. Additional policies and practices or changes may evolve and the Student Charter and other policy may be amended, modified, or suspended at any time. Written notice of such changes will be distributed as soon as possible. Participants in this shared enterprise strive to be governed by what ought to be rather than what is. To accomplish its goals, members of the University community aspire to a standard that is higher than mere compliance with formalized University requirements and local, state, and European law. We endeavour to fulfil the following expectations:

- Statement of Ethics
- Student Rights
- Student Responsibilities
- Disciplinary Procedures
- Disciplinary Actions

### STATEMENT OF ETHICS

To preserve academic honour and integrity by repudiating all forms of academic and intellectual dishonesty;

1. To treat others with respect and dignity;
2. To respect the rights and property of others;
3. To act with concern for the safety and well-being of all our associates.



Inquiry, discourse, and dissent, within the framework of an orderly academic environment, are essential elements of a university community. Members of the Wittenborg community recognize this and are consequently supportive of democratic and lawful procedures, and dedicated to rational approaches to solving problems. This assumes openness to change as well as commitment to historical values.

## **STUDENT RIGHTS**

Wittenborg students are accorded the following rights to ensure positive educational results for each individual:

1. **Educational Environment:** Students have the right to an environment conducive to their educational pursuits. This environment should be free from harassment and discrimination and free from any other unreasonable interference with their educational experiences. Wittenborg University of Applied Sciences offers protection from discrimination or disturbance to students in their educational programs, activities, and employment on the basis of race, sex, sexual orientation, colour, creed, age, ethnic or national origin, or non-disqualifying handicap, as required by Dutch laws and legislation.
2. **Assembly and Expression:** Students have the right to assemble and express themselves freely in a lawful and orderly manner.
3. **Information:** Students have the right to information pertaining to academic standing, course requirements, and graduation requirements.
4. **Participation in University Governance:** Students have the right to participate in University governance through the Student Union / Representatives as set forth in University policy.
5. **Access to Disciplinary Procedures:** Students have the right to utilize disciplinary procedures, as set forth in university policies described in the Education and Examination Guide (EEG).
6. **Search and Seizure:** Students have the right to be secure from unreasonable search and seizure.
7. **Grievances:** Students have the right to make their concerns or grievances known through the appropriate administrative channels as prescribed under the policies of the University. The Board of Director or the Academic Dean serves in an advisory capacity for students seeking information about processes governing alleged violations of students' rights by others or by the University itself.

Wittenborg recognizes the rights of students to direct their own behaviour off-campus, consistent with their responsibilities as individuals. It is the University's aim to assist students in achieving healthy developmental outcomes.

## **STUDENT RESPONSIBILITIES**

When enrolling at Wittenborg, a student assumes responsibilities to fellow students, to the University, and to himself or herself. Students are responsible for conducting themselves in a lawful, civil, and responsible manner and for observing all University rules, regulations, and policies. This policy is intended to address concerns regarding the behaviour of students who are members of the University community. These procedures are not intended to replace civil and/or criminal procedures. When necessary, the University will work with appropriate law enforcement officials to redress accusations of criminal activity.

For the purposes of the Student Code of Behaviour, a student is defined as someone who has accepted an offer of admission to the University with a monetary deposit and is in the process of enrolling (i.e., summer registration program), is enrolled, or was recently enrolled as a full-time, part-time or Dual-Study student. Student status remains in effect during any block in which a person is or has been enrolled (regardless of whether they dropped or withdrew from that block); during the periods between blocks of enrolment; and during the block/term immediately preceding and immediately following enrolment until a diploma is conferred, or official deregistration procedure is completed.

If the University becomes aware that a student or applicant is a convicted felon, or is required to register as a sex offender, the University reserves the right to immediately dismiss that student and/or prohibit that applicant from enrolling in future classes, or limit the access of that student to specific campus facilities, based upon a review of the crime committed by the student/applicant.

The following actions are defined by the University as unacceptable forms of behaviour and are subject to disciplinary response:

### **1. Dishonesty**

Acts of dishonesty, including but not limited to the following:

- i. Cheating, plagiarism, or other forms of academic misconduct
- ii. Furnishing false information to any University official, faculty member, or office
- iii. Forgery, alteration, or misuse of any University document, record, or instrument of identification
- iv. Tampering with the election of any recognized University student organization
- v. Misappropriation of student activity and/or University funds
- vi. Falsification of work hours on a payroll timesheet
- vii. Providing false information on the admissions application and/or housing application (this always leads to immediate suspension or expulsion, see 'Disciplinary Actions', below) .

**2. Academic misconduct includes the following:**

- i. Plagiarism
- ii. Self-plagiarism
- iii. Using unauthorised material
- iv. Collusion ('Group work' submitted as individually written)
- v. Fabricated, manipulated and/or dishonest data
- vi. Misrepresentation and ghost-writing
- vii. Any other forms of academic misconduct

For a detailed explanation of plagiarism, see Part 5 of the EEG.

**3. Threatening, Abusive, or Harassing Behaviour**

Physical abuse, verbal abuse, threats, intimidation, coercion, and/or other conduct that threatens or endangers the health or safety of any person.

Threatening or causing physical harm to another person. Physical abuse includes, but is not limited to: personal injury, physical restraint against a person's will, and holding or transporting an individual against his will.

**4. Disruption or Obstruction**

- i. Disruption or obstruction of teaching, research, administration, disciplinary proceedings, other University activities, including its public service functions on or off campus, or other authorized non-University activities, when the act occurs on University premises
- ii. Participation in campus demonstrations that disrupt the normal operations of the University and/or infringe on the rights of other members of the University community; leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area; intentional obstruction that unreasonably interferes with freedom of movement, either pedestrian or vehicular, on campus, whether inside or outside

Students are free to assemble and express themselves publicly in a peaceful, orderly manner. Public rallies, demonstrations (either by individuals or groups), and assemblies held on campus should be registered 24 hours in advance with the Director or Dean's office indicating the desired date, time, place, expected attendance, and type of demonstration planned. Public demonstrations not registered may violate the disruption/obstruction policy.

### **5. Theft, Damage, or Unauthorized Use**

Attempted or actual theft of unauthorized use of and/or damage to property of the University or property of a member of the University community or other personal or public property. This includes the intent to destroy or vandalize property.

### **6. Unauthorized Entry or Use of University Premises**

Unauthorized possession, duplication, or use of keys and/or access codes to any University premises or unauthorized entry to or use of University premises. Trespassing upon, forcibly entering, or otherwise proceeding into unauthorized areas of University owned or leased facilities, their roofs, or the residential space of another without permission.

### **7. Compliance**

Failure to comply with directions of University officials or law enforcement officers acting in performance of their duties and/or failure to provide proof of identity to these persons when requested to do so.

### **8. Drugs, Alcohol, Firearms, Gambling**

Abuse of prescription and over-the-counter drugs.

Violation of any Dutch or European law including but not limited to:

- i. Use, possession, or distribution of narcotics or other controlled substances, except as expressly permitted by law
- ii. Use, possession, or distribution of alcoholic beverages, except as expressly permitted by the law and University policies, or public intoxication
- iii. Use or possession of drug-related paraphernalia in campus housing
- iv. Use or possession of firearms, fireworks, other explosives, other weapons, or dangerous chemicals on University premises not specifically authorized by the University
- v. Misuse of legal objects in a dangerous manner (e.g., laser pointing in someone's eyes)
- vi. Illegal gambling or wagering

### **9. Disorderly, Indecent Conduct**

Conduct that is deemed disorderly, lewd, or indecent; breach of peace; or aiding, abetting, or procuring another person to breach the peace on University premises or at functions sponsored by, or participated in by, the University.

### **10. Theft or Other Abuse of Computer Time**

Theft or other abuse of computing resources and network access, including but not limited to:

- i. Unauthorized entry into a file, to use, read, or change the contents, or for any other purpose
- ii. Unauthorized transfer of a file
- iii. Unauthorized use of another individual's identification and password
- iv. Use of computing facilities to interfere with the work of another student, faculty member, or University official
- v. Use of computing facilities to send, display, or print obscene or abusive messages
- vi. Use of computing facilities to interfere with normal operation of the University computing system
- vii. Knowingly causing a computer virus to become installed in a computer system or file
- viii. Knowingly using the campus computer network to disseminate "spam" messages (i.e., unsolicited bulk e-mail messages that are unrelated to the mission of the University).
- ix. Knowingly using the campus network to send any threatening, or otherwise inappropriate message.
- x. Illegal download of copyrighted software or other works (e.g., music files).

### **11. Hazing**

Hazing, defined as an act that endangers the mental or physical health or safety of a student, or that destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in, a group or organization.

### **12. Abuse of Fire Safety Standards**

Any activity involving tampering with fire alarms or firefighting equipment, unauthorized use of such equipment, failure to evacuate during a fire alarm, hindering the evacuation of other occupants, or hindering authorized emergency personnel.

### **13. Abuse of the Judicial System**

Abuse of the judicial system, including but not limited to:

- i. Failure to obey the summons of a judicial body or University official
- ii. Falsification, distortion, or misrepresentation of information before a judicial body

- iii. Disruption or interference with the orderly conduct of a judicial body prior to, and/or during the course of, the judicial proceeding
- iv. Initiating a judicial proceeding without justification
- v. Attempting to discourage an individual's proper participation in, or use of, the judicial system
- vi. Attempting to influence the impartiality of a member of a judicial body prior to, and/or during the course of, the judicial proceeding
- vii. Harassment (verbal or physical) and/or intimidation of a member of a judicial body, participant, and/or witness prior to, during, and/or after a judicial proceeding
- viii. Failure to comply with the sanction(s) imposed under the Students' Rights and Responsibilities policy
- ix. Influencing or attempting to influence another person to commit an abuse of the judicial system

#### **14. Other Offenses Against the University Community**

- i. Violations of other published University policies, rules, or regulations. Such policies, rule, or regulations may include the Wittenborg Student Housing Rules Regulations specific departmental policies, and the contracts and leases for campus housing.
- ii. Selling, or solicitation, on campus without the written authorization from the Director or his/her designee.
- iii. Creating a fire, safety, or health hazard.

#### **15. Criminal Conduct and/or Civil Offenses**

A violation of any Dutch or European criminal law, or engaging in behaviour that is a civil offense may be considered a violation of the Wittenborg Student Code of Behaviour even if the specific criminal conduct/civil offense is not specifically listed in this Student Responsibility section. The criminal conduct/civil offense may be considered as a violation of the Wittenborg Student Code of Behaviour irrespective of whether the criminal violation/civil offense is prosecuted in a court of law. The University may inform law enforcement agencies of perceived criminal violations and may elect to defer internal action until prosecution of the criminal violation has been completed. Exoneration from criminal charges will not result in immunity from civil action or University proceedings.

#### **Off-Campus Behaviour**

Off-campus behaviour that is detrimental to the University or its students, faculty, or staff in their roles as members of the campus community is governed by this code. Wittenborg reserves the right to take actions that address the violations through educational intervention or sanctions.

## **Admissions Applications**

Wittenborg reserves the right to deny admission based on non-academic reasons when it is believed to be in the best interests of the university. A disciplinary violation or criminal conviction may affect admission, enrolment, or course of study, whether occurring prior to the time of application, while the application is under review, or after the admission decision has been made.

## **DISCIPLINARY AND JUDICIAL PROCEDURES**

Because Wittenborg is an educational institution, judicial procedures and disciplinary responses to student behaviour are designed as much for guidance and correction of behaviour as for invoking fair and appropriate sanction. This code and these procedures are designed to determine whether students' alleged behaviours violate the standards and expectations of the University educational community. These expectations and procedures should, in no way, be construed to replace civil or criminal expectations or proceedings. Where necessary and appropriate, the University will work in concert with legal enforcement officers to address alleged illegal behaviour. These procedures are used to address the seriousness of the offense and the record of conduct of a given student; however, specific responses are not rigidly predetermined. The university recognizes that inappropriate behaviour may be the result of the student's inability to solve a problem or manage a situation appropriately. Ultimately, the student must accept responsibility for his or her behaviour and the consequences that result. However, the University also recognizes that judicial responses may include providing students with educational alternatives that assist the student in learning how to handle certain situations. The fundamental hope is that the student can learn and grow from the incident and sanctions imposed in response to that behaviour, and that he or she can make the necessary changes in his or her behaviour to become a constructive member of the educational community.

### **1. University Rights and Responsibilities**

**Regarding Campus Disruption or Obstruction:** In cases of alleged campus and/or classroom disruption or obstruction of the academic mission of the institution, immediate action may be initiated by a faculty member and/or administrator to restore order and/or to prevent further disruption. Behaviour occurring within the academic arena, including but not limited to classroom disruption or obstruction of teaching, is within the jurisdiction of Academic Affairs. Faculty members have the right to address the immediacy of a situation as they deem appropriate (e.g., temporary removal of a student from a class when inappropriate, disruptive behaviour occurs). Faculty response is forwarded to the academic dean for review (see Academic Dean's Review below), and if necessary, further action. Further action might include permanent removal from the course. When necessary and appropriate, Public Safety and/or the Security services may be contacted to assist with restoring peace and order.

**Search and Seizure:** In cases of alleged behaviour that violates campus policy, or when there is confirmed suspicion that students may represent harm to themselves or others students, their campus residences may be subject to an administrative search. In such cases, students will be provided with notification of areas to be searched and nature of items sought prior to the search for and seizure of personal items that may be in violation of campus policies.

## **2. The Rights of the Student Charged**

The student being charged has the right to testify on his or her own behalf, and the right to bring witnesses on his or her own behalf. Accused students may submit questions in advance to the hearing officer that they wish to have asked of those bearing witness against them. During the hearing, questions should be directed to the hearing officer, not to the witness. The use of these questions is at the discretion of the hearing officer. In cases of alleged sexual assault, special measures may be invoked to protect the rights of the victim as well as the accused. In the event accused students choose not to testify, decisions may still be rendered in the absence of their testimony.

## **3. Reporting a Violation**

Reports of alleged violations of University rules or regulations are made to the Director (or the Academic Dean in cases of academic misconduct), or his or her designee, herein referred to as the Director.

- i. The Director informs the student in writing that an alleged violation of the Code of behaviour has been reported about him or her. The Director commences an investigation of the incident by reviewing the incident with the student. The student may be asked to provide a written statement to the Director within 48 hours of this preliminary discussion. The Director also may request written testimony from the person(s) who brought forward the information or charges and any other persons the Director believes may provide pertinent information.
- ii. The Director may appoint a designee from the Student Affairs staff to act in his or her place for any disciplinary procedure. For cases involving more than one student or a student group, the Director decides whether separate or group meetings are appropriate and proceeds to gather pertinent information regarding the case.

## **4. Confidentiality**

All disciplinary and judicial procedures are closed and confidential. Final disciplinary decisions are communicated to the student charged and relevant school officials. If the student charged signs a release, the final disciplinary decisions are also communicated to the charging party. In cases alleging violent behaviour, the final disciplinary decisions are automatically communicated to the charging party. A copy of the written description of the sanction is placed in the Director's disciplinary file in the Legal Department.

### **Types of Proceedings**

#### **1. Mediation:**

This procedure is implemented by the Director or his or her delegate and is generally reserved for first and less serious violators. It is employed when a violation arises out of a dispute between a charged student and another party or parties. The goal is to design a mechanism to resolve the dispute and to prevent it from recurring. A signed record of the mediation efforts, and the agreed-upon resolution, will



be retained by the Administration Office. If the participants in mediation fail to live up to the agreed-upon settlement, a charge(s) may be processed under the appropriate procedures cited below.

## **2. Administrative Proceeding:**

The University recognizes that not every dispute or violation of individual rights or University rules and regulations should be handled by a University Management Board. Many disputes or infractions can be handled within the context of an administrative hearing. The administrative proceedings are conducted by the Director (or his or her designee), the Programme Coordinator or Operations Manager (when the offense occurs in on-campus residences), or the Academic Dean (when the offense occurs within an academic setting).

Such hearings are appropriate under any of the following conditions:

- i. When there is no record of disciplinary action in the recent past or a record of only minor violation;
- ii. When sanctions called for are less severe than suspension or expulsion from the University;
  - a. When both the student charged and the party making the charge (e.g., a University official or another student) agree to the facts in an incident and the charged party admits fault. In this case both parties agree to implementation of a disciplinary decision by the Director, or his or her designate, or, in the case of an infraction in an on-campus residential property, the Operations Manager. This agreement is made in the form of a written joint memorandum. The student's right of appeal remains unchanged;  
or
  - b. When the student charged does not admit fault, but chooses an administrative hearing as an alternative to a hearing before the University Board. In such a case, the student signs a memorandum of consent for such a hearing;
- iii. When a student has been temporarily suspended due to violence or the threat of violence.

If the student is found in violation of a stated policy by the Director, sanctions are assigned. The decision is written as soon as is reasonably practicable after the hearing and forwarded to the student and, if a release is signed, to the person who made the charge. In cases with multiple students involved, written decisions may be delayed until all hearings have taken place.

## **3. Academic Dean's / Head of School's Review**

This procedure is implemented by the Academic Dean (or his or her designee) and is intended to review the status of the student in a faculty member's course. This review may include a mediation between the student and the faculty member or it may be an administrative proceeding to determine whether a student should be allowed to remain in the given course. Because of the necessity for swiftness, this review should take place as soon as possible following the incident and is not subject to the

requirement of three days advanced, written notice to the student. After consulting with the student and the faculty member, together and/or separately (and any necessary witnesses), the Director shall render a decision. The student's right of appeal is to the University Board. In cases of academic dishonesty, a faculty member or university designee may request an Academic Dean's review for possible referral to the Examination & Graduation Board for a hearing on potential suspension or dismissal.

#### **4. Procedural Guidelines for Administrative and Judicial Hearings**

Hearing Officer shall conduct hearings so as to assure the basic concept of procedural fairness. The following procedures shall be adhered to:

- i. The Director or his or her designate is responsible for setting the hearing time, notifying all parties who are to testify, and forwarding all pertinent data to the appropriate board.
- ii. The Director shall give appropriate advance notice, in writing, of the charges against the student and copies of available evidence, to ensure that he or she may adequately prepare for such a hearing. The notice clearly indicates the date, time, and place of the hearing. The notification should be received by the student at least three calendar days prior to the hearing.
- iii. The hearing shall not be considered to be a legalistic trial. Rather, the Hearing Officer shall examine all relevant facts and circumstances at the hearing, shall ensure the relevancy of witnesses' statements, and shall, using a standard of "more likely than not," determine whether the charged student should be held responsible for a violation of the Code of behaviour.
- iv. Hearings are confidential and closed to all but the principals of the case. At the discretion of the Hearing Officer, a transcript may be kept in audio taped or written form. The tape and transcript are the property of the Director's Office. Students are not permitted to tape or otherwise record the proceedings. Transcripts will be kept by the Director's Office and may be reviewed but not copied or removed from the Director's Office
- v. All parties have the right to be assisted in their presentation by an advisor of their choice. The advisor may be, but is not limited to, a friend, a fellow student, or faculty member. The advisor may speak privately to the student charged during the proceedings with permission of the presiding Hearing Officer. At no time during the hearing, however, will such advisor be permitted to speak for the advisee. Each party may request a brief recess to consult with his or her advisor. The presiding officer rules on questions of procedure and is responsible for moving the proceedings along in a timely and orderly manner. Students are responsible for providing copies of all documents to their advisors.
- vi. Prior to the hearing (at least 24 hours), the student being charged should submit to the Director a list of any witnesses he or she wishes to present and the nature of the testimony they may offer. This student should also submit a list of questions he or she wishes to have asked of the charging party.

- vii. At the hearing, the student being charged and the charging party shall have ample opportunity to explain the circumstances surrounding the incident and are encouraged to present pertinent evidence and the testimony of witnesses in person. In addition, both parties shall be afforded the opportunity to comment on any written statements and other evidence presented, and to respond to questions.
- viii. The Hearing Officer should not be either a witness for or against the student or a person previously engaged in formulating the charge or in presenting the material relating to the case. Alternate member/(s) will be appointed in cases in which Board members have a perceived conflict of interest with the principals of the case.
- ix. The presiding officer rules on all objections, questions, and procedural points, subject to being overruled by majority vote of the Board. He or she also determines the sequence of testimony, including the option of having all principal parties meet together in the hearing. All those who participate in the hearing are obligated to conduct themselves in an orderly manner and to obey and abide by the presiding officer's rulings. The Director attends all hearings to serve as an advisor in the process.
- x. Once all testimony is heard or read, the student being charged and the charging party are asked to make a final statement and the Hearing Officer or Board members are given a final opportunity to ask questions. All persons other than Board members and the Director are then excused and the Board meets to render a decision. The Director does not vote.
- xi. The Hearing Officer or Board decides whether there was a violation of policy using a standard of "more likely than not." They also determine whether the charged student should be held responsible for that violation. If so, sanctions are also imposed on the responsible student. Each decision must have been reached by a majority of the Board. Once a decision is reached, the student being charged is informed orally of the decision by the Director. Both parties receive the decision in writing from the Director as soon thereafter as is practicable (the charging party is informed only if the student charged signs a release form or if the case involves a violent act).

## Appeals

### **i. Grounds for appeals:**

- Procedural error
- New evidence
- Excessive sanction

### **ii. Limits of appeal and sequence of appeal:**

A student found in violation of a stated policy may appeal a disciplinary decision only once, based on one or more of the criteria cited above. The appeal may take place in one of the following stages:

**iii. Appeal of a decision by / Appeal to:**

- Programme Coordinator or Operations Manager or an Associate of Director
- Director, Academic Dean (or designee)
- Any member of the Wittenborg Management board

**iv. Appeal procedure:**

- i. The act of filing an appeal usually postpones the action required by the initial decision until the appeal process is completed, unless the Director (in consultation with any Director) determines that postponement of the sanction may result in a serious threat to the University community.
- ii. The student must file the appeal through the Front Desk/tutor within 10 calendar days of receiving written notification of the decision. (An extension of this deadline may be requested in writing to the Director to accommodate periods of University recess or for other extenuating circumstances.) The Director then forwards the request to the appropriate Hearing Officer.
- iii. The individual seeking the appeal must indicate, in writing, the specific bases or reasons for his or her appeal. The appeal statement should include the following: Student's name, ID#, local address, phone number, reason for appeal (see 7 a. above), and appropriate information regarding why the appeal should be granted. The letter should be of sufficient detail to stand on its own without accompanying testimony to permit the evaluation of the merit of the grounds for appeal. For example, if there were procedural errors, the errors should be identified and it should be noted what effect those errors had on the outcome of the case. If there is new evidence, the nature of that evidence and the potential effect on the outcome of the case should be noted. If the student believes the sanction was excessive, the student should take great care to note why they believe the sanction was excessive and should suggest a more reasonable sanction.
- iv. The appropriate Hearing Officer or an appeals committee of the University Board will consider the written statement of appeal and recommend action to be taken: denial of appeal or a new hearing. The individuals involved will receive written notification of the decision from the Director.
- v. If the result of the appeal is an order for a rehearing, the hearing procedures described above shall apply. A new panel of Board members would rehear the case.

## **DISCIPLINARY ACTIONS**

Disciplinary actions are proscribed by the Hearing Officer. Students are obligated to carry out all directives of the Hearing Officer or body. Failure to do so may result in further sanctions. It is the prerogative of the Management Board to assign sanctions it deems fitting in response to the actions of the student found in violation. The University Legal Office has responsibility for monitoring compliance with all sanctions.

### **Temporary Suspension**

Students may be placed on temporary suspension by the University Legal Office (in consultation with a Director) in the following circumstances: If the student is reasonably likely to present a threat to him or herself, to the University community, or to any of its members; or if the student poses a definite threat of disruption of, or interference with, the normal operations of the University, the alleged violator may be placed on temporary suspension. The student will be afforded an Administrative Hearing as soon as is practically possible to determine if, when, and which University privileges may be reinstated; however, the student will remain on suspension until the proceedings are complete. The opportunity for appeal to the University Board remains intact. During the temporary suspension, the student shall be denied access to University facilities and/or all other University activities or privileges for which the student might otherwise be eligible as deemed appropriate by the Director.

### **Disciplinary Sanctions Levels**

The primary functions of any hearing body or officer are to determine whether or not there was a violation of policy and, if so, to recommend an appropriate sanction. The following are guidelines for sanctions, though ultimate determination of appropriate sanction lies with the Hearing Officer or hearing body.

Typically, for a first-time offender, a Level 1 sanction will be recommended. A Level 2 sanction may be recommended if the violation was a serious first offense or if the referred party was a repeat offender. Level 3 sanctions are usually reserved for serious first-time offender(s) or for repeat offenders. The following are examples of disciplinary sanctions. These may be used in combination at the discretion of the ruling party.

#### Level 1

- Letter of Warning
- University Disciplinary Warning
- Educational Sanction
- Financial Restitution
- Parental Notification of Violation and Imposed Sanctions

- Administrative Withdrawal from a Course
- Administrative Hold on University Account

#### Level 2

- Letter of Warning
- University Disciplinary Warning
- Educational Sanction
- Financial Restitution
- Parental Notification of Violation and Imposed Sanctions
- Administrative Withdrawal from a Course
- Administrative Hold on University Account

#### Level 3

- Disciplinary Suspension
- Disciplinary Dismissal

#### **Descriptions of Disciplinary Sanctions**

**Letter of Warning:** A warning letter issued by a hearing body or officer. The letter is placed in the Dean's Judicial File and will be made available to any hearing body or officer should the student become a repeat offender.

**Administrative Withdrawal:** The withdrawal of a student from a specific course, major, or academic department may be invoked in cases where the student violates the expectations of the academic arena (e.g., classroom incivility, disruption, harassment of faculty members).

**Parental Notification of Violation and Imposed Sanctions:** Under most circumstances, University administrators will not release information to parents without the consent of the student regarding the charges, proceedings, or sanctions imposed in a hearing. Exceptions include violations of the alcohol and drug policy (for students under the age of 18) and sanctions that include probation.

**Administrative Hold on University Account:** This action is most frequently taken when students do not complete assigned sanctions within the required timeframe, when students fail to answer charges, and when students must complete specific actions prior to being readmitted following suspension. This action prevents students from registering for classes, obtaining transcripts, diplomas, etc. Wittenborg University of Applied Sciences reserves the right to withhold transcripts or a diploma pending the

resolution of all outstanding charges and the successful completion of any sanctions issued as a result of those charges.

**Disciplinary Probation:** A more stringent warning used in response to a more serious violation or frequent violations of University regulations. Further violations would require consideration of Disciplinary Suspension. This action prevents students from being able to study abroad during the probationary period. This status may also be communicated to other schools to which a student may transfer (or has transferred).

**University Housing Probation:** A status that places the student on probation for a stated period of time. This is in response to violations of University regulations in the residence halls, University-owned houses, or other campus residences. This sanction may be given in addition to a Letter of Warning or Disciplinary Probation. This status is meant to notify a student that his or her housing privileges may be revoked.

**Removal from University Housing:** The removal of the student from on-campus housing on either a permanent basis or for a stated period of time. This is a more stringent action taken in response to serious or repeated violations of University regulations.

**Disciplinary Suspension:** Action that separates the student from the University for a stated minimum period of time. At the end of the period, the student must apply to the Director for reinstatement.

**Disciplinary Dismissal:** This status permanently separates the student from the University.

#### **Other Disciplinary Actions**

**Restitution, Fines, and Refunds:** In cases that involve damage to personal, University, or private property, full restitution is typically required. Fines may result when the Hearing Officer believes they are appropriate. Restitution and/or fines should be paid by bank transfer only. In cases of suspension or expulsion, there is no refund of University fees. Tuition and room and board charges may be refunded consistent with University refund policies.

**Educational Sanction:** A proscribed activity designed to assist the student in understanding how his or her actions affect the community and/or to contribute to the betterment of the community. Such action is available at any level to supplement or replace any other action.

**Behavioural Contract:** These contracts are written to provide very clear expectations regarding a student's behaviour within given circumstances. Probation is typically part of the contract.

**Residential or Campus Restriction:** Students may be restricted from access to residential facilities or other campus facilities, activities, or services. A student may also be barred from the entire campus if past behaviour threatens the health, safety, or well-being of any member (including self) of the University community.



# THE EEG - PART 12

## GENERAL TERMS & CONDITIONS OF WITTENBORG UNIVERSITY OF APPLIED SCIENCES



31 August 2018



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## GENERAL TERMS & CONDITIONS

### WITTENBORG UNIVERSITY OF APPLIED SCIENCES

Wittenborg University of Applied Sciences is a non-funded institution; it is recognized and appointed by the Dutch Ministry of Higher Education as written in the Dutch Higher Education Law. Wittenborg University of Applied Sciences is registered at the CFI under BRIN number 25AY ([www.cfi.nl](http://www.cfi.nl)).

### OVERALL TERMS AND CONDITIONS

Wittenborg University of Applied Sciences is a member of the Dutch Council of Training and Education (NRTO) and is obliged to adopt the General Terms and Conditions of that Council (NRTO). These Terms and Conditions are applicable to all students registered at Wittenborg University of Applied Sciences and can be found here: <http://www.nrto.nl/wp-content/uploads/2016/02/NRTO-terms-and-conditions-consumers.pdf>.

In addition to the above, Wittenborg University of Applied Sciences has its own Terms and Conditions that are complimentary to those of the NRTO.

Dutch Law applies to these Terms and Conditions.

### ENGLISH LANGUAGE

The English Language is the official language at Wittenborg University of Applied Sciences and is spoken and written within all departments of the university and all programmes offered at Wittenborg University of Applied Sciences are offered in English. Over 80% of students at Wittenborg University of Applied Sciences are international and over 40% of its staff are not Dutch nationals. For that reason an exception is made in relation to the Netherlands Act of Higher Education in relation to the language of programmes offered at Wittenborg University of Applied Sciences. Dutch students cannot fulfil their examinations and assessments in the Dutch language at Wittenborg University of Applied Sciences and the university cannot be expected to offer its programmes in Dutch.

### APPLICATION AND REGISTRATION

Application has to be done by signing and sending the application form to Wittenborg University of Applied Sciences. A study agreement will be made by means of the application form. These General Terms and Conditions are a part of the Study Agreement. By signing the Study Agreement the student declares to agree with the General Terms and Conditions and the Additional Terms and Conditions and has been informed about the Tuition Fees and the non-refund policy. After signing the Study Agreement the registration will be definite. Wittenborg University of Applied Sciences provides the opportunity to start its programmes 6 times a year. Application can be done during the whole year. The student has to hand in all the documents which are listed in the Admission Procedure/ Application Form and has to be able to identify himself/herself by a valid Identification Card.

## CANCELLATION OF APPLICATION

In case the student wishes to cancel the registration before the start date mentioned in the study agreement, the following cancellation provisions apply:

- a. cancellation before the start of the educational programme must be made in writing or electronically to the student Registrar's Office;
- b. if the agreement is cancelled up to two months prior to the start of the course the student pays 10% of the agreed fee, with a minimum of €50,-;
- c. if the agreement is cancelled between two and one months prior to the start of the course the student pays 25% of the agreed fee, with a minimum of €50,-; d. if the agreement is cancelled less than one month prior to the start of the course the student pays 50% of the agreed fee, with a minimum of €50,-;
- e. if the agreement is cancelled less than two weeks prior to the start of the course the student pays the full fee.

Costs that are already made by the university if applicable, for example visa costs, will be deducted from the refund.

Under no circumstances refunds will be given to students who did not obtain the required legal and/or immigration status due to committing fraud, the provision of false information and/or documents.

## TUITION AND FEES

Wittenborg University of Applied Sciences is entitled to change the tuition fees annually. The tuition fees do NOT include books, study material and excursions. Students are allowed to fulfill their tuition fees in installments by automatic collection. First year non-eu visa students are excluded from the option to pay in installments. Payment by automatic collection is only possible after signing the authorization form for automatic collection. The amount of every installment will be raised with €12, 50 administration costs. The collection of every installment will take place around the 28th of each month. Please check [www.wittenborg.eu](http://www.wittenborg.eu) for the current fees.

## PAYMENTS AND OBLIGATIONS

Not attending classes will not lead to reduction of the tuition fee or any other fee. When a delay in payment of more than one month occurs, Wittenborg University of Applied Sciences is entitled to collect the total amount at once. Continuous delay in payment can lead to direct annulment of the contract by Wittenborg University of Applied Sciences, however under no circumstances will direct annulment of the contract lead to financial compensation. All due payments are still owed to Wittenborg University of Applied Sciences, and the University will take all necessary measures to retrieve due payments. If reminders and payment demands have to be sent due to delay in payment, extrajudicial collection costs and statutory interest will be charged, from the second demand on. These costs shall not exceed: 15% of outstanding amounts up to €2,500,-; 10% of the following €2,500,-, and

5% of the next €5,000,= with a minimum of €40,=. Wittenborg University of Applied Sciences may, for the benefit of the student, deviate from the amounts and percentages referred to. The student or his/her legal guardian will be held responsible for all costs.

Registration for the next academic year will be confirmed after payment of the (first installment of the) tuition fee for the concerning academic year.

### **COMPLIANCE WITH INTERNATIONAL SANCTION REGULATIONS**

In compliance with International sanction regulations imposed by the EU, the UN and the US, WUAS must conduct appropriate due diligence and screening against applicable financial sanctions target lists; such as the HMT Consolidated List, financial sanctions target lists, and the OFAC list. This screening can always be performed both prior and after a student's admission at the institute. WUAS cannot be involved in any financial transactions with any person or entity, or relation of, who is registered on these lists.

### **TERMINATION BY STUDENT**

Termination of registration by the student has to be done by sending a letter by registered post to the Student Registrar's office. . Date of termination will be the date of receipt at Wittenborg University of Applied Sciences. If not agreed differently in the Study Agreement, registration is always for a period of one year. Early termination of the study programme during the college year does not lead to refund or remission of the tuition fee. Refund of Student Deposit can only be paid after the formal deregistration procedure has been fully completed according to the regulations.

### **CHANGES IN STUDY PROGRAMME**

If there are less than 5 students registered to take a chosen specialization module, the specialization module will not be offered in that academic year and another specialization module has to be chosen. Wittenborg University of Applied Sciences reserves the right to change the content, timetabling, and delivery methods of curriculum and study programmes. Lecturers, lesson times and location can also be changed. A change of study mode into part-time, dual learning, or distance learning variants is allowed if agreed by tutor and programme coordinator, or head of school, or other responsible management. Student is obliged to pay the same tuition fees as already agreed, unless the Director makes an exception. Students who choose to study part of their programme at a Wittenborg University of Applied Sciences' partner institute, under the terms of agreements made between Wittenborg and that institute must pay their full fee to Wittenborg for that year. Any fees to be paid to the partner institute are either to be paid additionally, or can be compensated by Wittenborg, depending on the arrangements Wittenborg has made with the partner institute.

## **CANCELLATION OF STUDY PROGRAMME (DEREGISTRATION) BY WITTENBORG UNIVERSITY OF APPLIED SCIENCES**

Wittenborg University of Applied Sciences is entitled to deregister students who misbehave according to the “code of behavior” in the Student Charter. In this case no refund will be given. In case of fraud, Wittenborg University of Applied Sciences is entitled to deregister students without refund of fees. The Graduation and Examination Board has the right to give a student a negative study advice. In this case the student will bear all financial and legal consequences. The mutual rights and obligations that apply to this agreement will be terminated as soon as the agreement has been cancelled. Obligations which were applicable prior to the cancellation remain in force. With the deregistration of the student the right for study grant and OV public transportation card will end. Wittenborg University of Applied Sciences has the obligation to inform the DUO annually about the registration periods of all the students. It is the student’s responsibility to inform the DUO on time about changes in his/her personal situation or details. Wittenborg University of Applied Sciences cannot accept responsibility or liability for possible financial loss suffered by the student as a consequence of for instance, too much received study grant and/or loans.

## **EDUCATION AND EXAMINATION GUIDE (EEG)**

The content and design of the programmes is described in the Education and Examination Guide. (EEG) This is available from the Education Administration (Student Registrar), and made available to all students on the Website [www.wittenborg.eu](http://www.wittenborg.eu) and on the Virtual Learning Environment [www.wittenborg-online.com](http://www.wittenborg-online.com). This document is part of the EEG.

## **INSURANCE**

Wittenborg University of Applied Sciences cannot accept responsibility or liability for loss and/or damage to private possessions, nor can it accept responsibility or liability for injury or any other damage suffered by the student. It’s the student’s responsibility to arrange his/her insurance. During the work placement, the student has to be insured through the liability insurance of the work placement company. Insurance at AON for a period of time linked to the first study registration period will be arranged for Non-EU students upon their arrival, it is the student’s responsibility to extend this insurance. It is possible to arrange this through the Student Support Office.

## **BOOKS, STUDY MATERIALS, TIME TABLES, STUDENT CHARTER, EDUCATION GUIDE**

Obtaining study materials such as books, time tables and the Education Guides is described in the Education Guide. This guide, together with the Student Charter will be given to the students before the start of the programme. Wittenborg University of Applied Sciences reserves the right to change the time tables and lesson programmes.

## **INTELLECTUAL PROPERTY**

Intellectual property is the term used to describe the outputs of your creative and intellectual endeavour, such as inventing a new process or product or writing new software. It can allow you to own things you create in a similar way to owning a physical property. You can control the use of your IP, use it to gain financial reward and prevent others from using your IP without your permission.

The four main types of IP are:

- I. Copyright – protects material such as literature, art, music, sound recordings, films and broadcasts.
- II. Designs – protect the visual appearance or eye-appeal of products.
- III. Patents – protect the technical and functional aspects of products and processes.
- IV. Trade marks – protect signs that can distinguish the goods and services of one trader from those of another.

More than one type of IP may apply to the same creation. Patents, registered trademarks and registered designs are protected through application to the patent office in the countries where you seek to protect your work. Copyright and design right are known as unregistered rights where your legal rights arise automatically upon creation of the work. There is no need to file an application for protection.

Ownership of intellectual property generated by students.

Any IP created by you during your course of studies belongs to you unless agreed otherwise in writing between you and the university. All students, however, grant the university permission to use their work or copies of their work (digital or otherwise) for academic, teaching and marketing purposes.

## **LIABILITY DUE TO CHANGES MADE BY EXTERNAL ORGANISATIONS**

Wittenborg University of Applied Sciences is not liable for any consequences due to changes in law or policy made by national and local government. Wittenborg University of Applied Sciences is not liable for any changed information that is given in the EEG relating to external organizations such as DUO, Tax office, Ministry of Education, NVAO, FIBAA, etc.

The student has to inform the Student Administration in writing about the change of address within 14 days after moving. The student is responsible for possible losses as a consequence of not informing in time or not informing the Student Administration.

## **DATA PROTECTION ACT AND PORTRAIT RIGHTS**

The General Data Protection Regulation (GDPR) applies to all the information which is provided to Wittenborg University of Applied Sciences by the student. The Data Controller is the Wittenborg University of Applied Sciences, it collects and processes information about students under the terms of this contract for teaching, research and administrative purposes. All such activity is governed by the Data Protection Act 2018 and is detailed in the student privacy notice: <https://www.wittenborg.eu/privacy-notice-applicants.htm>. As a data subject, you have a number of rights. You can request access to your data, ask the university to correct any inaccurate data or stop processing data – for more information or to exercise your rights you can contact the data protection officer on [dataprotection@wittenborg.eu](mailto:dataprotection@wittenborg.eu). The accuracy of personal information provided by students may also be checked by the university against relevant external sources. The university undertakes to process and store maintain student data on secure networks conditions, and to process and disclose data only within the terms of the student privacy notice. Please note that we are reliant on you for much of the data we hold: help us keep your record up-to-date by notifying us of any alterations to your address, personal details or course enrolments.

Wittenborg University of Applied Sciences has the right to use possible images of (educational) activities on which the student is visible, for various marketing purposes for Wittenborg University of Applied Sciences. Each student is entitled to object to the use of his/her data by Wittenborg University of Applied Sciences. The objection has to be done by email to [dataprotection@wittenborg.eu](mailto:dataprotection@wittenborg.eu).

For full details please refer to the university's Data Protection Policy. If you are dissatisfied with the way the University has processed your personal data, or have any questions or concerns about your data please contact [dataprotection@wittenborg.eu](mailto:dataprotection@wittenborg.eu), if we are not able to resolve the issue to your satisfaction, you have the right to apply to the "Autoriteit Persoonsgegevens". They can be contacted at <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-indienen-bij-de-ap>.

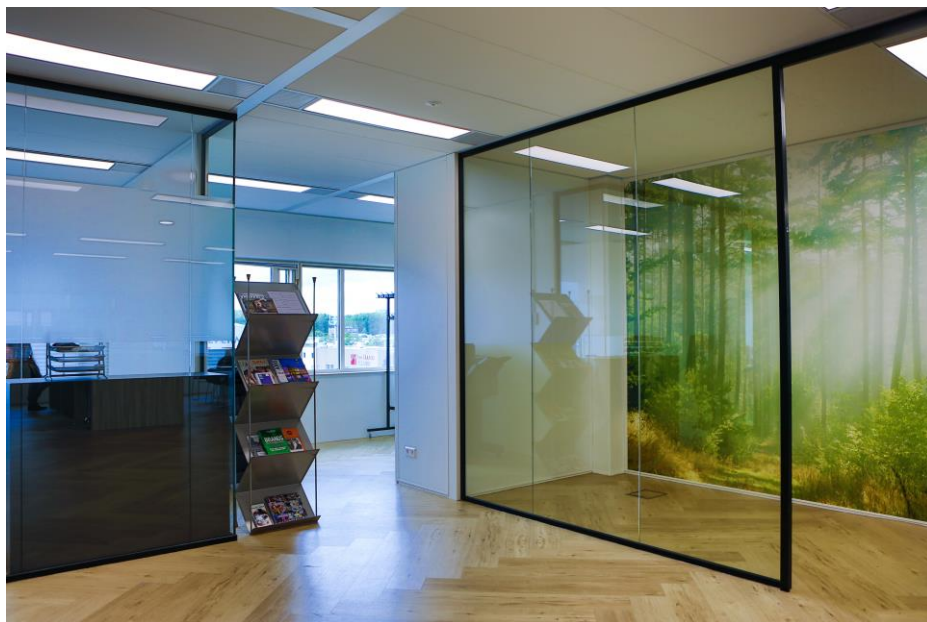
## **COMPLAINTS**

Wittenborg University of Applied Sciences will do it's very best to make your study period as comfortable as possible. In case of complaints, please read the internal complaints procedure, which can be found in the Education Guides. If the complaint, despite our efforts to handle it, persists, a further complaint letter can be formulated which can be sent to the Disputes Committee (Geschillencommissie Particuliere Onderwijsinstellingen, Bordewijklaan 46, Postbus 90600, 2509 LP Den Haag, [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl)).

# THE EEG - PART 12A

## TUITION FEE POLICY OF WITTENBORG

### UNIVERSITY OF APPLIED SCIENCES



31 August 2018



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## **1. INTRODUCTION**

This policy governs how Wittenborg University of Applied Sciences will apply and calculate tuition fees for all new and continuing students. The university reserves the right to amend this policy from time to time, in the light of prevailing circumstances (including legislative and regulatory changes).

This policy forms part of the university's terms and conditions and should be read in conjunction with the Education and Examination Guide. Tuition fees are usually charged on an academic year / annual basis.

Students retain ultimate liability for the payment of their tuition fees, whether invoiced or not, including where sponsorship, grant or loan agreements have been approved.

## **2. TUITION FEE INFORMATION**

Full-time tuition fees for new / prospective students are available by course name on the university's website (<https://www.wittenborg.eu/wittenborg-university-tuition-fees-all-programmes.htm>). Detailed tuition fee information for prospective students is available from the Admissions Team at [admission@wittenborg.eu](mailto:admission@wittenborg.eu).

Continuing students can contact the Student Registrar at [registrar@wittenborg.eu](mailto:registrar@wittenborg.eu).

Other than in a student's offer letter, only the Student Registrar and the Finance Department staff are authorised to provide a definitive assessment of tuition fees. All other tuition fee information provided by non-authorised staff will be considered advisory only and non-binding on the university. Tuition fee is invoiced annually, unless stated otherwise and covers one calendar year.

## **3. TUITION FEE LIABILITY**

Liability for the payment of tuition fees will be from the first term that a student enrolls or is expected to enrol (or re-enrol). Delayed enrolment (or re-enrolment) which is attributable to the student will not reduce the fee liability for the course or programme of study, even if this may have limited access to some university services.

Students who have not completed the enrolment process are not permitted to attend the university, access university services or use university accommodation, property or facilities. A student who does not fully complete enrolment, but who either attends the university, accesses university services or uses university accommodation, property or facilities will, by their conduct, be deemed to have accepted the university's terms and conditions from the start of their offered course and will be liable for tuition fees calculated in accordance with this policy.

## **4. CHANGE OF PROGRAMME AND STUDY LOCATION**

Students who wish to change their study programme from one campus to another campus, are required to pay the tuition fee of the host location.

## **5. SCHOLARSHIPS**

The university operates a number of scholarship schemes that are subject to separate terms and conditions. These can change from year to year and therefore students should not rely on receiving the

same tuition fee reduction for each year of study. Scholarships are provided at the discretion of the university and must be applied for in each relevant academic year of study. If the university does not consider that a student has met all the terms and conditions of the relevant discount or rebate scheme, then a student will be considered ineligible to receive a tuition fee reduction.

Scholarship/studentship students should ensure that they fully understand and agree to the specific scholarship/studentship terms before enrolling on their course and becoming liable for any tuition fees. More information is available at [www.wittenborg.eu](http://www.wittenborg.eu).

## **6. ADDITIONAL ACADEMIC FEES AND CHARGES**

Some courses are subject to additional fees and charges that are not covered by the main tuition fee. These usually relate to optional activities on the course (such as field trips, additional materials/resources, printing / photocopying / binding charges), but may include other fees for some postgraduate courses. Students should contact the Student Registrar to obtain advice regarding these additional costs.

Students may also incur other costs, such as library fines or charges for lost or damaged equipment.

## **7. WHAT DOES THE TUITION FEE COVER?**

Tuition fees cover the educational and related services made available to students whilst they study at the university, including tuition / supervisory services, assessment of submitted work and support provision. Information regarding specific courses is available online at [www.wittenborg.eu](http://www.wittenborg.eu).

The tuition fees exclude other charges that may be incurred through accessing other university services (including accommodation, books, study materials and excursions). This information is available to students before they commit themselves to further costs.

## **8. PAYMENT OF TUITION FEES**

Payment of the annual tuition fee becomes due once a student has accepted the offer from the University. Continuing students will be invoiced annually unless the student terminates the registration by deregistration or graduation. Payment of the tuition fee is not dependent on the production of an invoice from the university as a student should already be aware of their potential tuition fee liability.

EU students and students who do not require a residence permit (in the Netherlands), can opt for an installment plan of maximum 12 installments. The first installment should be paid before the start of the programme. In case of payment by automatic collection, this is only possible after signing the authorization form for automatic incasso. The amount of every installment will be raised with €12,50 administration cost. The collection of every installment will take place around the 28<sup>th</sup> of each month.

International students who require a residence permit in the Netherlands should ensure that their fees (as part of the package fee) are paid in full at least four weeks prior to their programme start date.

## 9. PAYMENT OF FEES

Payment of tuition fees can be made through bank transfer:

<b>Name of the bank:</b>	Rabobank
<b>IBAN-Code (SEPA):</b>	NL13RABO0118220608
<b>Address of the bank:</b>	Marktplein 40, 7311LR, Apeldoorn, the Netherlands
<b>Name of receiver:</b>	Wittenborg University BV
<b>Address of receiver:</b>	Laan van de Mensenrechten 500, 7331VZ, Apeldoorn, the Netherlands
<b>BIC Code:</b>	RABONL2U

Please make sure that both of the following references are clearly quoted when making a payment:

- The student number
- The invoice number

# THE EEG - PART 14

## HOUSING CONDITIONS & IMMIGRATION RULES & REGULATIONS FOR NON-EU STUDENTS



31 August 2018

## STUDENT AGREEMENT

### STUDENT ACCOMMODATION CONDITIONS AND IMMIGRATION REGULATIONS FOR NON-EU STUDENTS

1. I understand the condition of Student Accommodation of Wittenborg University of Applied Sciences (WUAS) is very SIMPLE and BASIC with standard facilities that is mentioned on the website of WUAS. If planned to stay in WUAS accommodation, I am obliged to email the completed "Arrival Notification Form" (will be sent by the Administration) to [studenthousing@wittenborg.eu](mailto:studenthousing@wittenborg.eu), [admission@wittenborg.eu](mailto:admission@wittenborg.eu) and at least 10 working days prior to my arrival date. I'm also aware that arrival without notification will result in a four-months student accommodation contract with WUAS, instead of a normal five-months student accommodation contract to cover extra costs caused by my not conversant arrival. Any extra costs caused due to my non-conversant arrival, will be not be paid by Wittenborg.
2. As a Non-EU/EEA student, I'm aware that a refundable deposit of €900 will be held by WUAS, which will ONLY be refunded by meeting the complete Check-out Procedure of WUAS Accommodation AND (legal) Deregistration Procedure.
3. According to the Dutch regulations for Non-EU/EEA students, they are allowed to work 10 hours per week during the study period or choose to work full time during the summer holiday period. Non-EU/EEA students need to go through a lengthy process (3-6 months), in order to collect all the required documents to be able to work legally. Due to the deficiency of Dutch linguistic skills, Non-EU/EEA students face difficulties finding a well-paid high-quality job. The average income from part time job during the study period is approximately €200 per month, and is based on the Dutch minimum wage requirement. I am aware that the income from the part time job can never cover the cost of study, neither of living.
4. As Non-EU/EEA student, during my stay in the Netherlands, I understand the legal requirement of showing proper evidence of adequate financial support to live in the Netherlands to Dutch authorities on demand: i.e. *Higher education: €867,68\* per month* (\*amount can be subjected to change by the Dutch Authorities; the latest information can be found on [www.nuffic.nl](http://www.nuffic.nl) or [www.ind.nl](http://www.ind.nl)).
5. Herewith I, the undersigned, authorize the Administration of WUAS to:
  - a. Apply for my residence permit and continue further contact with the Immigration and Naturalization Service (IND) concerning my application.
  - b. Provide my personal details and information to the IND, Foreign Police and Town Hall when requested.
  - c. Inform the IND, Foreign Police and Town Hall of my registration and attendance at WUAS, of my recent accommodation and my legal status in the Netherlands.

- d. Cancel my residence permit at the Immigration Office (INDo):
  - i. after I have completed the WUAS deregistration procedure;
  - ii. after the first registration period if I do not continue my study;
  - iii. during my registration period if I have been absent from my lessons more than 80% without reason or I have left my accommodation before my contract ended without providing a new address.
  
- 6. In case of cancellation of my residence permit without completing the deregistration procedure, the Administration Office of WUAS, will inform me by sending at least one email. I am aware of the fact that by signing this document I give up my right to appeal to the Law of Personal Data Protection (which is into force since 1 September 2001).
  
- 7. I am aware and agree on the requirement of gaining a minimum 30 European Credits (EC) on a yearly basis, during my study at WUAS. Failure of achievement will terminate my registration at WUAS and this information will be forwarded to IND ([www.ind.nl](http://www.ind.nl)), resulting my residence permit to be revoked, and the immediate loss of a right any housing within WUAS property.

SIGNATURE OF STUDENT DATE OF SIGNING	PLACE OF SIGNING
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