



Curriculum part 2 - Institutional part

Automotive Technology (AP)

Autoteknolog (AK)

Revised 20 April 2017

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1. Scope of the curriculum

1.1. Commencement of the curriculum

The institutional part of the curriculum is valid for students starting in August 2016.

1.2. Transitional scheme

This institutional part of the curriculum comes into effect from 1 August 2016 and applies to all students who enrol in the programme on the stated date, or later.

Students admitted according to the 2014 curriculum must complete their programme according to that and be finished no later than 31 July 2018.

2. Elective programme elements

The elective elements give students the opportunity to increase their study and professional competencies through specialisation and consideration of various perspectives of subjects broadly related to the area of the programme. Electives at Business Academy Aarhus are found in this curriculum part 3. Students can also follow electives at other institutions provided that they pay for their own transportation, overnight accommodation, etc.

In order to continuously offer relevant electives, the electives' catalogue, part 3 in the curriculum, is regularly changed to the latest electives. The current electives' catalogue will be available on our website for the semester start.

Students may also follow electives at other institutions provided that they pay for their own transportation, overnight accommodation, etc.

ECTS weight

The elective elements offered provide a total of 25 ECTS credits. The elective programme elements are placed in the 3rd semester.

3. Rules for the completion of an internship

In the internship, the students must work with professionally relevant issues within the programmes core elements and obtain knowledge of the relevant business functions. During the internship the student is assigned to one or more companies. Work experience can be organised as flexible and differentiated and can form the basis for the student's exam project.

Based on the learning objectives of the internship, see the joint part of the curriculum, the students and the supervisor/contact person from the company, must jointly establish concrete goals for the student's internship period. These will then be the guidelines for the planning of the student's work during the internship.

The internship is generally considered equivalent to a full-time job and should reflect the requirements for work performance, commitment and flexibility that graduates from Automotive Technology could expect to meet in their first jobs.

The duration of the internship is 10 weeks and is completed with an exam which is based on a written internship report. See section 7 concerning the description of the programme's exams.

It is possible to opt for an internship in one's own company. If you do your internship in your own company, you must be affiliated with a sparring programme at Navitas Science and Innovation (NSI).

4. Applied teaching and work methods

Different issues are considered from various companies who work within the industry where relevant to the programme. Problems from different types of companies working within the industries relevant to the programme will be involved.

The teaching will be organised to provide variation. This will be achieved by group teaching, project work, interdisciplinary cases, theme work, guest lectures and company visits. Lectures can occur to a limited degree. The different learning styles will, above and beyond the subject matter, also develop the students' ability to work both independently and to collaborate with others.

Teaching can be planned so that foreign languages are included in the teaching material and teaching. Additionally, the teaching will support the development of the student's IT skills.

5. Requirements for foreign language skills

The teaching is in English as are the majority of the programme's teaching materials.

6. Internationalisation

6.1. Education abroad

It is possible to study abroad and the internship may also take place abroad. The students can, after applying for a programme's prior credit approval, take each individual programme component abroad.

With prior credit approval for study abroad, students are required to document each approved and completed programme component when their exchange programme is completed. In connection with applying for prior credit approval, the students give permission that the Academy can obtain the necessary information after the student's completion.

Upon approval of the prior credit approval, the programme element is considered completed if it is passed according to the rules of the programme.

The Academy has a wide network of partners abroad and the Academy's International Office can assist students who wish to take part of their programme abroad. The International Office can be contacted for further information.

It should be noted, however, that a lot of work is required by the individual student if they wish to study abroad. It is up to the individual student to investigate available subjects for study abroad at

the desired university, etc. International Office can help with advice, etc. but will not do any detailed planning. This is the student's own responsibility.

6.2. Examinations abroad

For the description of rules for conducting examinations abroad, please refer to the exams' section at www.baaa.dk. This also describes the costs involved if the examination is held abroad.

6.3. Agreements with foreign educational institutions

The educational institution has a number of agreements with other foreign educational institutions. International Office can be contacted for further information about ERASMUS partners and other partners.

7. Exams on the programme

When starting on a programme element, semester, etc., the students will automatically be registered for the relevant exams. Registration for an exam means that one exam attempt is used. This does not apply for students who are unable to attend the examination due to a documented illness or maternity/paternity leave.

It is always the responsibility of the student to ensure that they have internet access during the exam and that their computer is functional.

7.1. Overview of examinations and their timing

Time	Exam	120 ECTS distributed among the exams	Co-examiner	Assessment
2nd semester	First Year Exam <ul style="list-style-type: none"> Compulsory programme element 1; Management and technology - management, communication, operations and engineering 	60	External	7-point scale
3rd semester	Service exam <ul style="list-style-type: none"> Compulsory programme element 2; Service in the auto industry 	5	Internal	7-point scale
3rd semester	The electives exams	25	Internal	7-point scale
4th semester	Internship exam	15	Internal	7-point scale
4th semester	Main exam project	15	External	7-point scale

Information concerning times, dates and locations for the exams can be found on Campus

7.2. Completion of the exams

In general, the following applies for all programmes in relation to when an exam has been completed or an exam attempt has been used. If there are deviations, they will appear in the individual exam descriptions.

Exam failed

If a student is given less than the mark 02 at an exam, the exam is failed and one exam attempt will have been used. If an exam project or a written assignment is given less than the mark 02, it is a fail and one exam attempt will have been used.

If the entire examination project was prepared by one student and not passed, the student can choose to work further on the existing project or prepare a new project.

In the event of one student, as part of a group project, not achieving the mark 02 or above, the student can rewrite their section of the joint project. The student can also choose to write a new project, where the rules for individually produced projects apply.

Project not handed in/written answers

If a student does not hand-in their exam project or their written report, one exam attempt will have been used.

The student can choose to work further on their existing project or prepare a new project.

Not participated in the exam/oral examination

If a student hands in their exam project or written answers, but doesn't participate in the oral exam, one exam attempt will have been used.

A new oral exam will be scheduled as soon as possible and the student will be examined in the previously handed in project.

7.3. Sickness and re-examinations

Information on the time and place of sick and re-exams are available on Campus; this might be the same as the next regular exam. The student is responsible for finding out when the sick and re-exams take place.

Sick exams

A student who has been prevented from taking an examination due to a documented illness or another unforeseen circumstance will be given the opportunity to take a (sick) exam as soon as possible. If it is an exam that is scheduled in the programme's last examination period, the student will be given the opportunity to retake the exam in the same examination period or as soon as possible after.

The illness must be documented by a medical certificate. The Academy must receive the medical certificate no later than three working days after the examination. Students who become acutely ill during an exam must prove that they have been ill on that day.

If the illness is not documented according to the above rules, the student will have used an examination attempt. The student bears the cost of the medical certificate. Requirements for the medical certificate can be found on the website www.baaa.dk under 'Worth knowing about exams'.

Re-examination

With a failed exam, or failure to appear for an exam, the student is automatically registered for the re-examination, provided that the student has an exam attempt left. The student is registered to take the exam the next time it is scheduled. The re-examination may be the same as the next regular exam.

The programme may grant an exemption from the automatic registration provided this is justified by exceptional circumstances, including documented disabilities.

7.4. First Year Exam

Exam weight: 60 ECTS

Assessment criteria

The assessment criteria for the exam are the same as the learning objectives for the compulsory programme element 1; Management and technology - management, communication, operations and engineering:

The learning objectives are specified in the joint curriculum.

The exam form and organisation

The exam is an individual, oral examination based on the written group project (AUTO-2). There can only be a maximum of 6 participants per group.

Duration of individual oral examination, 30 min in total, of which:

- 10 min presentation of the student's contribution to the project
- 15 min exam
- 5 min for the assessment

The students are awarded an individual overall mark based on an overall assessment. The assessment includes the written project as well as the individual oral examination.

The exam is assessed according to the 7-point scale and has an external co-examiner.

Formal requirements for project AUTO-2

The project report must at least include:

- Front page with title and name of participants
- Table of contents
- Summary/synopsis
- Introduction, including presentation of the problem statement, a signed and dated problem statement, de-limitations of the project and different approaches
- Background, theory, methodology, analysis, including a description of and justification for the choice of components etc. which are used to elaborate on the thesis statement
- Conclusion (*keep in mind that there must be coherence between the introduction/thesis statement and the conclusion. The two should in principle be able to be understood without reading the background and analysis sections*)

- The broader perspective
- Bibliography (including all sources that have been referenced)
- Appendix list (*number and title of each attached appendix*)
- Appendices (*only include appendices essential to the report*)

The scope of the project depends on the size of the group:

- For students working **individually**, the report must have a maximum of 55,000 characters + appendices.
- For groups with **2 people**, the report must have a maximum of 65,000 characters + appendices.
- For groups with **3 people**, the report must have a maximum of 75,000 characters + appendices.
- For groups with **4-6 people**, the report must have a maximum of 85,000 characters + appendices.

The sections each participant has written or contributed to must be clearly indicated in the project report.

One standard page is 2,400 characters which includes spaces and footnotes. This does not include front page, table of contents, bibliography and appendices. Appendices will not be assessed.

Prerequisites to take the exam

The following requirements must be met to take the oral part of the exam:

- Project AUTO-2 is the basis for the assessment - as well as the basis of the exam
 - and must fulfil the formal requirements (see above) and
 - be handed-in on time, in accordance with the exam schedule, which is available on Campus.
- Participation in project AUTO-1

Non-compliance with one or more of the prerequisites will preclude the student from taking the exam, and the student will have used one exam attempt.

Time placement

The exam is placed at the end of the 2nd semester. Detailed information about the time and place and an introduction of the written group project can be found on Campus.

The exam must be passed in order to be able to start on the 3rd semester.

7.5. Service exam

The exam weight is 5 ECTS

Assessment criteria

The assessment criteria for the exam is the same as the learning objectives for the compulsory programme element 2, Service in the auto industry.

The learning objectives are specified in the joint curriculum.

The exam form and organisation

The exam is an oral group exam based on a written group project.

There can only be a max of 8 students in one group.

The exam starts with a joint group presentation of the project, after which the examiner and co-examiner ask questions.

The duration of examination per student is 8 min in total, of which:

- Group presentation, 3 min per student
- Questions, 3 min. per student
- Assessment, 2 min. per student

The students are awarded an individual overall mark based on an overall assessment. The assessment includes the group project, group presentation as well as the individual students' oral performance.

The exam is assessed according to the 7-point scale and has an internal co-examiner.

Formal requirements

The project report must at least include:

- Front page with project title and name of participants
- Bibliography (including all sources that have been referenced)
- Appendices (*only include appendices essential to the report*)
- You must attach an appendix which is a log of the group's workflows, assignments and the distribution of tasks in the project group.

The scope of the project depends on the size of the group:

- For each student in the group, the report's scope must be increased by between 4,800 and 6,200 characters (2-3 standard pages)

Prerequisites to take the exam

The following requirements must be met to take the oral part of the exam:

- The project report is the basis for the assessment - as well as the basis of the exam
 - and must fulfil the formal requirements (see above) and
 - be handed-in on time, in accordance with the exam schedule, which is available on Campus.
- The student must have passed all 1st year exams to be able to take this exam.

Non-compliance with one or more of the prerequisites will preclude the student from taking the exam, and the student will have used one exam attempt.

Time placement

The exam is in the 3rd semester. Detailed information on time and place can be found on Campus.

7.6. The elective exams, 3rd semester

Assessment criteria

The exam is assessed according to the 7-point scale and constitutes 15 ECTS. The learning objectives for the programme element are identical to the learning objectives for the exam.

The learning objectives for each elective programme element can be found in the electives' catalogue, part 3.

Exam form and organisation

The exam form and organisation for each elective programme element can be found in the electives' catalogue, part 3. The exam has an internal co-examiner.

Prerequisites to take the exams

Any prerequisites to take the exam can be found in the electives' catalogue, this curriculum's part 3.

7.7. Internship, 4th semester

The exam's weight is 15 ECTS.

Assessment criteria

The assessment criteria for the exam are identical to the learning objectives for the internship. The learning objectives are specified in the joint curriculum.

Spelling and writing skills are part of the internship report (weighted 10 per cent).

The exam form and organisation

The exam is an individual, oral examination based on the individual, written internship report.

At the end of the internship, the students must hand-in the written internship report. The hand-in deadline is available on Campus.

In all, each student has 20 min for the exam, this includes the exam assessment.

One total mark is awarded based on an overall assessment of the student's written report and oral exam.

The exam is assessed according to the 7-point scale and has an internal co-examiner.

Formal requirements for the written internship report

The internship report, which constitutes the written part of the exam, must as a minimum contain:

- Front page with name, internship company, institution, name of supervisor and internship period
- Preface
- Introduction
- Formulation of the own learning objectives for the internship
- Description of the business (its main activities, number of employees, their profession, etc.)
- Description of concrete tasks
- Reflection on the concrete learning objectives achieved
- Conclusion
- Bibliography, if any (including all sources that have been referenced)
- Any further appendices (only include appendices essential to the report)

The internship report must be individually prepared and must be maximum 10 standard pages, not including the appendix.

One standard page is 2,400 characters which includes spaces and footnotes. This does not include front page, table of contents, bibliography and appendices. Appendices will not be assessed.

Prerequisites to take the exam

The following requirements must be met to take the oral part of the exam:

- The internship report is the basis for the assessment - as well as the basis of the exam
 - and must fulfil the formal requirements (see above) and
 - be handed-in on time, in accordance with the exam schedule, which is available on Campus.

Non-compliance with one or more of the prerequisites will preclude the student from taking the exam, and the student will have used one exam attempt.

Time placement

The examination takes place after the completion of the internship.

7.8. Main exam project, 4th semester

The exam's weight is 15 ECTS.

Assessment criteria

For the requirements for the main exam project, as well as the learning objectives, please refer to the joint curriculum for the Automotive Technology programme.

The exam form and organisation

The exam is an individual, oral examination based on the written exam project. The project can be prepared individually or in groups of a maximum of 4 people.

One total, individual mark is awarded based on an overall assessment of the student's written and oral performance. The exam is assessed according to the 7-point scale. There is an external co-examiner.

45 minutes per examinee is set aside, including the assessment, as such:

- 20 min. for a presentation
- 20 min. for the exam
- 5 min. for the assessment

Prerequisites to take the exam

The following requirements must be met to take the exam.

The written project, is the basis for the exam and the assessment thereof and must:

- fulfill the formal requirements (described in joint curriculum)
- be handed-in on time (deadlines are available on Campus)
- the programmes' other exams must be passed

Non-compliance with one or more of the prerequisites will preclude the student from taking the exam, and the student will have used one exam attempt.

Time placement

The exam takes place at the end of the 4th semester. Detailed information on time and place can be found on Campus.

7.9. Requirements for written assignments and projects

In all exams etc. a standard page is defined as containing 2,400 characters including spaces and footnotes. This does not include front page, table of contents, bibliography and appendices. Appendices will not be assessed.

The requirements on the scope of written assignments and the correlation between the number of members of a group and the scope of projects are specified in the description of the individual exams.

7.10. Requirements for the main exam project

The main exam project is an external exam which together with the internship exam and the other exams on the programme must document that the learning objectives for the programme have been achieved. The exam consists of a project and an oral part, and students are given one total mark. The exam cannot take place until the main internship exam and the programmes' other exams have been passed.

7.11. What effect do spelling and writing skills have on the assessment?

Spelling and writing skills are included in the assessment of written exam projects (weight 10 %). The assessment reflects an overall assessment of the academic content as well as writing and spelling ability.

Students who can document a relevant disability can apply for an exemption from the requirement that spelling and writing skills are included in the assessment. The application must be sent to the programme, addressed to the head of the programme, no later than four weeks before the exam is due to be held.

7.12. The use of aids and assistance

During exams, the use of aids and assistance, including electronic devices, are allowed.

Any rules for limitations in the use of aids will be apparent from the description of the individual exam.

7.13. Special Exam Conditions

Students may, where this is justified by physical or mental disabilities, apply for special exam conditions. Applications must be submitted to the programme four weeks before the exam. Application requirements will be waived in cases of sudden health problems. The application must be accompanied by a medical certificate, a report from a speech, hearing, dyslexic or blind institution or by any other documentation that indicates a medical condition or relevant disability. Students whose mother tongue is not Danish can apply for permission to bring dictionaries to the examination where no aids and assistance are not allowed.

Applications for permission to bring any additional assistance must be submitted to the programme four weeks before the exam is held.

7.14. The language used by for exams

In the Danish programmes, exams will be in Danish. For all international programmes, all exams are conducted in English.

8. Cheating including the use of own and others' work (plagiarism)

Projects and other material for examinations must be prepared by the students themselves.

Upon the submission of written answers as well as physical and electronic submissions, the examinee confirms that the assignment/answers have been prepared without wrongful assistance.

8.1. Cheating and disruptive behaviour during exams

Cheating on tests and exams is covered by the Ministerial Order on Tests and Examinations in Professionally Orientated Programmes (the Examination Ministerial Order).

If a student cheats on an exam, the student will be expelled from the exam.

If the cheating occurs under aggravated circumstances, the student can be expelled from the programme for a shorter or longer period. With expulsion for cheating under aggravated circumstances, a written warning will be given stating that repetition could lead to a permanent expulsion from the programme.

Cheating is for instance:

- Improperly receiving help during an exam
- Improperly giving help to others during an exam
- To pass someone else's work off as your own (plagiarism - see <http://en.stopplagiat.nu/>)
- To use previously assessed work without a reference
- To use assistance which is not allowed for the exam in question

Expulsion from an exam for cheating means that the mark will be annulled and that one examination attempt has been used by the student.

If a student exhibits **disruptive behaviour** during an exam, the Academy can expel the student from the exam. In less severe cases, the Academy will only give a warning.

Expulsion can also occur once the exam has been held.

8.2. Presumption of cheating, including plagiarism during and after the exam

If during or after an exam, there is a suspicion that an examinee:

- Improperly obtained or provided help
- Has passed somebody else's work off as their own (plagiarism)
- Has used previously assessed work or parts thereof without reference (plagiarism)

this must be reported to the programme's head of department.

8.3. The process of clarification of exam cheating, including plagiarism

Postponement of the exam

If the report of cheating is plagiarism in a written assignment, where this forms the basis of assessment with a subsequent oral examination, the head of the department must postpone the exam if it is not possible to determine whether plagiarism has taken place before the date of the exam.

Format and content of the report

The report must be done without undue delay. The report must include a written presentation of the case, which includes information that can identify those incriminated, as well as a brief explanation and documentary evidence of the allegation. If one or more of the reported people are repeat offenders, this should be disclosed.

When reporting plagiarism, the plagiarised parts must be marked with a clear reference to the sources that have been plagiarised. The plagiarised text must also be marked in the source text.

Involvement of the examinee – consultation of affected parties

The head of the programme determines whether the consultation with the student happens orally, in writing or a combination thereof.

For an oral consultation, the examinee is summoned to an interview which aims to shed light on the case. The aim here is to present documentation of the suspected cheating and to hear the student's side. The student has the right to have a representative accompany them to this meeting.

For written consultation, the documentation for the suspected cheating is sent to the student and a written statement is requested.

Sanctions for cheating and disruptive behaviour during an exam

If, after having the case explained, the head of department can confirm the suspicion of cheating, and if the action has or could have an impact on the assessment, the examinee must be expelled from the exam by the head of department.

In less severe cases, a warning is given first.

If the cheating occurs under aggravated circumstances, the student can be expelled from the programme for a shorter or longer period. With expulsion for cheating under aggravated circumstances, a written warning will be given stating that repetition could lead to a permanent expulsion from the programme.

Expulsion from an exam for cheating means that the mark will be annulled and that one examination attempt has been used by the student.

The examinee may not participate in a sick/re-exam but must wait until the programme's next ordinary exam.

The student may not attend classes or take any examinations during their period of expulsion. With expulsion for cheating under aggravated circumstances, a written warning will be given stating that repetition could lead to a permanent expulsion from the programme.

The student may not attend classes or take any examinations during their period of ex-pulsion.

Complaints

The decision to expel and that an examination attempt has been used due to cheating is final, and cannot be appealed to a higher administrative authority.

Complaints about legal issues (for example incapacity, consultation of interested parties, appeal guidelines, whether the Ministerial Order of Examinations has been interpreted correctly, etc.) may be submitted to the Ministry of Higher Education and Science. The complaint must be submitted to the institution and must be addressed to the head of the programme, who must then submit a report that the complainant has the opportunity to comment on, usually within a period of one week. The Academy then sends the complaint, the report and the complainant's comments (if any) to the Ministry of Higher Education and Science. The deadline for complaints to the Academy is two weeks from the day the decision was communicated to the complainant, cf. Ministerial Order for Examinations § 51.

9. Other rules for the programme

9.1. Credit for subjects covered by the curriculum's institutional part

Passed elective programme elements are equivalent to similar programme elements taken at other educational institutions offering this programme as well as other programmes.

9.2. Prior credit approval

Students may apply for prior credit approval. For prior credit approval of studies in Denmark or abroad, students are required to document each approved and completed programme element on the completion of these studies. In connection with applying for prior credit approval, the students give permission that the Academy can obtain the necessary information after the student's completion.

Upon approval of the prior credit approval, the programme element is considered completed if it is passed according to the rules of the programme.

9.3. Active attendance

In order to fulfil the programme's learning outcome/benefit and so that the related teaching forms can function, active attendance is required in the form of:

FOR AUTOMOTIVE TECHNOLOGY, ACTIVE PARTICIPATION INCLUDES:	
Compulsory attendance at external lectures, company visits and relocated teaching at RACE activities. If the student is prevented from meeting due to illness, the student must notify the team leader.	
1st SEMESTER	<ul style="list-style-type: none">• Participation in project AUTO-1
2nd SEMESTER	<ul style="list-style-type: none">• Participation in project AUTO-2

A rejection of the student's fulfillment of the obligation to participate, for example, rejection of a written assignment, or non-compliance with the formal requirements for the project, will be listed as a non-fulfilment of study activity.

The programme will offer help and guidance as early as possible, if a student does not comply with the obligation to participate.

The obligation to participate and any compulsory attendance which is a prerequisite requirement to take an exam, appears under the description of each exam. If a prerequisite requirement for participation in an exam is not met, one exam attempt will be used.

9.4. Criteria for the evaluation of study activity

Enrolment can be terminated for students who have not been active on a programme for a continuous period of at least one year.

Study activity is therefore defined as follows, students must have within the last 12 months:

- participated in the programme's regular (or sickness) exams
- passed at least one exam
- fulfilled their obligation to participate in any kind of activity, which is included as part of the programme, including group work, joint projects, remote learning, etc. as stipulated in the curriculum
- handed in, as stipulated in the curriculum, the tasks, reports, (learning) portfolios, etc., which are prerequisite requirements for participation in exams, with credible content, and have not handed in material that others have copyright to

Failure to meet one or more criteria in the definition of study activity justifies termination of enrolment.

Periods during which the student has not been active due to leave, maternity/paternity leave, adoption, a documented illness or military service do not count. The student may be required to provide documentation for these circumstances.

The programme may grant exemptions from these provisions if there are exceptional circumstances. The exemption application must be sent to the head of department.

Prior to the student's enrolment being brought to an end, the student will be advised of this in writing. In connection with this, the student must be made aware of the rules above. The letter to the student must make it apparent that the student has 14 days to submit evidence that the lack of activity on the programme should not count and must indicate the deadline for the application of an exemption.

If the student has not responded within the time limit, their enrolment will be terminated.

If the student requests that their enrolment not be terminated, termination is delayed until the case has been decided by the head of the programme.

The student can complain about the decision to the pro-rector within two weeks of receipt of the decision. The complaint will delay any further action. If the pro-rector upholds the decision, the student may appeal to the Ministry of Higher Education and Science within two weeks of receipt of the decision with respect to any legal issues.

The rules relating to any exams which the student according to the Examination Ministerial Order should have participated in before the end of the 2nd semester and passed before the end of the 2nd semester, and where the Ministerial Order on the programme stipulates time limits for completion of the programme, will apply regardless of any other rules.

Study activity and SU

If you start on a new higher education programme on 1 July 2016 or later and get SU while you are studying, you cannot postpone your programme for more than 6 months (equivalent to 30 ECTS) in proportion to the number of months you have had SU for your programme. If the student postpones their programme for more than 6 months, SU will be stopped.

For students that started before 1 July 2016, the previous rules apply, i.e. that you can postpone your programme with up to 12 months before your SU will be stopped.

As an educational institution, we continuously check the students' study activity. Read more about the SU rules on su.dk. (in Danish only)

10. Complaints regarding exams and the appeals of decisions¹

10.1. Complaints regarding exams

It is recommended that the examinee should get guidance from a student and career counsellor for the appeal procedure and for the preparation of a complaint.

The rules for exam complaints can be found in section 10 of the Ministerial Order on Examination Regulations.

In the Ministerial Order of Examinations, complaints are distinguished as either based on the

- the basis of the examination etc., the exam procedure and/or the assessment or
- complaints concerning legal matters.

The two types of complaint are handled differently.

Complaints about the basis of the examination etc., exam procedure and assessment

An examinee may submit a written and substantiated complaint within a period of two weeks after the exam has been announced in the usual way concerning:

- the basis of the exam, including exam questions, assignments, etc., as well as its relationship to the educational goals and requirements of the programme
- the exam procedure
- the assessment

The complaint can relate to all exams, including written, oral and a combination thereof, as well as practical or clinical exams.

The complaint must be sent to the quality department via the complaint system on www.baaa.dk.

1. See Ministerial Order for Examinations chp 10: <https://www.retsinformation.dk/Forms/R0710.aspx?id=183396> (in Danish only)

The complaint must be immediately submitted to the original examiners, i.e. the examiner and co-examiner for the examination. The opinion of the examiners will form the basis of the Academy's decision regarding academic issues. The Academy will usually decide on a deadline of two weeks for the submission of their opinion.

Immediately after the examiners' opinion is made available, the complainant has the opportunity to comment on the decision, usually with a week's deadline.

The Academy's decision is based on the examiners' academic opinion and any possible comments the complainant may have regarding the report.

The decision must be submitted in writing, and can be as follows:

- provision for a new assessment (reassessment) - only for written exams
- provision for a new exam (re-examination)
- that the student's complaint has been dismissed

Should it be determined that a reassessment or re-examination will be offered, the head of department must appoint new examiners. Reassessment can only be offered for written exams where there is material for assessment; this is because the new examiners cannot (re) assess an already held oral examination and the original examiners' notes are personal and may not be disclosed.

If the decision is an offer for reassessment or re-examination, the complainant must be advised that a reassessment or re-examination could result in a lower mark. The student must, within a period of two weeks after the decision has been made, accept the offer. This decision is binding and may not be changed. If the student does not accept the offer within the time limit, the reassessment or re-examination will not take place.

The reassessment or re-examination must take place as soon as possible.

With a reassessment, the examiners must submit all relevant documents i.e. the exam, the answer/s, the complaint, the original examiners' opinion along with the complainant's remarks as well as the Academy's decision.

The examiners will then notify the Academy of the outcome of the re-assessment, including a written justification and evaluation, which may be a lower mark.

If it has been decided that a new assessment will be made or if there is an offer of a re-examination, the decision will be binding for all the examinees whose exams have the same shortcomings as the subject of the complaint.

The complaint must be submitted via the complaints system within two weeks (14 calendar days) after the evaluation of the exam in question has been announced. If the deadline falls on a public holiday, the first working day thereafter is the deadline.

A dispensation from the deadline can be granted if there are exceptional circumstances

10.2. Appeal

The complainant can appeal the Academy's decision regarding any academic issues to an appeals' board. The appeal board's activities are covered by the Public Administration Act, which includes incapacity and confidentiality.

The appeal must be sent to the quality department via complaints@baaa.dk.

The deadline for an appeal is two weeks after the student has been informed of the decision. The same requirements as mentioned above under complaint (in writing, with reasons, etc.) also apply to the appeal.

The appeals board consists of two external examiners appointed by the chairman of external examiners, as well as a lecturer eligible to examine, and a student within the same field of study (programme), they are both appointed by the head of department.

The appeals board makes a decision based on the original material that formed the basis for the Academy's decision and the student's substantiated appeal.

The board deals with the appeal and the resultant decision can be as follows:

- provision for a new assessment by new examiners, though this is only a possibility with written exams
- provision for a new examination (re-examination) by new examiners
- that the student's appeal has been unsuccessful

If the decision is an offer for reassessment or re-examination, the complainant must be advised that a reassessment or re-examination could result in a lower mark. The student must, within a period of two weeks after the decision has been made, accept the offer. This decision is binding and may not be changed.

If the student does not accept the offer within the time limit, the reassessment or re-examination will not take place.

The reassessment or re-examination must take place as soon as possible.

With a reassessment, the examiners must submit all relevant documents i.e. the exam, the answer/s, the complaint, the original examiners' opinion along with the complainant's remarks as well as the Academy's decision.

Appeals must be decided within two months – for summer exams, within three months – after the appeal has been filed.

The appeals' board's decision is final, which means that the case cannot be appealed to a higher administrative authority with regard to the academic part of the complaint.

10.3. Complaints concerning legal matters

Complaints concerning legal issues in the decisions made by the examiners for the reassessment or re-examination or the appeal board's decision must be submitted to Business Academy Aarhus within a period of two weeks from the day the decision is communicated to the complainant.

Complaints concerning legal issues in the decisions taken by the Academy in accordance with a Ministerial Order (for example, incapacity, whether the Ministerial Order of Examinations has been interpreted correctly, etc.) may be submitted to the Academy who must submit a report that the complainant has the opportunity to comment on within a period of normally one week. The Academy then sends the complaint, the report and the complainant's comments (if any) to the Ministry of Higher Education and Science. The Academy then sends the complaint, the report and the complainant's comments (if any) to the Ministry of Higher Education and Science. The deadline for submission of the complaint to the Academy is two weeks (14 calendar days) from the day the decision was communicated to the complainant.

11. Rules of exemption

The Academy can, in exceptional circumstances, grant dispensation to the regulations of the curriculum set by the institutions. The various institutions must cooperate in order to have a homogenous dispensation policy.

12. Approval

This institutional part of the curriculum has been enacted and approved by Business Academy Aarhus in April 2017.



Gert Simonsen
Head of Department