

University of Rijeka
FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

**RULEBOOK ON EVALUATION OF STUDENTS AT
THE FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT**

Opatija, September 24, 2018

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Pursuant to Article 82, paragraph (1) of the Act on Scientific Activity and Higher Education (Official Gazette 123/03, 198/03, 105/04, 174/04, 02/07, 46/07, 45/09, 63/11, 94/13, 139/13, 101/14, 60/15, 131/17) and Article 29, of the Statute of the Faculty of Tourism and Hospitality Management – consolidated text from October 30, 2015, the Faculty Council of the Faculty of Tourism and Hospitality Management on its 13th meeting held at September 24, 2018 issues the

RULEBOOK ON EVALUATION OF STUDENTS AT THE FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

1. GENERAL PROVISIONS

Article 1

Subject matter

- (1) This Rulebook regulates the criteria and procedure of evaluating acquired learning outcomes of full time and part time students attending university undergraduate and graduate studies at The Faculty of Tourism and Hospitality Management (hereinafter: Faculty).
- (2) Terms with a gender feature used in this Rulebook, regardless if used for male or female gender, refer equally to both genders.

2. ECTS GRADING SYSTEM

Article 2

European Credit Transfer and Accumulation System

- (1) ECTS (European Credit Transfer and Accumulation System) credit points are numerical values attached to every course (module) that reflect students' work required for fulfillment of all scheduled obligations.
- (2) The European Credit Transfer and Accumulation System (ECTS) includes:
 - Accurate identification of learning outcomes for every course,
 - Identification of the workload per student for each activity in every course,
 - Specification of the method of evaluating the achievement for every defined learning outcome and
 - Specification of the scoring/grading approach for every individual activity.
- (3) 1 ECTS credit point equals 25 hours of total average students' work put in acquiring learning outcomes, including class attendance, independent study work, exams and all other activities required for passing exams.
- (4) ECTS credit points are awarded after successful completion of all scheduled obligations and application of adequate methods of evaluating defined learning outcomes, i.e. after passing the exam.

Article 3

Percentage of credit points

- (1) Every study course is worth 100% of total credit points.
- (2) Student's academic success in each course is expressed on the ECTS grading scale in percentages from 0 to 100% of credit points, where passing grade cannot be less than 50% of credit points.
- (3) Student acquires some percentage of credit points during the class activities and exams (during first, second and third exam date) in order to determine final success of the student in the course.

3. GRADING AND EVALUATING THE STUDENTS

Article 4

Class attendance and absence

- (1) Class attendance is mandatory for the full-time students.

(2) Full-time student can be absent from maximum 25% of scheduled hours of active class (lectures, seminars, consultative class, practical class, field class, partial knowledge evaluation like colloquium etc., as well as execution of practical tasks.

(3) Student who had justifiable reasons (illness, death in the family, sport's competition, traffic or other accident or any other extraordinary event) for not attending the activity that is evaluated, and gave the reason for being absent to the teacher, shall be given a chance to attend those activities latter.

(4) Teachers have obligation to keep the class attendance records.

(5) Part-time student who for justifiable reasons is not able to fulfill the terms of class activities for students in accordance to the time schedule of the detailed course curriculum (table 1, sub-module 1A) has the possibility to study according to the specific study programme.

(6) Part-time student attending the specific study programme gets awarded ECTS credit points in a following way:

- Sub-module 1A (table 1) is not graded

- The rest according to the Table 1.

3.1. GRADING WITHIN THE EUROPEAN CREDIT TRANSFER AND ACCUMULATION SYSTEM

Article 5

Grading within the European credit transfer and accumulation system

(1) Monitoring and evaluating the student in every course is performed during the class and during the final exam. Student can acquire maximum 70% of credit points during the class in any course, and maximum 30% of credit points during the final exam. The final student's success equals the sum of the percentages of credit points acquired during the class and on the final exam.

(2) Students who acquired the following credit points during the class:

- 0 – 34.99% credit points are graded F (fail), cannot acquire ECTS credit points and are obliged to enroll in the class again.

- 35% and more credit points can attend the final exam (first, second and third exam period)

(3) Monitoring and evaluating learning outcomes of students in each class is conducted in accordance with the table 1.

Table 1. Monitoring and evaluating learning outcomes of students

TYPE	MODUL	STRUCTURE OF CREDIT POINTS (%)
M 1	MODULE 1 – STUDENT'S INDIVIDUAL STUDY WORK	
M 1A	SUBMODULE 1A – STUDENT'S ACTIVITY IN THE CLASS	6
M 1B	SUBMODULE 1B –STUDENT'S OTHER ACTIVITIES (according to the curriculum of the class)	16
	TOTAL M 1A + M 1B	22
M 2	MODULE 2 – PARTIAL KNOWLEDGE EVALUATION (MID-TERM EXAMS)	
M 2A	SUBMODULE 2A FIRST COLLOQUIUM	24
M 2B	SUBMODULE 2B SECOND COLLOQUIUM	24
	TOTAL M 2A + M2B	48
M3	MODULE 3 – FINAL EXAM (EXAM)	
TOTAL (%)	SUM of percentage points acquired through M1, M2 and M3	100

Article 6

Grading students' on basis of the final success in the class course

(1) Grading students' on basis of the final success in the class course is conducted in accordance with table 2.

Table 2. Grading students' on basis of the final success in the class course

SUCCESS (%)	GRADE DESCRIPTION	GRADE	
		ECTS grade	Numerical grade
60.00 – 100.00 %	Excellent	A	5

75.00 – 89.99 %	Very good	B	4
60.00 – 74.99 %	Good	C	3
50.00 – 59.99 %	Sufficient	D	2
0 – 49.99 %	Fail	F	1

- (2) Passing grades are: excellent (5), very good (4), good (3) and sufficient (2).
- (3) Student's record shall contain the numerical grade, ECTS grade and percentage of credit points.
- (4) If curriculum specifies a study course to be graded by a descriptive grade, the teacher in the end awards the grade "Satisfied" to the student who achieves 50% or more credit points.
- (5) Acquiring credit points in the study course "Practical training" is regulated by another rulebook.
- (6) Academic success in the study course "Practical training" is expressed by a descriptive grade "Satisfied".
- (7) Academic success in the study course "Physical education" is expressed by a descriptive grade "Satisfied".

Article 7

Class exemption in the study course "Physical education"

- (1) Class exemption in the study course "Physical education" can be partial or full for the ongoing semester.
- (2) Applications and required documentation for class exemption shall be submitted to the course teacher during consultations for the ongoing semester.
- (3) Students may be exempted from the class on the basis of their sports activity or health condition:
 - Sport exemptions – these are concerning athletes who are active in sports and have regular trainings. These students may be exempted in part or in full from the class in the course "Physical education" if they present membership card or verification of their sport club/association to the course teacher.
 - Health exemptions – these are concerning students who apply for the exemption from the class in the course "Physical education" on basis of their health condition. These students may be exempted from the class in part or in full in the case of illness or injury only if their request is supported by a relevant medical documentation.

Article 8

Ongoing knowledge evaluation

- (1) Ongoing evaluation of students' knowledge (module 2) is performed through colloquiums.
- (2) Colloquiums can be written, verbal, partly written and partly verbal, and in electronic form.
- (3) The results of the colloquiums shall be published via the Faculty's official website within the study course details, no later than 5 working days from the day the exam took place, respecting GDPR.

3.2. EXAMS

Article 9

Exam dates

- (1) Exam timetable shall be announced *via* the Faculty's official website at the beginning of every academic year.
- (2) The Faculty shall organize at least three exam dates for each study course, and a student may take the exam in the same study course at most three times in one academic year.
- (3) The period between two exams for the same study course is at least 14 days.
- (4) A student shall register for the exam no later than 3 working days before the exam takes place, with the exception of 1. exam date which shall be considered as registration of the class enrolment.
- (5) A teacher has no obligation to allow a student to take the exam if she has not registered in time for the exam.
- (6) A student may deregister from the exam no later than 24 hours before the day the exam is scheduled for. In this case, it shall be regarded as if the student has not registered for the exam at all.
- (7) If a student does not deregister from the exam, and he does not take the exam, it will be recorded as the exam fail.

Article 10

Taking the Exam

- (1) A student can take the exam for the enrolled study course if he has fulfilled his obligations specified by study programme. He can take the exam from the same course at most 3 times during the same year: during first, second and third exam date.

- (2) To pass the course and acquire the registered ECTS credit points, a student has to acquire at least 50% of credit points.
- (3) Exams may be written, verbal, combination of these or in electronic form.
- (4) The exam is to be taken under the teacher as specified by the detailed course plan or under the teachers who were entrusted with the task of implementing the exam in a specific course by the dean.
- (5) In case of longer absence of the subject teacher, The Academic Affairs Committee will entrust the examination to another teacher of the same or the similar subject or to the education committee.
- (6) Exam questions are structured based on expected learning outcomes.
- (7) The whole exam must be completed within five days.
- (8) Exam results are publicly available respecting regulatory provisions on the protection of personal data.
- (9) It will be considered that a student has failed the exam also if:
 - he leaves the room in which the written exam is taking place or quits in the middle of verbal examination,
 - the subject teacher or assistant has dismissed him from the room because of inappropriate behavior, order disruption or usage of impermissible aids at the exam,
 - he does not take all parts of the exam.
- (10) Students may be present at verbal examination of another student. Exam results are public respecting regulatory provisions on the protection of personal data..
- (11) Exams are free of charge.

Article 11

Colloquiums and final exams time schedule

- (1) When specifying colloquiums and final exams time schedule, one must take into consideration that a student does not take more than two exams in the same day, with the exception of students who transfer exams from the last study year.
- (2) Colloquiums are taking place during the class time in accordance with the teaching schedule and detailed course plan program of each study course.
- (3) Exam schedule of the registered students must be announced at least 1 (one) working day before the exam takes place.
- (4) A student who was prevented to take the colloquium or final exam in regular time for justified reasons, must contact subject teacher with the evidence of reasons for this prevention.
- (5) Following reasons shall be considered as justified:
 - illness, which is proved by medical verification from the physician of family practice, another specialist or medical certificate of the sick leave,
 - death in narrow family
 - sports competition, which is proved by sports club confirmation
 - traffic accident or some other accident
 - traffic circumstances that have prevented student from coming to colloquium or final exam
 - some other extraordinary event
- (6) For the student referred to in the paragraph (4) of this article the teacher will organize additional date for taking colloquium or final exam.

Article 12

Exam

- (1) Exam is compulsory and can be taken at first second and third exam date.
- (2) First exam date is considered to be registered by the class enrolment and therefore is not subject to the registration.
- (3) A student can acquire maximum 30% of credit points during the exam.
- (4) A student who has acquired 35% or more of credit points during the class can take the exam.
- (5) The condition for taking the exam for full-time students is minimum of 75% class attendance.
- (6) ECTS grade shall not be awarded to a student who does not take the exam.

Article 13

Students' knowledge evaluation at the exam

Pass or fail threshold at the exam may not be less than 50% of correctly solved exam questions.

Article 14
The objection to the grade

- (1) A student who finds himself affected by the grading at the exam has the right to object.
- (2) Elaborated objection shall be submitted in two copies to Vice Dean for Academic Affairs no later than 48 hours from the publication or communication of the colloquium or final exam results.
- (3) If the Vice Dean for Academic Affairs considers objection justified, she will allow the exam to be repeated and will determine the new exam date.
- (4) Exceptionally, in case that more than 80% of students who were taking the exam in one study course acquire less than 50% of maximum possible points, the Dean may establish the committee which will schedule and hold colloquium again within 5 days, and which all students can take. The initiative for the repetition of colloquium can come from students or Students' Council on behalf of students, no later than 48 hours from the publication of results.

3.3. FINAL AND MASTER'S THESIS

Article 15
Final thesis

- (1) Undergraduate study are considered completed upon submitting and defending the final thesis.
- (2) Final thesis has to be registered at the beginning of seventh semester at the university undergraduate study or at the beginning of the fifth semester at the professional undergraduate study, for the enrolled study course of the study program.
- (3) Deadline for registration, submission and defense of the final thesis is announced via the Faculty's official website.
- (4) Defense of the final thesis shall take place in the presence of mentor and three more candidates or persons holding a scientific title, teaching or associate position, chosen by mentor.
- (5) Defense of the final thesis is open to public.

Article 16
Master's thesis

- (1) Graduate study is considered completed upon submitting and defending the Master's thesis.
- (2) Master's thesis has to be registered at the beginning of the academic year, for the enrolled study course of the study program.
- (3) Master's theses shall be evaluated by a three-member Commission appointed by the Faculty Council.
- (4) Defense of the Master's thesis shall take place in the presence of the Commission referred to in paragraph (3) of this Article.
- (5) Defense of the Master's thesis is open to public.

Article 17
Evaluation of the final and Master's thesis

- (1) Final and Master's thesis are evaluated with ECTS grade, numerical grade and percentage of success according to Table 2.
- (2) Mentor shall enter numerical grade on a scale from 1 to 5, ECTS grade on a scale from F to A and percentage of success (0-100%) in the application form, and only numerical grade on a scale from 2 to 5, ECTS grade on a scale from D to A and percentage of success (50-100%) in the relevant transcript book.
- (3) If the final or Master's thesis were to be graded "Fail" (F), a student shall submit her thesis again in the next academic year.

3.4. STUDENT'S OVERALL ACADEMIC SUCCESS

Article 18
Student's overall academic success

(1) On basis of the average percentage of credit points at the end of undergraduate and graduate study, the final average percentage of credit points of students from all passed courses shall be derived according to the comprehensive classification of qualifications (Honours), as follows:

Table 3. Classification of qualifications (Honours)

Honours	Average percentage of credit points
First-Class Honours	90 - 100 %
Upper Second-Class Honours	80 – 89.9 %
Lower Second-Class Honours	70 – 79.9 %
Third-Class Honours	60 – 69.9 %
Pass	50 – 59.9 %

(2) Students with highest final average of percentage of credit points shall receive recommendation in Latin honours at the end of the undergraduate graduate study:

- Bachelor with the highest recommendation (SUMMA CUM LAUDE Baccalaureus), i.e. Master with highest recommendation (SUMMA CUM LAUDE Magistar);
- Bachelor with great recommendation (MAGNA CUM LAUDE Baccalaureus), i.e. Master with great recommendation (MAGNA CUM LAUDE Magistar);
- Bachelor with recommendation (CUM LAUDE Baccalaureus), i.e. Master with recommendation (CUM LAUDE Magistar).

4. TRANSITIONAL AND FINAL PROVISIONS

Article 19

(1) Regarding procedure and form of grading learning outcomes specified in this Rulebook, the regulation set out by the Rulebook on Studies at the University of Rijeka shall appropriately apply.

Article 20

Procedures of dealing with students' claims which have been initiated before this Rulebook has entered into force, will be completed according to the Rulebook on evaluation of students at the Faculty of tourism and hospitality management in Opatija (CLASS: 003-05/12-01/07; REG.NO.: 2156-24-12-02-01) from July 18, 2012, as well as its amendments.

Article 21

(1) With this Rulebook entering into force, the Rulebook on evaluation of students at the Faculty of tourism and hospitality management in Opatija (CLASS: 003-05/12-01/07; REG.NO.: 2156-24-12-02-01) from July 18, 2012, Rulebook amending the Rulebook on evaluation of students at the Faculty of tourism and hospitality management in Opatija (CLASS: 003-05/13-01/03; REG.NO.: 2156-24-13-02-01) from June 13, 2013, Rulebook amending the Rulebook on evaluation of students at the Faculty of tourism and hospitality management in Opatija (CLASS: 003-05/15-01/01; REG.NO.: 2156-24-15-05-01) from January 21, 2015. and Rulebook amending the Rulebook on evaluation of students at the Faculty of tourism and hospitality management in Opatija (CLASS: 003-05/15-01/02; REG.NO.: 2156-24-15-02-01) from May 12, 2015. and Decision on amending Rulebook on evaluation of students at the Faculty of tourism and hospitality management in Opatija (CLASS: 003-05/15-01/12; REG.NO.: 2156-24-15-02-01) from December 10, 2015. cease to be valid.

(2) The Faculty Council decisions based on the Rulebook referred to in the paragraph (1) of this Article shall continue to apply, unless they represent conflict with provisions of this Rulebook.

Article 22

(1) This Rulebook shall enter into force on the eighth day after the day of its publication on the Faculty's notice board, and shall apply from the beginning of 2018/2019 academic year.

CLASS: 003-05/18-01/05
REG.NO.: 2156/24-18-01-01
Opatija, September 24, 2018

Dean

prof. dr. sc. Dora Smolčić Jurdana

This Rulebook has been published on the Faculty's notice board at September 25, 2018. and has entered into force the same day.