

University of Rijeka

FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

**RULEBOOK ON UNDERGRADUATE PROFESSIONAL STUDIES, UNDERGRADUATE AND GRADUATE
UNIVERSITY STUDIES AT THE FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT**

(consolidated text)

Opatija, December 15, 2015

CONTENT

I.	GENERAL PROVISIONS	3
	Study levels.....	3
	Subject matter.....	3
	Official language.....	3
II.	IMPLEMENTATION DOCUMENTS	4
	Study programmes.....	4
	Detailed course curriculum.....	4
III.	STUDY ENROLMENT	4
	Study enrolment.....	4
	Study enrolment rights.....	5
	Enrolment procedure for the first year study.....	5
	Study contract.....	5
IV.	STUDENTS	6
	Student status.....	5
	Full-time students, part-time students and visiting students.....	5
	Specific study programme.....	6
	Students' workload.....	7
	Full-time student's rights and obligations.....	7
	Loss of the full-time student's rights.....	8
	Obligations' dormancy.....	8
	Request for the obligations' dormancy.....	8
	Study withdrawal.....	8
	Loss of the student status.....	8
V.	ADVANCEMENT DURING THE STUDY	9
	First year admission and consecutive years enrollment.....	9
	Grading and evaluating the learning outcomes.....	10
	Advanced studying.....	10
	Admission deadline for the successive study year.....	11
	Elite athletes or artists and students with physical disability amounting to 60% and more.....	11
	Student status change and change of the study course.....	11
VI.	STUDENT MOBILITY	12
	Student mobility.....	12
	Student's obligations before visiting partner institution.....	12
	Student's obligation upon the return to the Faculty.....	13
	Verification procedure for the ECTS credit points within the student mobility programme, a programme provided by the Faculty.....	13
	Transfer from another institution of higher education.....	13
	The request for the transfer from another institution of higher education.....	14
	The continuation of the study after completion of the professional study and three-year undergraduate study in the field of economics at the university undergraduate study.....	14
VII.	STUDY EXPENSES	15
	Study expenses.....	15
VIII.	COURSE ORGANIZATION	15
	Academic year.....	15
	Class course timetable.....	15
	Teacher's obligations.....	15
	Class course organization.....	16
	Group size.....	16
	Schedule.....	16
	Consultations.....	16
IX.	EXAMS	17
	Exam dates.....	17
	Exam procedure.....	17
	Schedule for colloquiums and exams.....	18
	Grade complaint.....	18
	Exam verification.....	19
	Student's overall academic success.....	19
X.	COMPLETION OF THE STUDY	20
	Final and Master's thesis.....	20
	Diploma.....	20
XI.	STUDENTS' AWARD	21
	Students' award.....	21
XII.	STUDENTS' REGISTER	21
	Students' register.....	21
XIII.	STUDY QUALITY MONITORING	22
	Evaluation.....	22
XIV.	STUDENTS' RIGHTS PROTECTION	22
	Students' complaints.....	22
XV.	TRANSITIONAL AND FINAL PROVISIONS	22

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) and Article 29, of the Statute of the Faculty of Tourism and Hospitality Management – consolidated text from July 1, 2011, in accordance with the provisions of the Study Rulebook at the University of Rijeka (consolidated text from February 15, 2015), the Faculty Council of the Faculty of Tourism and Hospitality Management on 106th meeting held at May 12, 2015 issues the

RULEBOOK ON UNDERGRADUATE PROFESSIONAL STUDIES, UNDERGRADUATE AND GRADUATE UNIVERSITY STUDIES AT THE FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

I. GENERAL PROVISIONS

Article 1 Study levels

(1) The Faculty offers education at the level of university and professional studies.

(2) University-level education includes:

- undergraduate university study programme in duration of 4 years and upon its completion students acquire 240 ECTS credits,
- graduate university study programme in duration of 1 year and upon its completion students acquire 60 to 120 ECTS credits,
- Postgraduate specialist study programme in duration of 1 to 2 years and upon its completion students acquire 180 ECTS credits.

3) Professional-level education includes:

- undergraduate professional study programme in duration of 3 years upon the completion of which students acquire 180 ECTS credits.

(4) Joint and integrated studies, including also cross-border cooperation:

- joint university study programme, typically in duration of 1 to 2 years upon completion of which students acquire 60 to 120 ECTS credits.

Article 2 Subject matter

(1) This Rulebook specifies types and levels of the studies, the issues of organization and implementation as well as the quality control of the undergraduate professional study programme, undergraduate and graduate university study programmes, which are organized and provided by the Faculty of Tourism and Hospitality Management at the University of Rijeka (hereinafter: Faculty).

Article 3 Official language

(1) Classes are conducted in the Croatian language.

(2) The class can be conducted also in foreign (major world) languages if it is stipulated by the study programme and/or the course plan or in other cases when and if such decision has been made by the Faculty Council.

II. IMPLEMENTATION DOCUMENTS

Article 4 Study programmes

- (1) Studies are organized in accordance with the study programmes.
- (2) Study programmes are partitioned on study years and semesters.
- (3) The content of study programmes are specified by the Act on Scientific Activity and Higher Education, the Statute of the University of Rijeka and the Statute of the Faculty.
- (4) In case of changes in the content of the study programme, students who have to register for the difference in ECTS credit points or continue with their studies after interruption of study, have to register for the difference in the ECTS credit points according to the new study programme.

Article 5 Detailed course curriculum

- (1) Studies are conducted according to the detailed course curriculum adopted by the Faculty Council.
- (2) The detailed course curriculum will be adopted and published before the beginning of the classes in current academic year and made available via the Faculty's official website.
- (3) In justified circumstances, the detailed course curriculum can be adjusted and amended all through the academic year, as foreseen by another regulation.
- (4) The detailed course curriculum specifies:
 1. teachers and associates to perform the class course according to the study programme,
 2. the class sites,
 3. the beginning and the end of classes, as well as the class schedule,
 4. types of the class (lectures, seminars, practical class, consultations, knowledge evaluations etc.)
 5. types of the exam
 6. exam terms
 7. study literature and exam references,
 8. the possibility of the course being provided in a foreign language,
 9. other important facts necessary for the regular implementation of the class course, like the course-specific ECTS points, grading system and distribution of ECTS credit points depending on the learning outcome.
- (5) Recommended study literature and exam references have to be in line with the scope of the study programme and ECTS credits.
- (6) University undergraduate and graduate studies are implemented according to the class courses as full-time and part-time studies. The detailed course curriculum has specially pre-defined organizational structure and implementation steps for part-time students.
- (7) Study programmes may be offered in the form of distance learning study programmes as well.

III. STUDY ENROLMENT

Article 6 Study enrolment

- (1) Study enrolment is conducted on a public tender basis.

- (2) University of Rijeka will publish the tender in daily press at least 6 (six) months before the class starts.
- (3) The tender has to specify: terms of enrolment, number of enrolment places, enrolment procedure, information on enrolment documents and deadlines for the submission of application and enrolment.
- (4) Decision on enrolment into a study programme will be issued by the Senate of the University of Rijeka upon the proposal of the Faculty.

Article 7 **Study enrolment rights**

- (1) Enrolment rights for the **undergraduate university studies** are reserved for the applicant who has completed high school programme or has an adequate upper secondary education in duration of at least 4 (four) years. Enrolment rights are granted based on the applicant's scores given by the National Centre for External Evaluation of Education in cooperation with Agency for Science and Higher Education.
- (2) When applying for the admission into the first study year, the applicant's score is calculated as follows:
- high school achievements – maximum 40%.
 - success achieved at state graduation exam success – maximum 60%, of which Croatian language receives maximum 20%, Mathematics maximum 20% and foreign language maximum 20% - all level B.
 - if decided so by the Faculty Council, certain exceptional achievements can be identified as constituent part of the score as well.
- (3) Enrolment rights for the **graduate university studies** can be exercised by for the applicant who has completed adequate undergraduate study. Terms of admission to the graduate study are specified by a study programme.
- (4) If number of applicants who satisfy the terms of admission referred to in this Article exceeds the Faculty's enrolment capacities, the enrolment rights can be exercised by applicants who have scored better during the classification procedure.

Article 8 **Enrolment procedure for the first year study**

- (1) Prospective applicants can be granted enrolment rights for the first study year in accordance with the terms and criteria as specified in the enrolment tender, and on the grounds of scores achieved during the classification procedure
- (2) Applicants who satisfy the terms of admission have to provide the documentation specified by the tender or by the decision on admission.
- (3) The study enrolment is conducted in person. Exceptionally, if there are justifiable reasons for such procedure, enrolment can also be conducted by a legally empowered person after submitting authentic documents.
- (4) The applicant who satisfies the terms of admission and has not enrolled, subsequently loses the right to do so.
- (5) Students with citizenship in countries not within the EU and persons without citizenship enjoy the right to apply for an university admission under the same conditions as the students with Croatian citizenship, but, pursuant to the decisions of competent state authorities or the Senate, they are required to pay a part of or the full amount of tuition fees.

Article 9 **Study contract**

- (1) The study contract shall be concluded with the applicant who satisfies the terms of admission.

(2) The agreement referred to in the paragraph (1) of this Article shall specify student's status, reimbursement (enrolment fee and scholarship), as well as rights and obligations of the contracting parties.

(3) Full-time students may have their study costs (costs of the study programme) in part or fully financed from the government budget.

(4) Part-time students self-finance their study costs.

(5) Scholarship payment by instalment can be allowed to the student on the basis of written and elaborated request that has to be submitted to the Faculty via the Students' Register Office on the day of the enrolment.

(6) If a student submits a request for the termination of the study contract, the agreement will be terminated and tuition fees refunded via student's bank account, but only after written and elaborated request has been submitted to the Faculty via Students' Register Office, no later than 15 days after the start of the academic year or than October 15 of the calendar year in question

IV. STUDENTS

Article 10 Student status

(1) One is entitled to acquiring student status on the day of admission to one of the study programmes provided by the Faculty.

(2) The status of a student is verified by a student identity card.

(3) If students misplace or damage adequate student identity card, they have to inform the Student Register Office immediately and submit written request for re-issuing new adequate student identity card.

(4) In case the student identity card has been misplaced or damaged, a new student identity card shall be issued. The cost of re-issuing adequate student identity card shall be covered by students themselves.

Article 11 Full-time students, part-time students and visiting students

(1) **Students** can be full-time students, part-time students or visiting students.

(2) **Full-time students** are the ones studying according to the class course based on full time schedule (full working hours).

(3) **Part-time students** are the ones studying alongside work or other obligations/activities that requires adjusted schedules and type of class courses in line with the detailed course curriculum.

(4) **Visiting student** is a fulltime or a part-time student of another higher education institution who enrolls in parts of the study programme in accordance with previously signed agreement with another faculty and/or international treaty, in line with general enactment of the University and /or Faculty. A student shall be entitled to the student's status after the studentship agreement has been signed and can last at most one academic year. Class attendance and passing examinations shall be verified with a document in accordance with the Law.

Article 12 Specific study programme

(1) **Part-time** student who is enrolled with the specific study programme is the part-time student who for objective reasons is not able to meet the requirements in regard to the envisaged student activities (class attendance and

activities related to the exams) and therefore will be allowed to acquire certain sum of credit points in accordance with the Rulebook on evaluation.

(2) Part-time student who is enrolled in the specific study programme has to contact his or hers course teacher during first course cycle or no later than 7 days before first colloquium takes place in order to report his or hers status of the part-time student enrolled with the specific study programme.

(3) Exceptionally, taking exams according to the specific study programme can be allowed to the **full-time** student as well.

(4) Course teacher shall enable the student referred to in paragraph (3) of this article to fulfill his or hers class obligations and to satisfy conditions to take the exam via consultations and by providing additional exam dates. The student shall be awarded credit points for class attendance in line with the Rulebook on evaluation.

Article 13 Students' workload

(1) The class course for the full-time student with full working hours during academic year may amount to at least 38 and at most 42 hours per week, of which active class at least 15 and at most 25 hours per week, i.e. 1500 to 1800 total working hours, including exams, which encompasses all types of classes, independent student work, preparation time for taking exams and all other course activities specified by the study programme.

(2) In the case of expanding the amount of practical classes, student's obligations may exceptionally exceed this framework, but no longer than for two consecutive weeks during the semester.

(3) Class obligations of the part-time students are adjusted to the possibilities of theirs' class attendance, but the amount of active classes cannot account for less than 50% of planned working hours for full-time students.

Article 14 Full-time student's rights and obligations

(1) Full-time student can simultaneously be enrolled only in one study as a full-time student.

(2) Full-time student can exercise his or hers student's rights:
- at the undergraduate university study in duration of 6 years,
- at the graduate university study in duration of 2 years.

(3) Student shall respect the mode of the study programme, as well as Faculty's general enactments and shall regularly fulfill his or hers class obligations and other duties at the Faculty. Disciplinary liability of the student is regulated by the Rulebook on students' disciplinary liabilities.

(4) Full-time students can exercise their health insurance rights in accordance with special regulations.

(5) Terms of rights within the area of regulation of student's standards for full-time students and modes to exercise them shall be given by the rulebooks issued by the Minister, and specifically the ones referring to the: subsidized living, subsidized food, transportation for students with disabilities, government scholarship, loans and other types of grants, as well as job recruitment via students' centers.

(6) The dormancy of the student's rights shall not be considered as a part of the duration of the study.

(7) Full-time students can exercise their rights during the first study year and in every consecutive study year, if they have acquired at least 18 ECTS credit points during previous year of study.

(8) Academic success is determined by the acquired ECTS credit points during one academic year.

(9) Acquired ECTS credit points are verified on a day of enrolment in the successive academic year.

Article 15 **Loss of the full-time student's rights**

(1) Full-time students shall lose his or hers rights:

- if the full-time student's status has been terminated for reasons specified by the Act on Scientific Activity and Higher Education, by the Statute or by any other general enactment of the Faculty or the University;
- if they have acquired less than 18 ECTS credit points during previous study year.

(2) Students referred to in paragraph (1), item (2) of this Article have the right to continue the study exercising rights specified in Article 88 of the Act on Scientific Activity and Higher Education, if they have acquired at least 18 ECTS credit points, but their right to study is limited to the time period twice as long as the study programme they are enrolled in.

Article 16 **Obligations' dormancy**

(1) Students have the right to obligations' dormancy:

1. During pregnancy and up to the child's first year. The right to the obligations' dormancy can be exercised by the father-student in place of the mother.
2. During longer sickness and/or hospital treatment for at least 30 days continuously or with pauses in total duration of 90 days, in case they have not attended class during the academic year.
3. If they have studied or has been abroad due to practical training at the foreign university, in accordance with previously acquired authorization of the Faculty Council.
4. If the status of elite athlete or artist has been granted to them by the certificate of competent authority.
5. In other justified cases when the study was interrupted, as verified by the decision of the Faculty Council.
6. Obligations' dormancy can be allowed to the student in duration of one semester or one academic year, except to the student referred to in paragraph (1), item (5) of this Article.
7. Total dormancy in continuity cannot last more than two academic years.

Article 17 **Request for the obligations' dormancy**

(1) Request for the obligations' dormancy, accompanied with the relevant documentation issued or verified by the competent authority is to be submitted the Academic Affairs Committee via the students' Register office, within 7 days, and no later than 30 days from recognition of or emerging of circumstances that call for the request for dormancy.

(2) Request for the obligations' dormancy cannot be re-submitted after the semester has ended for the previous semester.

(3) Committee for the Faculty's courses, based on the written and elaborated request shall verify the right to dormancy of student's obligations by issuing individual decision within 15 days since the request has been submitted.

(4) Student that has been allowed to exercise the right for obligations' dormancy shall enroll in the same semester again or the same study year. Re-enrolled semester or academic year is not considered as the right activated on any basis related to the previous study year.

(5) Enrolment in the same study year on basis of obligations' dormancy shall be conducted by the student at the beginning of the academic year for the current year..

(6) Time spent while the obligations' dormancy is active shall not enter the calculation of the duration of the study.

(7) If study programme should change during the time of obligations' dormancy, the student shall enroll in the study programme been provided during the current academic year.

Article 18 Study withdrawal

(1) Student has the right to withdraw from the study.

(2) Before submitting the study withdrawal request, the student has to fulfill all of his or hers financial obligations toward the Faculty and return all the books, equipment and adequate student's document.

(3) Written withdrawal request shall be submitted by the student to the Academic Affairs Committee via the Students' Register Office.

(4) Study withdrawal can be executed by legally empowered person after submitting authentic documents.

(5) The withdrawal request shall be considered complete after students submit evidence that they have previously fulfilled all the financial obligations and returned all the books, equipment and adequate student's document.

(6) The withdrawal is confirmed by issued student's withdrawal form that contains information like the name and surname of the student, the title and content of the study programme, and grades transcript.

Article 19 Loss of the student status

(1) A person shall lose the student status:

- After the completion of the study,
- After he or she withdraws from the study,
- If he or she does not enroll in the successive academic year by the admission deadline,
- If he or she does not complete the study programme within the deadline specified by the study programme and other general enactment,
- If he or she is suspended from the study for reasons specified by another general enactment of the University of Faculty.

(2) Exceptionally, a person referred to in paragraph (1), item (3) of this Article may be allowed to continue with the study after the interruption, under the obligation of covering financial expenses of the study, but only after moving to the part-time study and if he or she has to acquire by the end of study programme ECTS credits that equal remaining years of study multiplied by 60. If the study programme should change during the interruption, a student shall register for the differences and take the exams to compensate for them.

V. ADVANCEMENT DURING THE STUDY

Article 20 First year admission and consecutive years enrollment

(1) Student shall take his class obligations in every academic year through two semesters (winter and summer semester).

(2) Full-time student and part-time student register 30 ECTS credit points per semester, i.e. 60 ECTS credit points per study year.

(3) In any given academic study year:

- Full-time student registers for 30 ECTS credit points per semester, i.e. 60 ECTS credit points per study year, with the total of 5% tolerable deviation during the study from the minimum amount of ECTS credit points for a given study programme.
- Part-time student registers for 15 to 60 ECTS credit points per semester, i.e. 30 to 60 ECTS credit points per academic year, with the total of 5% tolerable deviation during the study from the minimum amount of ECTS credit points that shall be evaluated in each specific case.

(4) Full-time student who has not acquired registered ECTS credit points during the academic year, shall enroll in the same class courses in the new academic year, in accordance with the study programme, and difference in courses up to 60 ECTS credit points, and up to at least 30 ECTS credit points in the case of part-time student. Total of 5% tolerable deviation during the study from the minimum amount of ECTS credit points for a given study programme is allowed during the study year. Students have the right to enroll in those class courses where they have failed to acquire registered ECTS credit points, taking into account that total duration of the study can last for maximum double the duration specified by the study programme.

(5) Student who re-enrolls in the class course that he failed to pass has to fulfill all the obligations specified under the study programme for that course during the academic year.

(6) Students referred to in paragraph (5) of this Article shall enroll in the successive academic year so that they first enroll in the class courses that they have failed to pass from previous study year, after which they will additionally enroll in the certain number of class courses chosen freely from the higher years of study, so that all of their obligations during that academic year amount to 60 ECTS credit points, with 5% tolerable deviation during the study from the minimum amount of ECTS credit points for a given study programme

(7) Final thesis shall be submitted by the student during the last year of study.

(8) When students enroll in the last study year they can register for maximum of 60 ECTS credit points, no matter the total value of ECTS credit points that remained until the end of the study, unless they did not use the possibility to register for 5% extra ECTS credit points.

(9) Students have the right and obligation to enroll in the class course which they have failed to pass, taking into account that total duration of the study may not be longer than twice the duration specified by the study programme.

Article 21

Grading and evaluating the learning outcomes

(1) Student's work within the class course is evaluated and graded during the class and on the final exam in accordance with the study programme.

(2) Student's grading is achieved through the European Credit Transfer and Accumulation System (ECTS) and the numerical grading system.

(3) ECTS credit points on each course are acquired upon the successful completion of all envisaged obligations, and implementation of adequate methods for evaluation of the identified learning outcomes and exam passed, as specified by the Rulebook on evaluation.

Article 22

Advanced studying

(1) Full-time or part-time students who have fulfilled all their obligations during previous years and acquired 60 ECTS credit points with average percentage of acquired knowledge, skills and competences, or minimum learning

outcomes of 70% can register 90 ECTS credit points so that they register 60 ECTS credit points for the year they are enrolling and then 30 ECTS credit points more for the successive year.

Article 23

Admission deadline for the successive study year

- (1) Admission deadline for the successive academic year shall be published via Faculty's official website.
- (2) Students shall enroll in the successive academic year before specified admission deadline. If students fail to do so, they will lose the student status.

Article 24

Elite athletes or artists and students with physical disability amounting to 60% and more

- (1) Full-time student who have been granted a status of elite athlete or artist, as well as students with physical disability amounting to 60% and more, may be allowed to complete the course under the terms specified by the specific study programme or through the consultative classes.
- (2) Elite athlete status is verified by the certificate of first, second or third class of the International Olympic Committee or the International Paralympic Committee, the International Committee of Sports for the Deaf or the General Association of International Sports Federations.
- (3) Elite artist status is verified by the Ministry in charge of culture .
- (4) Degree of physical disability of a person referred to in the Military and Civil War Victims Security Act is verified by submitting the certificate of the competent state administration office or the competent administrative authority of the Town of Zagreb.
- (5) In case of absence justifiable on the ground of the permission previously issued by the Vice Dean for Academic Affairs, the course teacher has to allow persons referred to in paragraph (1) of this Article to fulfill their obligations during the semester in which the absence took place.
- (6) The request for relevant status verification has to be submitted for each new semester and every academic year.
- (7) Status of elite athlete has to be verified as such at the beginning of the semester or academic year for successive semester or academic year on basis of individual decision on athlete's categorization.
- (8) Students who in the course of their studies lose the status of elite athlete shall be allowed to continue his or her study in the full-time or part-time student status.

Article 25

Student status change and change of the study course

- (1) Full-time students may change their status only once during their studies and switch from full-time status to part-time status while respecting the admission deadlines.
- (2) Part-time students may submit the request to change their status and to enroll in the successive year as full-time students only once in the course of their studies, and only if following conditions are met:
 - If a student satisfies the terms of admission to the next study year, i.e. acquires 60 ECTS credit points;

- If a student achieves a minimum of 80% of average percentage of acquired knowledge, skills and competences and average success of 4.5 or more on a numerical grading scale;
- If there is secured availability of the class infrastructure and staff capacity within the Faculty

(3) A request to change student's status shall be submitted by a student to the Committee for the Faculty Courses via Student's Register Office.

(4) It is not possible to change study programme or study course in the course of the undergraduate university study.

VI. STUDENT MOBILITY

Article 26 Student mobility

(1) Student mobility is exercised within the institutional agreements.

(2) Student mobility is referred to studying at the host institution after which the students shall return to their home institution and complete the study programme they have enrolled with. Student mobility includes study visits and/or practical training within the full-time study at the host institution.

(3) Visiting student who wishes to spend some time within the ERASMUS or some other programme at the Faculty or a student of the Faculty who wishes to spend some time at different institutions of higher education or university abroad within the ERASMUS or some other programme, shall act in accordance to the University Rulebook that regulates the issue of mobility for the constituents of the University of Rijeka.

Article 27 Student's obligations before visiting partner institution

(1) Committee for the Faculty Courses shall specify which courses will be recognized upon student's return from the host institution on basis of comparison of study programmes and learning outcomes.

(2) If a partner institution does not offer the possibility to attend the same courses as contained in that semester's study programme of the home institution, student can select the courses which are part of the study programme of his home institution in the following semester or academic year.

(3) If a student completes elective courses at the host institution that are not specified by the Faculty's study programme, Academic Affairs Committee shall decide on the verification of elective courses of Faculty's study programme.

(4) If the host institution does not provide the possibility for the student to take the exams as specified by the study programme he is enrolled in, the ECTS coordinator at the Faculty shall inform the Academic Affairs Committee of this. The Academic Affairs Committee shall subsequently issue a decision that specifies exam dates for specific courses. The student will be presented the decision before the exchange visit takes place.

(5) After returning from the exchange visit, a student takes the exams under the specific programme in accordance to the exam dates specified by the decision.

(6) The course teacher shall allow a student to fulfill his or hers obligations specified for module 1 – independent student work and satisfying terms for taking exams via consultations and additional exam dates. In respect to class attendance, the student will be granted maximum percentage of acquired knowledge, skills and competences due to class attendance.

Article 28
Student's obligation upon the return to the Faculty

- (1) After the student completes all his or hers obligations at the host institution, the host institution shall provide student transcript book to the Faculty.
- (2) Certificate referred to the paragraph (1) of this Article, alongside the mobility agreement, ensures that student gets recognition of courses taken at the host institution.
- (3) Success at the exam taken is verified as follows:
 - If a student achieves alphabetical and numerical grade at the partner institution, both grades shall be verified.
 - If a student achieves only numerical grade 2-5 or alphabetical grade A-E, an alphabetical or a numerical grade shall be verified and a percentage of acquired knowledge, skills and competences shall be granted to him or her in accordance with the Rulebook on evaluation.
 - If a student achieves grade expressed as a percentage of acquired knowledge, skills and competences, the grade shall be verified and supplemented by the alphabetical grade A-E and numerical grade 2-5, in accordance to the Rulebook on evaluation.
 - Final percentage of acquired knowledge, skills and competences shall be verified on basis of the Rulebook on evaluation.
- (4) If students do not pass the course at the host institution, they can enroll in the course and take the course exam at the home faculty during next academic year.

Article 29
Verification procedure for the ECTS credit points within the student mobility programme, a programme provided by the Faculty

- (1) Those students who within the student mobility programme, delivered by the Faculty, select as an elective course a course at the Faculty or at any given university institution of higher education, home or abroad, and is compatible to a course implemented within the study programme that they are enrolled in, acquire ECTS credit points specified by the Faculty's study programme.
- (2) At most two passed exams will be verified to the student as two elective courses at the home Faculty.
- (3) The exams passed at another institution of higher education will be verified to the students if passing them means that they have acquired at least 3 ECTS credit points for one passed exam.
- (4) Decision on the verification shall be issued by the Academic Affairs Committee.

Article 30
Transfer from another institution of higher education

- (1) Student who studies at the undergraduate university study at another faculty in the field of Economics in Republic of Croatia, may be allowed transfer and continuation of the study at the undergraduate university study at the Faculty.
- (2) Students' transfers are possible only in case of enrollment at the Faculty as part-time students, and if Faculty's capacities permit so.
- (3) The transfer will be allowed to the student who in the previous academic year has successfully met the conditions for enrolling to the new academic year at his home faculty.
- (4) The transfer will be allowed on the condition of passing the existing difference in exams and acquiring the necessary ECTS credit points.

(5) The transfer is possible only when a student is enrolled in the second and third study year at the undergraduate university study.

(6) The transfer is not possible at the graduate university study.

(7) Duration of the study at another institution of higher education shall enter the calculation of the total duration of the study.

Article 31

Request for the transfer from another institution of higher education

(1) Written request for the transfer from another institution of higher education has to be submitted to the Academic Affairs Committee via the Students' Register Office no later than September 15th of the current calendar year during which academic year will begin.

(2) Following documents are to be enclosed with the written request:

- verified student's transcript book
- adequate student's document
- study programme of the home institution of higher education or its verified excerpt that clearly demonstrates content of each passed course and student's workload.

(3) Student whose request for the transfer has been approved shall submit to the Faculty the individual decision on the withdrawal from the studies as issued by the home institution of higher education, as well as the original documents submitted to the home institution as specified by its admission tender.

(4) A decision on the transfer shall be issued by the Academic Affairs Committee.

(5) Individual decision on the transfer shall also specify the student's status, acquired ECTS credit points, academic year and study year, as well as the difference in courses that student has to take.

(6) A decision on verifying the exams shall be issued by the Committee referred to in paragraph (4) of this Article, and specific institute at the Faculty or a course teacher may, if deemed so, be consulted in the process of decision-making.

(7) Exams taken and passed at the home institution shall be verified if they are course exams foreseen by the Faculty's study programme and if difference in class workload does not exceed 30%.

Article 32

The continuation of the study after completion of the professional study and three-year undergraduate study in the field of economics at the university undergraduate study

(1) Student who has completed the expert study of the Faculty of tourism and hospitality management or expert undergraduate study at another institution of higher education or three-year university undergraduate study, shall be allowed to continue education at the university undergraduate study if the student has previously completed a four-year high school.

(2) Student referred to in paragraph (1) of this Article gains the right to enroll in the third year of the undergraduate study and shall be credited with adequate ECTS credit points.

(3) Decision on the possibility to enroll in the undergraduate university study shall be issued by the Faculty Council.

(4) The students' admission is possible only for the part-time study, if Faculty's capacities permit this.

(5) In order to exercise the rights referred to in paragraph (2) and (3) of this Article, students have to submit written application to the Academic Affairs Committee via Students' Register Office, no later than September 8th of the calendar year during which the academic year begins.

VII. STUDY EXPENSES

Article 33 Study expenses

(1) Study expenses for full-time and part-time studies are specified for each academic year in accordance with the decisions of the Senate of the University of Rijeka.

(2) To ensure the quality, Faculty reserves the right to charge tuition fees for the additional types of course classes that may not be mandatory for the students.

VIII. COURSE ORGANIZATION

Article 34 Academic year

(1) Academic year begins on October 1st of the current year and ends on September 30th next calendar year. Faculty shall specify implementation deadlines for each study programme before the start of the academic year.

(2) If specified so in the detailed course curriculum for a particular academic year, course classes may start before the deadline referred to in paragraph (1) of this Article, but not earlier than September 1st.

(3) Academic year is organized in two semesters (winter and summer semester).

Article 35 Class course timetable

(1) Class course timetable contains class course schedule.

(2) Class course timetable is published simultaneously with detailed course curriculum via the Faculty's official website.

(3) Class course timetable specifies for each semester:

- beginning and ending time of the semester
- time reserved for the lectures
- colloquium and exam dates

(4) Course plan and class course timetable may foresee implementation of the class course via e-learning.

Article 36 Teacher's obligations

(1) During the first class the course teacher shall introduce students to the work agenda for the class course, types of work monitoring, timetable of the knowledge evaluation, the nature and content of colloquiums and exams, structure of total amount of credit points and subsequent assigning of ECTS grade, exam literature, as well as to the scope of activities expected of the student to participate in during the class.

(2) After every evaluation of knowledge, skills and competences, the course teacher shall publish the results on the amount of credit points acquired per each knowledge evaluation, as well as the total amount of credit points that

student has acquired from the beginning of the course. The course teacher shall inform the students of the result off the written part of the exam no later than 5 (five) working days from the day that exam took place, whereas the result of the verbal exam is to be communicated without delay, that is immediately after the end of the verbal exam.

Article 37 **Class course organization**

(1) Part of the class course is implemented in the form of class lectures, exercises, consultations, practical training and other types of classes foreseen by the detailed course curriculum and programme.

(2) Exceptionally, part of the class courses can be implemented in a form of consultative class, characterized by more interaction between students and teacher. Consultative class may have various forms, encompassing e.g. defining the tasks that students are assigned and the instructions for completing them, as well as working individually with students with the aim of solving assigned tasks. Forms of work with students within the consultative class shall be specified by the teacher in accordance with the nature and content of the course.

(3) All types of course classes are implemented in accordance with the study programme and detailed course curriculum.

(4) Practical training is provided and implemented as a part of class.

Article 38 **Group size**

(1) Lectures, exercise, seminars and other forms of classes are implemented in groups.

(2) The size of a specific group is specified by Collective agreement on science and higher education, respecting physical infrastructure of the Faculty. Student can not change the group without permission issued by the course teacher.

(3) Group size for elective courses is specified in proportion to the number of students and number of courses.

(4) For group that has less than 10 students, a consultative class may be implemented.

Article 39 **Time-schedule**

(1) Class is organized and implemented according to the specified time-schedule.

(2) Time-schedule is accurate timetable of the class course implementation, which contains information on the type of study, study year, course, time and place of the class, and other instructions about class course necessary for a student to be able to attend classes regularly.

(3) Time-schedule shall be published via the Faculty's official website, no later than 7 days before the class begins.

(4) Alteration of the schedule and work plan is generally not allowed, except in the case of teacher's sick leave or force majeure, which is verified by the Vice Dean for Academic Affairs.

Article 40 **Consultations**

(1) Teacher shall provide consultations in terms of no less than four hours per week.

(2) Consultation hours shall be published via Faculty's official website.

IX. EXAMS

Article 41 Exam dates

- (1) Exam dates can be regular and exceptional, and specified by the Rulebook on evaluation.
- (2) Final exam is the first exam date.
- (3) Exam calendar shall be published at the beginning of every academic year via Faculty's official website.
- (3) Time before taking the same course exam during the regular exam date is at least 14 days.
- (4) Student shall submit the application to take the exam by authenticated application form or e-application, no later than three days before the exam takes place, except for the first exam date which is considered applied for by enrolling in the class course.
- (5) Teacher has no obligation to allow students to take the exam if they have not submitted application before the deadline.
- (6) Student can deregister for the exam no later than 24 hours (one working day) 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) Student who has not deregistered for the exam before the deadline and does not take the exam shall be considered as failing the exam, while teacher shall take a note in the application form or the students' record book "exam not taken" and "zero" (0).

Article 42 Exam procedure

- (1) Students can take the course exam for which they have enrolled and satisfied all the obligations specified by the study programme. They can take the same course exam maximum 3 times during the same year, specifically during first, second and third exam date.
- (2) To pass the course exam and acquire registered ECTS credit points, a student has to gain at least 40% of knowledge, skills and competences on the undergraduate study or 50% on the graduate study.
- (3) Exams may be in written, verbal, written/verbal or in electronic form.
- (4) Exam shall be administered by the teachers who have been appointed in accordance with the detailed course curriculum or by the teachers who have been trusted with the task of organizing certain exam course in accordance with the decision issued by the Dean.
- (5) In case of longer absence of the course teacher, Academic Affairs Committee shall assign another teacher to organize the course exam, taking into consideration the fact that he or she has the same or closely related professional occupation as the teacher in absence, or to the teacher's commission.
- (6) Questions on the exam shall be from the mandatory exam literature.
- (7) Entire exam has to be completed within five days.
- (8) Exam results are publicly available and the right to access the exam documentation is reserved for the person who demonstrates his or hers legal interest to do so.
- (9) Students are considered to have failed the exam if they meet these requirements:

- if they leave during the written part of the exam or withdraws from the verbal part of the exam that has already begun,
- if they are removed from the classroom by the course teacher or associate on grounds of misbehavior, causing disorder or because of the use of any aid not allowed during the exam,
- if they do not take part in any part of the exam.

(10) Student who does not take the exam shall be awarded the lowest grade.

(11) Students have the right to attend the verbal examination of other fellow students. Exam results are public.

(12) Exams do not entail financial cost.

Article 43

Schedule for colloquiums and exams

(1) When scheduling the written exams (colloquiums, tests and first exam date), it has to be taken into consideration that students should not take more than two exams in one day, except in case when students transfer course exams from the previous year, that is they have not passed these exams during the year they were enrolled to the class.

(2) Colloquiums will take place during the class attendance in accordance with the course timetable and course schedule for each course separately.

(3) Exam schedule for students who have registered for taking the exams shall be published no later than 1 (one) working day before the exam is scheduled to take place via the Faculty's official website.

(4) Students who are justifiably not able to take the colloquium or the exam during the scheduled time, have to report to the course teacher and show evidence that their absence was founded on reasonable ground.

(5) Reasonable grounds in that sense are:

- Illness, as evident from note of general practitioner, another specialist or authentication of sick leave,
- Death in close family,
- Sport competition, demonstrated by the sport's club certificate,
- Traffic accident or another accident,
- Traffic conditions that caused student not to take the colloquium or the exam,
- Other extraordinary events.

(6) For a student referred to in paragraph (4) of this Article, a teacher shall schedule another date to take colloquium or the exam.

Article 44

Grade complaint

(1) Students who consider themselves incorrectly evaluated during the colloquium or the exam date have the right to file the complaint.

(2) Elaborated complaint due to the exam result shall be filed in two copies to the Vice Dean for Academic Affairs no later than 48 hours after the results of exam or colloquium are published.

(3) If the Vice Dean for Academic Affairs considers the complaint justified, he or she will allow the exam to be taken again and will schedule the date of repeating the exam.

(4) Exceptionally, if during the colloquium from one course more than 80% of participating students acquires less than 50% of credit points, than the Dean has the right to form a Committee to schedule and organize new colloquium within 5 days, and all the students referred to in this paragraph may take the colloquium. The initiative to repeat the colloquium can be put forward by the students or the Student Council on their behalf.

Article 45
Exam verification

(1) Course teacher can verify the exam taken by students within another study programme if the course is comparable in its content and scope with the course they are enrolled in, if the course has the same amount of ECTS credit points reserved, is foreseen by the Faculty's study programme as one of the courses, and finally if the difference in the course's workload is less than 30%.

(2) Student who files application to verify the course exam, taken at another institution of higher education shall enclose the study programme and its authenticated original that clearly show class workload and content of the course alongside the amount of ECTS credit points reserved, as well as certificate of home institution on passed course.

(3) Results of the passed course shall be verified if:

- student acquires alphabetical and numerical grade, in which case both grades are acknowledged.
- student acquires only numerical grade 2-5 or alphabetical grade A-E, in which case numerical and alphabetical grade are verified and certain percentage of acquired knowledge, skills and competences is awarded to him or her.
- student acquires grade expressed as percentage of acquired knowledge, skills and competences, in which case this grade is verified, and shall be additionally awarded alphabetical grade A-E, as well as numerical grade 2-5, in accordance with the Rulebook on evaluation.

Article 46
Student's overall academic success

(1) On basis of the average percentage of acquired knowledge, skills and competences at the end of university undergraduate and professional undergraduate studies, and university graduate study, the final average percentage of acquired knowledge, skills and competences (learning outcomes) of students from all passed courses shall be derived according to comprehensive classification of qualifications (honours), as follows:

Table1. Honours

Honours	Average percentage of acquired knowledge, skills and competences	
	University undergraduate and professional undergraduate studies	University graduate study
First-Class Honours	80 - 100 %	90 - 100 %
Upper Second-Class Honours	70 – 79.9 %	80 – 89.9 %
Lower Second-Class Honours	60 – 69.9 %	70 – 79.9 %
Third-Class Honours	50 – 59.9 %	60 – 69.9 %
Pass	40 – 49.9 %	50 – 59.9 %

(2) Students with highest final average of percentage of acquired knowledge, skills and competences (learning outcomes) shall receive recommendation in Latin honours at the end of the university undergraduate and professional undergraduate studies, or university graduate study:

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

X. COMPLETION OF THE STUDY

Article 47 Final and Master's thesis

- (1) University undergraduate study is considered completed upon passing all the courses, and submitting and defending the final thesis
- (2) Graduate university study is considered completed upon passing all the courses, and submitting and defending the final thesis
- (3) Undergraduate professional study is considered completed upon passing all the courses, and submitting and defending the final thesis
- (4) Final and Master's thesis are evaluated by the ECTS credit points, in accordance with the Rulebook on evaluation.
- (5) Final and Master's thesis are submitted in line with the guidelines for Final and Master's thesis submission.
- (6) The topic of the Final or Master's thesis is suggested by students. After their mentor endorses the thesis, he or she will specify its title and content in agreement with the students. The topic of the Final or Master's thesis must not be repeated within two years at least.

Article 48 Diploma

- (1) Upon the completion of the undergraduate university study, a student shall receive a diploma. Diploma verifies that student has completed the study and is entitled to the academic honor of University Bachelor of Economics (baccalaurea/baccalaureus).
- (2) Upon the completion of the graduate university study, a student shall receive a diploma. Diploma verifies that student has completed the study and is entitled to the academic honor of Magister of Economics.
- (3) Upon the completion of the undergraduate professional study, a student shall receive a diploma, which verifies that student has completed the study and is entitled to professional title of Bachelor of profession (baccalaurea/baccalaureus).
- (4) In addition to diploma, a student shall receive supplementary study document. The content of the supplementary study document is specified by the University.
- (5) Diploma is public certificate.

(6) Diploma is received during public ceremony.

(7) Until students receives their diploma, a certificate on completion of the study will be issued to them.

XI. STUDENTS' AWARDS

Article 48 Students' awards

(1) Students can receive awards and recommendations for their contribution to the promotion of the University and Faculty.

(2) For the promotion of the University student may receive:

- Rector's award
- University scholarship
- Awards and scholarships from the university foundations
- Other awards

(3) Decision on receiving Rector's award and University scholarship is issued by the Senate on the initiative of the Rector in accordance with criteria specified by the Senate.

(4) For academic success, a student may receive Dean's mid-term or annual recommendation (Summa Cum Laude, Magna Cum Laude, Cum Laude).

(5) Dean's recommendations can be issued to the full-time and part-time students of any study programme, on basis of average percentage of acquired knowledge, skills and competences in accordance with standardized comprehensive classification of honors.

(6) If two or more students qualify under same criteria, the priority shall be given to the student who has, in addition to his or hers academic success, has distinguished record of accomplishments in terms of scientific or professional work, has been active member of students' associations or in any other way has contributed to further establishing the reputation of the Faculty (humanitarian work, sports, artistic or other class work).

(7) Decision on awarding Dean's mid-term and annual recommendations is made by the Council on the initiative of the Dean on the Council meeting during which a final list of learning outcomes at the end of winter and summer semester is accepted.

(8) Dean can give ceremonial prizes to the students who receive recommendation.

XII. STUDENTS' REGISTER

Article 50 Students' register

(1) Faculty runs students' register with information:

- register of enrolled students during the study enrollment procedure, which includes results of the entrance exam (if any is organized),
- register of personal data of enrolled students,
- register of course exams and other study obligations,
- register of issued certificates of completion of the studies and acquired academic honors and degrees.

(2) Registers referred to in paragraph (1) of this Article are permanently filed in Faculty's archives.

(3) Personal information and data belonging to the students are stored in students' files. File information are shared on request of the persons who can demonstrate their legal interest, taking into account students' personal data protection.

XIII. STUDY QUALITY MONITORING

Article 51 Evaluation

- (1) Study quality is monitored through internal and external evaluation of students and teachers.
- (2) The quality and class achievements are monitored with the help of students' survey. The survey is anonymous.

XIV. STUDENTS' RIGHTS PROTECTION

Article 52 Students' complaints

- (1) Students have the right to file a complaint in case of violation of any of their rights specified by the Act on Scientific Activity and Higher Education or general enactment of the Faculty or University.
- (2) A complaint has to be filed in written form (in two copies) to the Academic Affairs Committee via Dean's Office.
- (3) If students are not satisfied with the decision of the Academic Affairs Committee, they have the right to file a written elaborated request to the Dean to exercise these rights.
- (4) Individual decision on the request to exercise the student's right is issued by the Dean.

XV. TRANSITIONAL AND FINAL PROVISIONS

Article 53

- (1) Organization and implementation of the studies specified by this Rulebook also subject to the regulation set out by the Rulebook on Studies at the University of Rijeka.

Article 54

- (1) Faculty Council is authorized to issue exemplifications in order to help implement and interpret provisions laid out in this Rulebook.

Article 55

With this Rulebook entering into force, the Rulebook on studying at the Faculty of Tourism and Hospitality Management (CLASS: 602-04/13-01/51; REG.NO.: 2156-24-13-05-01 from July 8, 2013) and all his subsequent changes and amendments cease to be valid.

Article 56

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 2015/2016 academic year.

Dean

prof. dr. sc. Dora Smolčić Jurdana

Secretary Office of the Faculty of Tourism and Hospitality Management has defined final consolidate text of the Rulebook on undergraduate professional studies, undergraduate and graduate university studies at the faculty of

tourism and hospitality management on December 15, 2015 (CLASS: 003-05/15-01/03, REG.NO.: 2156-24-15-01-01) from May 12, 2015 and of the Decision on changes of the Rulebook on undergraduate professional studies, undergraduate and graduate university studies at the faculty of tourism and hospitality management (CLASS: 003-05/15-01/13, REG.NO.: 2156-24-15-02-01) from December 10, 2015 that specify the date the enter the force.

CLASS: 003-05/15-01/13

REG.NO.: 2156-24-15-02-02

Opatija, December 15, 2015

Faculty Secretary

Nada Bogojević, dipl.iur.