

University of Rijeka

FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

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

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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 13th meeting held at September 24, 2018 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 Subject matter**

(1) This rulebook specifies types and levels of the studies, their organization and implementation, as well as the quality control of the undergraduate professional study, undergraduate university studies, and graduate university studies organized and provided by the Faculty of Tourism and Hospitality Management of the university of Rijeka (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.

#### **Article 2 Study levels**

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

(2) University-level studies 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 ECTS credits,
- Postgraduate specialist study programme in duration of 1.5 to 2 years and upon its completion students acquire 90 to 120 ECTS credits,
- Postgraduate university PhD study programme in duration of 3 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 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 the study programme is 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 published on the Faculty's official website.
- (3) The detailed course curriculum specifies:
  - teachers and associates to perform the class course according to the study programme,
  - the class sites,
  - the beginning and the end of classes, as well as the class schedule,
  - types of the class (lectures, seminars, practical class, consultations, knowledge evaluations etc.)
  - types of student monitoring and procedures to evaluate their work during the class
  - types of the exam
  - exam terms
  - the possibility of the course being provided in a foreign language,
  - other important facts necessary for the regular implementation of the class course.
- (4) Recommended study literature and exam references have to be in line with the scope of the study programme and ECTS credits.
- (5) In justified circumstances, the detailed course curriculum can be adjusted and amended all through the academic year, as foreseen by another regulation, except in the cases envisaged by the paragraph (3), items 3 and 6 of this Article (types of student monitoring and procedures to evaluate their work during the class).
- (6) 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 Admission application and study enrolment**

- (1) Decision on enrolment into a study programme, terms of admission and vacancies will be issued by the Senate of the University of Rijeka upon the proposal of the Faculty.

(2) Admission application and study enrolment is conducted on a public tender basis.

(3) 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.

(4) 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.

(5) 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.

(6) 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 7**

##### **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, but do not have permanent residency in the Republic of Croatia, 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 8**

##### **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 pays their study costs in accordance to the decision of the Senate of the University of Rijeka..

(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 if student covers his own study costs, 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

#### **Article 9 The right of objection**

(1) The applicant has the right to object regarding the procedure of enrolment before the Academic Affairs Committee in person or via electronic mail within 24 hours after the list has been published.

(2) The Academic Affairs Committee shall review the applicant's complaint within 24 hours after it has been filed.

### **IV. STUDENTS**

#### **Article 10 Student status**

(1) One is entitled to acquiring student status when is admitted 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 student of another higher education institution who enrolls in parts of the study programme in accordance with previously signed agreement with another faculty.

(5) Visiting student's status can last at most one academic year. His rights and obligations, procedures to cover his study costs and other issues related to his status shall be specified by the agreement with another faculty.

(6) Class attendance and passing examinations for the visiting student referred to in paragraph (4) of this Article shall be recorded in the Faculty's IT system and the student shall receive exam' certificate.

#### **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 as scheduled by the detailed course plan and therefore will be allowed to acquire credit points in accordance with the Rulebook on evaluation of the Faculty of Tourism and Hospitality management..

(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.

### **Article 13 Students' workload**

(1) The workload 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, i.e. 1500 to 1800 total working hours, including exams.

(2) Total obligations of a student may amount to maximum of 48 hours per week, but no less than 40 hours per week, of which active class accounts for no less than 15 and no more than 30 hours per week. Active class encompasses classes, seminars, lab-work, practical training, field work, partial examinations (e.g. colloquiums), execution of practical tasks and other forms of classes conducted during the semester.

(3) 1 CTS credit point equals 25 hours of total average student's workload required for acquiring the learning outcomes, including class attendance, independent work, exams and other activities needed to pass the exam.

(4) In the case of expanding the amount of practical classes, student's obligations may exceptionally exceed this framework, within the workload value of ECTS credit point.

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

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

(6) Full-time students shall lose their students' rights if their students' status as full-time student has been terminated for reasons specified by the Act on Scientific Activity and Higher Education, Statute or another general enactment of the University or the Faculty.

**Article 15**  
**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 the status of elite athlete or artist has been granted to them by the certificate of competent authority.
  4. In other justified cases when the study was interrupted, as verified by the decision of the Faculty Council.
- (2) Obligations' dormancy can be allowed to the student in duration of one academic year.
- (3) Total dormancy in continuity cannot last more than two academic years.

**Article 16**  
**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 academic year has ended for the previous year.
- (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 study year again.
- (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 17**  
**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 Students' Register Office in person.
- (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) A student shall receive 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 18** **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 in the part-time student status and if he 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 19** **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 or exceptionally one course up to 12 ECTS credit points, in accordance with the study programme.
- Part-time student registers for 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 or exceptionally one course up to 12 ECTS credit points, in accordance with the study programme.

(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. Student firstly enrolls in courses that he failed to pass during the previous study year, and subsequently additionally enrolls in certain number of courses that he freely chooses higher study years, so that his total obligations for the academic year amount to 60 ECTS credit points for full-time students, and at least 30 ECTS credit points for part-time students. When enrolling in the course, a student has to take into account that total duration of the study may not be longer than twice 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) Final thesis shall be submitted by the student during the last year of study.

**Article 20**  
**Grading and evaluating student's work**

(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 of the Faculty of Tourism and Hospitality Management.

**Article 21**  
**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 credit points of minimum 90% 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 22**  
**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 23**  
**Elite athletes or artists, students with physical disability amounting to 60% and more, and students' representatives in university bodies and faculty bodies**

(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 of study for part-time students enrolled in a specific programme.

(2) Elite athlete status is verified by the certificate of the Croatian Olympic Committee or the International Paralympic Committee, the Croatian Deaf Sport Association, National Association for Sport or Croatian Academic Sports Federation.

(3) Elite artist status is verified by the Ministry in charge of culture.

(4) In case of absence justifiable on the ground of the permission previously issued by the Academic Affairs Committee, 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.

(5) The request for relevant status verification has to be submitted for each new semester and every academic year.

(6) 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/ certificate on athlete's categorization.

(7) 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 24**  
**Student status change and change of the study or 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 has acquired maximum of ECTS credit points per study year (without re-enrolment of the course)
  - if a student has acquired minimum of 90% of credit points
  - If there is secured availability of the class infrastructure and staff capacity within the Faculty
- (3) It is not possible to change study programme or study course in the course of the undergraduate university study.

**Article 25**  
**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 120 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.

**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/CEPUS 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/CEPUS or some other programme, shall act in accordance to the 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) Verification of learning outcomes from any course is obligatory before visiting partner institution.
- (2) If a partner institution does not offer the possibility to attend the same courses as contained in that semester's/year'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) Decision on the rights and obligations of the student who has the status of mobile student shall be issued to him before his exchange takes place. The exam deadlines within the specific study programme shall be specified by personally by the student in agreement with the teacher. Final deadline for fulfilment of total obligations is 30<sup>th</sup> of September of the current academic year.
- (4) 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.  
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 credit points shall be granted to him or her in accordance with the Rulebook on evaluation of Faculty of Tourism and Hospitality Management.
  - If a student achieves grade expressed as a percentage of credit points, 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 of the Faculty of Tourism and Hospitality Management.
- (3) Final percentage of acquired credit points shall be verified on basis of the Rulebook on evaluation of the Faculty of Tourism and Hospitality Management.
- (4) If students do not pass the course at the host institution, they have to 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 and 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 that is compatible to a course implemented within the study programme at the Faculty 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 and the ECTS coordinator.

### **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 15<sup>th</sup> 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.

### **Article 32 Exam verification**

(1) Course teacher can verify the exam taken by students within another study programme if the course is comparable in its content, scope and learning outcomes with the course they are enrolled in.

(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 credit points is awarded to him in accordance with the Rulebook on evaluation of students at the Faculty of Tourism and Hospitality Management.
- student acquires grade expressed as percentage of acquired credit points, 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 of students at the Faculty of Tourism and Hospitality Management.
- after the exam is verified, a student does not have the right of reimbursement of already paid funds for the ECTS credit points acquired.

## **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 Faculty Council and 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 are not mandatory for the students.

## **VIII. COURSE ORGANIZATION**

### **Article 34 Academic year**

(1) Academic year begins on October 1<sup>st</sup> of the current year and ends on September 30<sup>th</sup> 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 1<sup>st</sup>.

(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 detailed course plan, 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. All of this shall be published by the teacher within the Faculty's IT system no later than during the first week of the class for the full-time students.
- (2) After every evaluation, the course teacher shall make the results transparent to the student and publish the number of acquired credit points that student has acquired from the beginning of the class, respecting regulation of the personal data protection. The teacher shall publish 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.
- (3) Teacher shall offer consultations at least four hours per week.
- (4) Time of the consultations shall be published via the Faculty's official website.

### **Article 37** **Class course organization**

- (1) The active class course is implemented in the form of class lectures, exercises, consultations, practical training, field class, partial knowledge evaluation (e.g. colloquiums), practical tasks, other practical work 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 specific regulations, 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.

**IX. COMPLETION OF THE STUDY**

**Article 40**  
**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) Final and Master's thesis are evaluated by the ECTS credit points, by the numerical grade and percentage of success in accordance with the Rulebook on evaluation of students at the Faculty of Tourism and Hospitality Management..

(4) Final and Master's thesis are submitted in line with the guidelines for Final and Master's thesis submission.

(5) The topic of the Final or Master's thesis can be 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 41**  
**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.



(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.

## **X. STUDENTS' AWARDS**

### **Article 42 Students' awards**

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

(2) For academic success, a student may receive Dean's annual recommendation.

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

(4) If two or more students qualify under same criteria, the priority shall be given to the student who has, in addition to his 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).

## **XI. STUDENTS' REGISTER**

### **Article 43 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.

## **XII. STUDY QUALITY MONITORING AND PROMOTION**

### **Article 44 Study quality monitoring and upgrading**

(1) Study quality monitoring and promotion is regulated by the Rulebook on the system of quality assurance and promotion at the University of Rijeka and the rulebook on the system of quality assurance and promotion at the faculty of Tourism and Hospitality management.

## **XIII. STUDENTS' RIGHTS PROTECTION**

**Article 45**  
**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.

**XIV. TRANSITIONAL AND FINAL PROVISIONS**

**Article 46**

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

**Article 47**

- (1) Procedures due to students' requests and applications that were initiated before this Rulebook entered into the force shall be completed in accordance to the provisions of the Rulebook on undergraduate professional studies, undergraduate and graduate university studies at the Faculty of Tourism and Hospitality Management (CLASS: 003-05/15-01/03, REG.NO.: 2156-24-15-01-01) from May 12, 2015. and the Decision on the amendments 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 Decmber 10, 2015.

**Article 48**

- (1) With this Rulebook entering into force, the Rulebook on undergraduate professional studies, undergraduate and graduate university studies at the Faculty of Tourism and Hospitality Management (CLASS: 003-05/15-01/03, REG.NO.: 2156-24-15-01-01) from May 12, 2015. and the Decision on the amendments 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 Decmber 10, 2015 cease to be valid.

**Article 49**

This Rulebook shall enter into force on the day of publishing on the Faculty's notice board and Faculty's official website, and shall apply to all students from 2015/2016 academic year.

Dean

prof. dr. sc. Dora Smolčić Jurdana

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

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