De Montfort University,

Faculty of Arts, Design and Humanities and

Niels Brock Copenhagen Business College

PROGRAMME HANDBOOK

2026-27

Programme title	**BA (Hons) International Tourism and Hospitality Management**
Level	**UG**
Award	**BA**
Mode of study	**Full-time**
Location of delivery	**Niels Brock Copenhagen Business College**
Programme leader	**Name: Dong Hoang, Dean of Academic Affairs International Tourism and Hospitality Management Office location: Sankt Petri Passage 1 Office S-017, 1165 Kbh. K Email address: dth@nielsbrock.dk Phone number: +45 22192621**

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How to use this handbook

This handbook will provide you with a full introduction to the programme and the regulations that govern its operation. It will also tell you how the programme is managed and give details of the programme team including academics and administrators.

This edition will describe the course offered in Copenhagen, with modifications reflecting local, practical circumstances when studying in Denmark.

This handbook contains information on both academic and management issues relating to undergraduate programmes. It is designed to introduce you to some basic rules and regulations. It will also provide information to help you get the most from your studies. There are sections which tell you 'Who's who' in the Faculty, and where to find help, should you need it.

An online version of the **Programme Handbook** may be found on the NBCBC webpage: Copenhagenbusinesscollege.com, which is at all times updated. The **electronic version** contains/links you to more detailed information about each aspect mentioned in the handbook.

Taking time to read this Handbook (including the electronic version) during the week that you receive it will help you greatly through your studies with us. It should also be read in conjunction with:

General Regulations and Procedures Affecting Students

Academic Regulations for Undergraduate and Taught Postgraduate Students

Both are found by logging into *my.dmu.ac.uk* and clicking on the *DMU* tab.

1: Welcome and Introduction

Welcome to BA (Hons) International Tourism and Hospitality Management from De Montfort University

Thank you for choosing to study on a De Montfort University validated programme. I would like to take this opportunity to welcome you and tell you something about what we hope to offer you during your time with us.

De Montfort University works with a range of partners to offer students an alternative route through Higher Education. We are very proud of our relationship with our partners and consider each individual student to be integral to the partner and the broader DMU community.

Our aim is to offer all students studying at a partner an equivalent experience as a student studying at DMU on our campus. If you choose to visit De Montfort University, you are entitled to have access to the Kimberlin Library (you will need to bring your student ID card).

I wish you every success and happiness during your studies and welcome you as part of our vibrant, distinctive, international community!

With best wishes

Professor Katie Normington, Vice Chancellor, DMU

This programme's aim is to inspire you to learn and become future leaders in the tourism and hospitality sectors. There is a genuine need in both these sectors for knowledgeable, inspiring and resourceful leaders. This programme therefore offers you the opportunity to develop both the knowledge and the skillset which you will need to succeed in your future careers in these sectors and, should you wish to do so, also continue your studies on a higher level in the future.

This handbook has been written to help you during your study on this programme and if, after reading it you happen to have any further questions at all, please do not hesitate to contact me or any of your lecturers on this programme.

I do hope you will enjoy your studies and wish you every success with your studies and beyond!

Alison Maton

Associate Professor and Link Tutor, De Montfort University

Welcome to Niels Brock Copenhagen Business College

It is something very special to be a student at Niels Brock. Because when you enrol in one of our programmes, you become part of our culture, our values and our proud history which started in 1881.

Niels Brock's values originate from a democratic, secular and European culture. In the 1700s, it was crucial for the merchant Niels Brock to behave properly in all relationships. Today, it is still a crucial value for us at Niels Brock – regardless of whether you represent the college during school hours or in your spare time.

Today, Niels Brock is one of the largest educational institutions in Denmark with seven specialist departments offering 20 educational programmes ranging from basic vocational education to bachelor's degrees, more than 10,000 full-time and part-time students in Denmark and 500 members of staff. Because of our great history, strong traditional values and our ability to continue developing our educational methods, we are able to attract the best and the most competent members of staff, which helps ensure the personal and professional growth of our students.

The ITHM program is located in Copenhagen, a leading Nordic destination known for its citizen involvement, social and environmental sustainability profile (Ranked 3rd on the Global Destination Sustainability Index in 2024) and for the ability to balance growth, citizen well-being and continued value creation through its tourism and hospitality offers. Public and private entities continuously working on developing tourism policies and governance at a national (such as e.g. Visit Denmark), industry (e.g. trade associations such as HORESTA, Dansk Industri, etc.), municipal (municipality of Copenhagen) and destination level (such as Wonderful Copenhagen). Due to suitable and favorable conditions in Copenhagen for SMEs (small and medium-sized enterprises), many of them operating in the capital of Denmark taking on a proactive take on social and environmental sustainability, DEI (Diversity, Equity and Inclusion), social innovation and entrepreneurship.

Have high expectations of yourself – we do

Life on campus centres on a clear expectation that you will do your best to learn as much as possible while attending Niels Brock. Your education is our highest priority, but you have a great deal of responsibility for achieving a good result.

We are committed to making an effort to make you as skilled as possible. Therefore, we also expect you to be active and committed in all work processes, and that you collaborate respectfully and purposefully with your classmates and teachers.

You must be interested in – and contribute to – the social life at the school during and outside of teaching hours. And you must take good care of the school's physical framework, equipment and reputation.

This is how you help make the Niels Brock difference. The values of Niels Brock

- We behave properly in all relationships.
- We are proud of our history and know that the name Niels Brock obliges.
- We have an international outlook, and we are innovative.
- We are professionals, and we make an effort.
- We are a school that is close to the business community.

Read more about our values here

2: About the Programme

2.1. Key Programme Information

Both Tourism and Hospitality are vast global sectors which are growing with a changing market. We aim that our students will maximise employability opportunities and achieve personal and educational development. Students will also gain both in-depth knowledge and an understanding of key skills needed for a successful career in International Tourism and Hospitality Management.

The programme consists of four core modules (120 credits/60 ECTS) for the first and second year of study, and in the third and final year, three core modules (90 credits/45 ECTS), and a Dissertation (30 credits/15 ECTS).

DMU is committed to all programmes empowering students to address issues of Sustainable Development, such as social inequalities, health and wellbeing and environmental impacts, through course-specific teaching, learning and assessment approaches. For this programme, aspects of sustainable development specific learning will be present across modules, and in particular within the Destination Management and Marketing module.

At Niels Brock, our strength is focusing on sustainable business and being in Copenhagen, we are well-enabled to embed and enhance this agenda in our programmes. **Sustainability and social responsibility** are the central threads across levels and modules of the ITHM programme.

- Specifically, at Level 4, right after the first block of introduction to ITHM, students will engage directly with the subject of Sustainability as part of their Block 2 module Journeys and Places. This subject will then be embedded into subsequent modules in Blocks 3 and 4 about Strategic Management and Marketing.

- At Level 5, students will engage with real-world practices in tourism and hospitality through the first block of programming events and then again strengthen your L4 knowledge in Block 2 module Tourism, Society and Culture. This will enable students to gain an in-depth understanding of the complex relationships between tourism, society and culture. They then apply this, along with knowledge gained in other modules, and conduct primary research to understand what is happening in a real-life context in a local or international setting within their module International Tourism and Hospitality Research visit. With this field research, students will also go through the ethical processes required for research.
- In the final year, Level 6, students will continue to study in more depth about different tourism and hospitality products and cultural experiences in their Block 1 module Tourism and Hospitality Products: Natural, Cultural, Eco and Dark Tourism.

  Here students will immerse themselves in understanding the phenomena of, and design of, nature-based or eco-tourism, experiences of heritage, arts and culture at a destination and slow or community-based tourism as a part of which tourists often spend time with locals. This will further inspire students to do the final dissertation project.

The programme's basic structure is a block model for delivering the majority of the teaching modules, known as Education 2030. This means a more simplified timetable where you will study one module at a time instead of several at once. You will have more time to engage with your learning and get to know the teaching team and course mates. You will receive faster feedback through more regular assessment and have a better study-life balance to enjoy other important aspects of university life.

A study year is divided into 2 semesters (Fall and Spring), and each semester consists of 2 blocks. This means that you will study 2 modules each semester (4 in a study year), for a total of 12 modules during the programme. In the first 5 semesters, all students take the same modules, and in the 6th semester, they complete their Bachelor Project and one module. Since each module covers 30 credit points the complete programme consists of 360 credit points.

2.2. Programme Learning Outcomes

When you graduate from this programme, you will be well-versed in the opportunities and challenges of the tourism and hospitality sectors. In more formalised terms, you will have realised these learning outcomes:

Knowledge, understanding and abilities:

At threshold upon completion of Bachelor of Arts with honours graduate level (360 credits/180 ECTS) will:

- KU1: Understand and apply within the International Tourism and Hospitality

context, appropriate theories and concepts from management, marketing, social sciences and humanities

- KU2: Understand the issues and principles of sustainability and social responsibility in the context of International Tourism and Hospitality
- KU3: Demonstrate an awareness of the dynamic nature of International Tourism and Hospitality in contemporary societies
- KU4: Demonstrate an understanding of the nature, patterns and characteristics of tourists and tourism demands
- KU5: Demonstrate an understanding of technology and media and how these influence and change tourism and hospitality products, operations, processes and behaviours.
- KU6: Demonstrate an understanding of the ethical issues associated with the development, operation and marketing of International Tourism and Hospitality
- In addition, NB has formulated KU7: Understand and apply appropriate methodologies, tools, and technologies to collect, analyse and critically interpret a range of data within the Tourism and Hospitality context.

Cognitive Skills

At threshold upon completion of Bachelor of Arts with honours graduate level (360 credits):

- CS1: Critically reflect upon the origin, meanings and development of International Tourism and Hospitality, its Management, Marketing and Leadership
- CS2: Analyse and reflect on the different cultural concepts of International Tourism and Hospitality.
- CS3: Review and analyse the political, technological, social and economic factors which affect the International Tourism and Hospitality sectors.
- CS4: Analyse and evaluate the concepts and characteristics of International Tourism and Hospitality as an area of academic and applied study.
- CS5: Critique and challenge the definitions, nature and operations of the International Tourism and Hospitality sectors.

Subject-Specific Skills

At threshold upon completion of Bachelor of Arts with honours graduate level (360 credits) students will be able to:

- SS1: Use technical and interpersonal skills and knowledge to propose and evaluate practical and theoretical solutions to complex problems in the core areas of Tourism and Hospitality
- SS2: Develop appropriate responses to the needs and expectations of tourism and hospitality

consumers from a range of cultures.

- SS3: Evaluate the products, structures and interactions within the tourism and hospitality sectors
- SS4: Explain, assess and challenge theories of sustainability and ethics in the production and consumption of International Tourism and Hospitality
- SS5: Evaluate the contribution and impacts of tourism in social, economic, environmental, political and other terms.
- SS6: Use a wide range of sources material in investigating the International Tourism and Hospitality sectors.

Transferrable Skills:

At threshold upon completion of Bachelor of Arts with honours graduate level (360 credits):

Demonstrate a secure and highly competent ability to:

- TS1. Demonstrate the capacity to adapt quickly to new demands or situations
- TS2. Manage personal workloads efficiently and effectively, meet deadlines, and negotiate and pursue goals with others
- TS3. Constructively and effectively manage professional, personal and interpersonal issues
- TS4. Have acquired and developed appropriate information technology skills, and have considerable awareness of their application and potential within the field

Faculty Learning Outcomes

- TS5: Students will develop appropriate qualities, transferable skills & knowledge and be able to successfully articulate these to support future employment, enabling them

to demonstrate the behaviours and attitudes to exercise initiative and personal responsibility, decision- making in complex and unpredictable contexts, and the learning ability needed to undertake appropriate further training of a professional or equivalent nature.

- TS6: Students will develop and apply values, skills, knowledge and behaviours that will enable them to contribute to the development of a just, peaceful and sustainable world

2.3. Programme Structure

<u>Level 4 (Study Year 1)</u> Core modules:

Module code	Module Title	Credit Value

ITHM1001N	Introduction to Tourism and Hospitality	30
HPAU1000N	Journeys and Places	30
ITHM1003N	Strategic Management in Tourism and Hospitality	30
ITHM1004N	Marketing for Tourism and Hospitality	30

Supplementary but still mandatory modules:

NB1001 & NB1002	Theory of Science and Methodology	0
NB2001 & NB2002	Academic Skills and Employability	0
NB3001 & NB3002	ADAPT - Academic and Development Activities for Professional and Educational Training	0

Level 5 (Study Year 2) Core modules:

Module code	Module Title	Credit Value
AMAN2200N	Programming and Planning Festivals	30
ITHM2001N	Tourism, Society and Culture	30
ITHM2002N	International Tourism and Hospitality Research Visit	30
AMAN2204N	Research Methods: Dissertation	30

Supplementary but still mandatory workshops and activities:

- Module Support Sessions: Focus on assessments.
- ADAPT Sessions: include field trips, industry guest lectures and employability activities.

Level 6 (Study Year 3)

Module code	Module Title	Credit Value
ITHM3002N	Tourism and Hospitality Products: Natural, Cultural, Eco and Dark Tourism	30
ITHM3003N	Enterprise: Tourism and Hospitality Projects	30
ITHM3001N	Destination Management and Marketing	30
AMAN3100N	Dissertation	30

In the first semester of Level 6, students follow a block structure. In the second semester, students study both modules simultaneously within a semester structure. This is to ensure students have sufficient time to complete the Dissertation project.

Supplementary but still mandatory workshops and activities:

- Module Support Sessions: Focus on assessments.
- ADAPT Sessions: include field trips, industry guest lectures and employability activities.

Module Information

Detailed information on each module can be found in the module specifications (and the corresponding module handbook.

Level 4 (Year 1) Block 1: Introduction to Tourism and Hospitality

This module is designed to introduce students to the ever-growing and changing Tourism and Hospitality sectors. Students will be introduced to the theoretical foundations as well as the historical emergence of contemporary tourism and hospitality industry. A fieldtrip into the city will support some of the historical contexts related to the emergence of contemporary tourism. The module will also explore the interrelationships between the two sectors as well as their linkages to other sectors such as the arts, heritage, festivals and events and creative industries. It will also explore the current opportunities and challenges of the tourism and hospitality sectors. The module also encourages students to think critically about the definitions of tourism and hospitality. Academic skills to support the learning for the Programme such as research methods, presentation delivery, referencing and essay writing will be incorporated into this module.

The module will be assessed through a presentation (20 %) and an individually

written essay (80 %).

Level 4 (Year 1) Block 2: Journeys and Places

This module, with its focus on journeys and places, offers an opportunity to explore key concepts underpinning your programme. You will take a post-disciplinary approach, using techniques from diverse areas to address questions related to journeys and places. ITHM students attend interactive lectures and will have opportunities to apply these concepts in workshops and assessments. Themes may include journeys, spaces, and the concept of welcome; (im)mobilities and journeys through time and space; representation and imaginative geographies; gender and placemaking; belonging and place attachment; as well as themes related to sustainability and the UN's Sustainable Development Goals. In recent years, sustainability has become a focus within the travel industry. It is essential to consider sustainable methods of travel both to and from the destination and whilst touring. The concept of regenerative tourism will be part of this module and its focus on sustainability in tourism and hospitality. This module will also include a field trip to Copenhagen Airport, to consider efficiency, the planet and people. Links between hospitality, travel and tourism and global issues and frameworks such as the UNSDGs will also be explored.

The module will be assessed through a coursework (30 %) and an essay (70 %).

Level 4 (Year 1) Block 3: Strategic Management in Tourism and Hospitality

This module is an introduction to the principles of Strategic Management in the Tourism and Hospitality sectors. These include the introduction to the key concepts of business strategy in tourism and hospitality, strategic objectives and an insight into the principles of implementation of these strategies in practice, within their respective contexts of operational, human resources, financial, as well as products and markets. Principles of financial management and the role and purpose of annual reports in tourism and hospitality are also covered. As a core part of the learning, students will need to demonstrate their understanding and ability to explain and apply core strategic management concepts to practical case studies in tourism and hospitality as well as provide

an explanation into the key insights from industry annual reports, with a particular focus on demonstrating an understanding of profit and loss. This module develops the ability to understand and apply key strategic management concepts to relevant sector specific contexts. The learning on this module also supports learning for Marketing for Tourism and Hospitality, International Research Visit and Enterprise: Tourism

The module will be assessed through a report (20 %) and a case study (80 %).

Level 4 (Year 1) Block 4: Marketing for Tourism and Hospitality

This module presents the opportunity for students to explore and apply the key concepts in tourism and hospitality marketing such as marketing communication tools and strategies, integrated marketing communications, branding, marketing semiotics and semiotics of promotional materials, consumers and consumption, as well as explore the importance of digital marketing and User Generated Content (UGC) in contemporary tourism and hospitality marketing. To support the learning for this module, a range of case studies across the international tourism and hospitality sectors will be introduced including the sharing economy platforms such as Airbnb, Booking.com, and the more recent platforms such as Moonback.com and Fairbnb Coop. An emphasis on sustainability and ethics in tourism and hospitality marketing will also be incorporated in the module. Throughout this module, students will explore a variety of case studies in relation to both their marketing practice as well as engagement with sustainable and, in relevant contexts, also community-based tourism development. The module encourages students to think critically about the latest issues and challenges for tourism and hospitality within the digital age.

The module will be assessed through a report (100 %).

Level 5 (Year 2) Block 1: Programming and Planning Festivals

As the business environment becomes more complex the need increases for those wanting a career as arts managers or event managers within the tourism industry to develop management competencies which integrate different disciplines and traditions. In this module, students have the chance to develop their understanding of business and strategic planning for a one-off festival event in a 'real life' context. Collaborative activities will be included to support student learning. The core of the module is a festival case study that is used to introduce key concepts in programming and strategic planning and some management tools with which students can develop a business plan. It also addresses the principal areas of law that affect public events, and the requirements to host sustainable events, and the case study provides an in-depth understanding of accounting practice in the context of tendering and business planning for festivals and small organisational activities.

The module will be assessed through a presentation (100 %).

Level 5 (Year 2) Block 2: Tourism, Society and Culture

This module will enable students to gain an in-depth understanding of the complex relationships between tourism, society and culture. The module draws on insights from a range of relevant disciplines and fields of studies from the social sciences and humanities in its exploration of a range of relevant themes in this context suchas the history of tourism; representations people, places and cultures; popular media and visual culture(s) of tourism; consumption of places; intercultural communication; and

the fascinating relationships between heritage, tourism and identity as well as those between travel, tourism and art. The module frequently links its social science and humanities informed themes to a range of relevant concepts in tourism management and marketing, such as the concepts of destination image, overtourism and sustainability. Designed to underpin both an in-depth understanding of the multi-disciplinary field tourism studies as well as a range of potential future careers in tourism and related sectors, this module also features field trips to different cultural hubs in local cities to support an understanding of place, identity and heritage.

The module will be assessed through an essay (60 %) and a presentation (40 %).

Level 5 (Year 2) Block 3: International Tourism and Hospitality Research Visit

In this module, students develop their understanding of the needs of the traveller from the perspective of the Tourism and Hospitality sectors. The core of the module presents the opportunity for a 5-day international research visit to a European city. The assessment for this module includes primary research, enabling students to also gain an understanding of the ethical processes required for research. The assessment will be presented as a 'real-life context' to the academic team and a partner within the travel industry such as a tour operator/travel agent or general manager of a hotel.

The module will be assessed through a presentation (100 %).

Level 5 (Year 2) Block 4: Research Methods: Dissertation

The aim of this module is to connect the academic and practical elements of the International Tourism and Hospitality Management degree. Being able to carry out research is as much a fundamental requirement of being an effective manager as it is of being an academic. Through this module, students will have the opportunity to study research from an academic and applied perspective in preparation for their third-year dissertation. The module requires students to show evidence of how knowledge and understanding derived from the research methods lectures and assignments will be transferred into the research they carry out for their dissertation proposal.

The module will be assessed through a proposal (20 %) and a report (80 %).

Level 6 (Year 3) Block 1: Tourism and Hospitality Products: Natural, Cultural, Eco and Dark Tourism

Tourists visiting destinations, visitors at visitor attractions and guests in hospitality businesses are increasingly turning towards different types of niche 'products', whether this is by visiting and immersing themselves in nature and participating in nature-based or eco- tourism experiences, experiencing heritage, arts, culture and events at a destination or engaging in slow or community-based tourism which includes activities such as slow travel and spending

time with locals. This module both introduces the students to relevant theoretical concepts and provides insights to a range of case studies in different geographical contexts. The students rely on these in-depth insights to both demonstrate their theoretical understanding and create their own proposals for a new 'niche' experience designed for either visitors at a visitor attractions, tourists visiting a destination or guests in a hospitality setting. Students also have an opportunity to explore the factors which drive engagement with these tourism and hospitality niche products as well as reflect on ethical and sustainability related debates which apply to these.

The module will be assessed through an essay (50 %) and an group presentation (50 %).

Level 6 (Year 3) Block 2: Enterprise: Tourism and Hospitality Project

This module presents the opportunity for students to produce an individual business plan for either the Tourism or Hospitality sector that serves as a commercial and employability-relevant experience and synthesises existing knowledge and skills gained throughout the Programme. Students will explore gaps in the market and develop their own proposal ideas with SMART objectives. It requires students to compile a commercially viable business plan for a sustainable business that acts as a response to a societal challenge or opportunity. The final submission should also incorporate tools such as SWOT and PESTLE and will be communicated to an academic/and or industry professional.

The module will be assessed through a proposal (30 %) and a business plan (70 %).

Level 6 (Year 3) Block 3: Destination Management and Marketing

This module presents the opportunity to build on the knowledge and skills gained from earlier modules, such as Marketing for Tourism and Hospitality, and to explore Destination Management and Marketing. The module focuses on themes such as tourism planning and development, destination life cycles, as well as destination branding and image, semiotics of promotional materials and the importance of integrated marketing communications for destinations. The module also provides an insight into the role of relevant organisations, such as National Tourism Organisations (NTOs) and Destination Management Organisations (DMOs), in both managing and marketing destinations. Through a reliance on a wide range of destinations and official tourism promotional campaigns, such as Amsterdam and IAMsterdam and Slovenia and I Feel sLOVEnia, the module will also highlight the relationships between tourism strategies and/or masterplans at destination level and their official tourism marketing campaigns. Through an understanding of the role and importance of DMOs for not only tourism and hospitality but also related sectors such cultural, heritage, leisure, festivals and events and creative industries, students will develop an in-depth understanding of destination management and marketing alongside skills such as critical thinking, teamworking, visual communication and presentation.

The module will be assessed through a group presentation (50 %) and an infographic

and report (50 %).

Level 6 (Year 3) Block 4: Dissertation

Dissertation: The dissertation aims to offer students the opportunity to explore in some depth a topic of their own choice, in which they will need to demonstrate competence in the extended application of a selected part of the methodology of the subject. It aims to develop competence in self-managed study and to deepen the student's awareness of the value of in-depth research.

The module will be assessed through a 7000 words Dissertation (100%)

Academic Skills and Employability (non-credited)

This module, which runs at Level 4, was built on the Academic Workshops module previously offered in conjunction with the BA (Hons) Business Management programme. The Academic Workshops module is an opportunity for students to acquire and develop academic knowledge skills that will support their entire Bachelor studies and final dissertation. This module requires active learning and practice of basic academic skills related to conducting library searches and literature research on a topic, writing an academic assignment and delivering oral presentations.

In the future, academic skills and employability will be incorporated into a series of workshops and activities that support students' career options and make their skills and competencies (both academic and personal) attractive to employers.

Theories of Science (non-credited)

The module, which runs at level 4, lays a foundation for Level 5 Research Methods and Level 6 Dissertation module. The module is structured as a year-long introduction to tourism and hospitality management methodologies. During the course, the student will be familiarised with a range of qualitative and quantitative tourism- and hospitality-specific research approaches and with handling big data, pairing each session with illustrative, hands-on cases. This prepares students well for the Level 5 Research Methods module and allows them to dive deeper into research methodologies and design.

Workshops and Activities

1. ADAPT- Academic and development activities for professional training

The ADAPT module runs over 3 years from level 4-6 and integrates academic learning with practical and professional skill development, enhancing both theoretical understanding and practical competencies, offering the student a well-rounded

educational experience. It supports learners in acquiring qualifications that are aligned with industry standards and academic benchmarks. Activities will include such as e.g. site visits, expert lectures, hands-on training and etiquette workshops, and leadership training equipping students to excel both at university level and in their personal future careers.

2. Module Support Sessions – Academic Support for Students in preparation of the assessments

Module Support Sessions provide structured academic support for students in preparation for their assessments. These sessions offer guidance on assessment requirements, academic expectations, and key module content, while providing opportunities to ask questions, clarify understanding, and receive feedback. The aim is to support student learning, build confidence, and promote successful engagement with assessments across the programme.

3: Communication

3.1 Key Staff Contacts

Address: De Montfort University programmes at Niels Brock Copenhagen Business College, Skt. Petri Passage 1, DK-1165 Copenhagen K, Denmark

At Niels Brock Copenhagen Business College, key contacts are:

- **Dong Hoang**, Dean of Academic Affairs and Interim Deputy Vice-Chancellor. M: (+45) 22192621; E: dth@nielsbrock.dk
- **Christina Hansen,** Head of Students Service; M: 23214624; E: chh@nielsbrock.dk

The team of administrators is pleased to support you. They are located in room S-010 – S-014 on the ground floor, at Sankt Petri Passage 1, 1165 Kbh K. Their opening hours are 8-15.30, Fridays 8-14. E: international@nielsbrock.dk.

The best way to contact members of staff is via email. If you wish to have a meeting with a member of the team, you can make use of their advice and feedback tutorial times (also sometimes called 'office hours').

Your first port of call if you are experiencing personal issues that are affecting your studies is your module tutor. However, your tutor is not a trained counsellor, and they may point you to more specific support. Also, if you need support on matters concerning life on campus, please contact the Student Counsellors at ssu@nielsbrock.dk or go see them in room S025.

Their opening hours are:

Monday	9:00 – 15:30

Tuesday	9:00 – 14:00
Wednesday	9:00 - 15:30
Thursday	9:00 - 15:30
Friday	9:00 - 14:00
Email:	*ssu@nielsbrock.dk*

4: University Regulations and Policies

4.1 Niels Brock Regulations and Policies

It is Niels Brock policy that our work and everyday activities are based on these 4 values.

- Respect
- Development
- Excellence
- Professionalism

We strive to incorporate these values into our daily work and hope to see them exemplified in numerous ways. The values are designed to ensure your stay at Niels Brock is a positive and wonderful experience.

Respect

Every student and staff at Niels Brock are treated with respect and we address each other politely. We ensure that students know where to obtain relevant information (whether written, oral, or personal). We encourage you as a student to arrange approved ways of communication with your lecturers. Unless marked "confidential" all information regarding the normal administration of the programme is considered as public domain.

If special arrangements have not been agreed on, please adhere to normal working hours when contacting lecturers, either via e-mail or phone. The working hours are Mon-Friday 9a.m.-4 p.m. Administrative staff and management have specific office hours which should be respected.

Development

It goes without saying that things can always be improved. Therefore, the BA (Hons) International Tourism and Hospitality Management Programme has Monthly Meetings between student representatives, representatives of the programme management and teaching faculty. You have ample opportunity to influence and improve the Programme at these meetings by bringing our attention to issues that can be improved and making suggestions to new ways and ideas. Minutes of the

meetings and notes of action taken are reported back to students, staff and management representatives.

Excellence

Niels Brock wants to be the best at what we do including delivering the best BA (Hons) International Tourism and Hospitality Management Programme to you. This is done inter alia by ensuring that we adhere to De Montfort University policies and British and Danish quality assurance initiatives.

Professionalism

Every aspect of your time at Niels Brock should be met by friendly and professional attitude. We therefore strive to provide you with the best lecturers/tutors, communicate timely and competently and ensure that your work is treated professionally. Please consult your Module Guides for further specific information regarding submission and feedback policies.

Niels Brock Copenhagen Business College has specific regulations in place which are available on our website: **https://copenhagenbusinesscollege.com/**

4.2 DMU Regulations and Policies

It is University Policy that:

- a student is entitled to the fullest information possible about his/her academic and personal development
- there should be someone who can, if necessary, draw the attention of the Assessment Board to any problems that have arisen, and which need to be taken into account in any assessment

The University views the establishment of a rapport between students and staff as fundamental, enabling information to be exchanged and appropriate counsel to be given. Individual support in academic departments is not an alternative to Student Counselling or other student services, but rather as an academic working relationship in which the tutor does not look for problems but should be in a position to identify them and enable the student to seek appropriate help.

As you are undertaking a DMU award, DMU's regulations will also apply to your study. When you register as a student you agree to follow these regulations. These regulations are divided into two areas: 'General Regulations' and 'Academic Regulations':

General Regulations explain how decisions are made in areas such as:

- Academic appeals
- Academic Offences and Bad Academic Practice
- Student disciplinary issues

- Attendance and Absence policies

Academic Regulations set out the rules on assessment, progression, and award standards. These regulations enable DMU to ensure its academic standards are appropriate and that all students are treated consistently and equitably.

If you have any questions about these regulations, you should speak to your tutor in the first instance.

- General regulations and policies
- Academic regulations and information on assessment boards, this includes regulations on failed modules and reassessments
- Assessment and feedback policy
- Student complaints
- Academic integrity (containing bad academic practice and academic offences)
- Appeals
- Deferrals
- Extensions
- Leave of absence
- Higher Education Achievement Report (HEAR) report, this is your official academic transcript and is an on-line document

4.3 Attendance

You are expected to attend all timetabled sessions. Please note that you will be recorded as absent if you do not attend timetabled activities, regardless of the reasons. The school will check your attendance record regularly.

- If you have more than 20% absence, you will receive a warning notification on your email.
- If you have more than 30% absence, you will be informed that you must attend an absence hearing by SSU. At the hearing, you will be asked to explain why your absence is too high, and SSU will make a decision about your future at Niels Brock.
- If you have more than 50% absence, you will be terminated without the opportunity for a hearing.

If you are ill for up to three consecutive days, you do not need to contact anyone. However, in cases of illness beyond three consecutive days, please report the illness to the Student Support Unit at ssu@nielsbrock.dk clearly stating your full name and your P-number. Acceptable evidence is required (Certificate from your Danish GP).

Please note that the Course Calendar offers study breaks according to UK/Danish academic traditions. Students seeking extended periods of absence must consult with the Student Support

Unit, ssu@nielsbrock.dk before taking leave. SSU will review individual extenuating circumstances.

Extenuating circumstances are situations that significantly hinder a student's ability to manage their academic responsibilities. These include disabilities or chronic health conditions, severe mental health issues affecting academic performance, legal obligations like court appearances, serious illnesses or injuries necessitating hospitalization or medical treatment, and family emergencies such as sudden illness or death of a close family member. Please note that evidence is required for each of these cases, and it must be provided by qualified professionals such as doctors or specialists.

Non-extenuating circumstances are typically considered part of a student's personal life and are not generally valid reasons for requesting special accommodations or extensions. Examples include attending social events like weddings, birthday parties or concerts, taking vacations or traveling for leisure purposes, participating in extracurricular activities such as sports tournaments or club events, volunteering for community service or charity events, personal commitments like family gatherings or reunions, part-time employment, attending cultural or religious events, and participating in recreational hobbies or leisure activities. Please note that leave will not be granted for any of the cases mentioned above.

Poor attendance may result in low marks or even failing grades, as attendance and performance in assessments are closely linked.

Attendance is referenced in the Learning Agreement.

Also see the DMU General Regulations affecting students. Further details are included within Chapter One: DMU General Regulations: Chapter 1

Fees and Payments

Non-payment will terminate your studies with immediate effect and immigration will be notified.

Also see the DMU General Regulations affecting students. Further details are included within Chapter One: DMU General Regulations: Chapter 1

4.4 Complaints

Your first port of call for advice and support should be Student Support Unit at ssu@nielsbrock.dk . It is our intention to address your concerns and queries as quickly and efficiently as possible.

If you are unhappy about the advice you have received or have encountered any

difficulties in obtaining advice and guidance, you should put these in writing and forward this explanation to the Dean of Academic Affairs.

The Dean will consult with appropriate colleagues and respond to you in 2 working days during term time (a longer response period may be required outside term time to account for staff holidays).

Any complaint will remain confidential unless it is felt that there is an issue of health and safety.

4.5 Academic appeals

You have the right to appeal, on specified grounds only, for reconsideration of the decision of any assessment board.

More information can be found here:

https://www.dmu.ac.uk/current-students/student-support/exams-deferrals-regulations-policies/student-regulations-and-policies/academic-appeals.aspx

General Regulations and Procedures Affecting Students – Chapter 8 'Rights of Appeal':

DMU General Regulations: Chapter 8

4.6 Student Charter

De Montfort University has developed a Student Charter setting out commitments from the University to students, from students to the University, and from the Students' Union to students.

The charter will be updated on a yearly basis, and is a guide to your responsibilities at DMU, and will help explain what the university should do for you.

http://www.dmu.ac.uk/dmu-students/student-resources/student-charter/student-charter.aspx

4.7 Higher Education Achievement Report (HEAR)

When you graduate, as well as being issued with a degree certificate, you will be given access to your HEAR. This online document details your module results, alongside any extra achievements such as internships, volunteering or student representative roles. This essential document is a great resource to support you in any future job applications.

Visit the DMU web page for more information on the HEAR:

http://www.dmu.ac.uk/dmu-students/your-dmu-experience/hear/higher-education-achievement-report-(hear).aspx

5: Management of the Programme

As a student, you will only see your programme from *your* own perspective, but what follows is a very brief introduction to the management of your studies.

5.1 Programme Management Boards

Your programme is managed by a Board comprising members of the academic staff team (mainly the programme/subject and module leaders for a particular subject area), staff from DMU, and External Examiners (usually experienced academics from other Universities).

Programme Boards are subject or department-based meetings. They comprise members of academic staff (mainly the programme and module leaders for a particular subject area), staff from central university departments such as Student Academic Services and External Examiners (academics from other universities who moderate students' work once it has been marked by DMU staff).

Programme Boards (in **Assessment** mode) – these Boards usually meet four times a year, June, September, January and April to look at students results and assess whether they meet the university and programme regulations allowing them to **progress** to the next year of study or achieve their **final award**.

Once the Board has met (including External Examiners), results are deemed to have been approved or ratified. They are then released to students on a specified date via MyDMU.

For final year students who successfully complete their course, their Higher Education Achievement Report (HEAR) will follow soon after the results are released.

Programme Boards (in Management mode) – these Boards meet several times a year to discuss any issues affecting the programmes and modules within the subject area of the Board,

e.g. student performance overall on a module or programme, changes of curriculum or assessment, new programme proposals etc.

Student representatives are invited to some of these meetings to discuss any issues of concern to students.

5.2 External Examiners

Each programme has at least one External Examiner who is not part of DMU teaching staff

but from another Higher Education institution. Their role is to assure academic standards on the programme and to ensure that students are receiving the best possible learning experience. The External Examiner acts as an independent and impartial adviser. They ensure that awards granted by the university are comparable in standard to those of other higher education institutions, that national subject threshold standards are complied with, and that the treatment of students is equitable and fair.

The External Examiner for this Programme is:

Name: Prof Sally Everett Substantive employer (if appropriate): King's College London

Note: The details provided relating to External Examiners are for information only. You must not contact External Examiners directly, nor with respect to your individual performance in assessments.

6: IT Resources

6.1 Email

Niels Brock email

Niels Brock Copenhagen Business College provides an email account to all students throughout their time at the college. The email can be accessed using a web browser from anywhere with an internet connection.

All students get a Niels Brock email account. Your Niels Brock email is in the format "username"@edu.nielsbrock.dk.

Note that all email from the Niels Brock administration and lecturers will be sent to your @edu.nielsbrock.dk account. It is expected that you check your Niels Brock email account daily for urgent issues. We are not able to use personal email accounts.

Please note that your Niels Brock email account will be active only 3 months after the end of the programme.

DMU email

DMU provides an email account to all students throughout their studies. It is a free service that employs a web interface so it can be used from any computer or mobile device with a web browser and internet connection.

Your student email is in the format: **Pnumber@my365.dmu.ac.uk**

e.g. P1234567@my365.dmu.ac.uk

This email service is the official electronic communication system between the university and students. Therefore, students should regularly sign in to their accounts to check for

messages.

Note that **all emails from the University will always be sent to your DMU student email address** (not your personal/private email address). It is your responsibility to check your email regularly and respond to emails from the University. Further information about the email system and the protocols for the appropriate use of email can be found on the DMU website.

6.2 MyDMU

MyDMU is your personalised student information portal and mobile app designed to support you while you study. It provides you with the latest university information and access to your online course materials. MyDMU allows you to view your personal information (e.g. name, date-of-birth and address) that the university currently holds, the modules that you are enrolled on and, at certain times of the year, your assessment results.

Access MyDMU using your web browser: https://my.dmu.ac.uk

Login using your DMU username and password

If you have any problems accessing your DMU account, please contact IT support: itmsservicedesk@dmu.ac.uk

https://www.dmu.ac.uk/about-dmu/professional-services/information-technology-and-media-services/service-desk.aspx

6.3 Virtual Learning Environment (VLE) - MitNielsBrock

MitNielsBrock

MitNielsBrock will provide you with access to the local Virtual Learning Environment. Your lecturer will upload all relevant material concerning the module to this platform and you will have access to MitNielsBrock through the internet. All relevant information from the Copenhagen administration will also be uploaded to Moodle.

Each module has its own shell and through these you will be able to access module learning content for your programme and participate in discussion forums relating to your module. You will also be able to access your module resource list (or reading list) which highlights key reading materials and resources. You will also be able to view your assignments and find guidance for submitting assignments online using Turnitin, a software which checks your work for originality.

To find MitNielsBrock go to: https://www.mitnielsbrock.dk/login/index.php

LearningZone

LearningZone is DMU's Virtual Learning Environment (VLE). It is used to support learning and teaching activities and provides access to your programme online learning materials.

Each module has its own shell and through these you will be able to access module learning content for your programme, including lecture recordings using DMU Replay, and participate in discussion forums relating to your module. You will also be able to access your module resource list (or reading list) which highlights key reading materials and resources. You will also be able to view your assignments and find guidance for submitting assignments online using Turnitin, a software which checks your work for originality.

There are online guides available in LearningZone under the 'Student Support' tab.

LearningZone access and login

Go to http://learningzone.dmu.ac.uk OR Select the LearningZone tile in MyDMU

Login using your DMU username and password.

Please be aware that when you complete your course and are no longer enrolled as a student at DMU and NB you will not be able to access Moodle, MyDMU, Learning Zone, NB student email and file storage.

7: Library Services

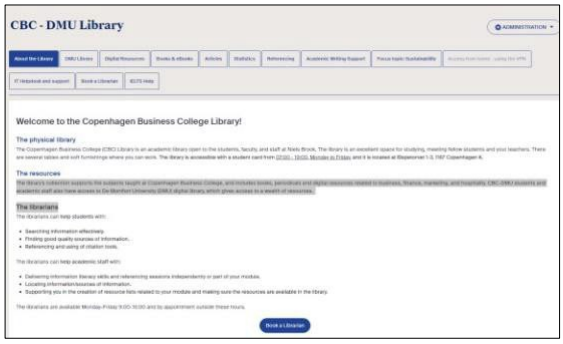
7.1 Introduction to Niels Brock Copenhagen Business College Library Services

The Copenhagen Business College, Niels Brock Library (CBC Library) is an academic library open to the students, faculty, and staff at Niels Brock. The library is an excellent space for studying, meeting fellow students and your teachers. There are several tables and soft furnishings where you can work. The library is accessible with a student card from 07:00 - 19:00, Monday to Friday, and it is located at Sankt Petri Passage 1, 1165 Copenhagen K.

The library's collection supports the subjects taught at Niels Brock and includes books, periodicals and digital resources related to those subjects. Students can borrow up to 10 books at a time for a period of one month.

All mandatory titles are available in the library. Most recommended readings are available in the library, or digitally through the De Montfort University Library. They can also be obtained through the Danish public library system.

Access to all resources, including additional databases and helpful information on referencing and academic writing can be found on CBC-DMU library on Moodle page.



The librarians can help students with searching information effectively, finding quality sources of information and referencing. The librarians are available Monday-Friday 9:00-15:00 and by appointment, if outside these hours. Appointments can be made on CBC-DMU Library Moodle page: Book a Librarian

7.2 Introduction to DMU Library and Learning Services

The DMU Directorate of Library and Learning Services (LLS) supports the learning, teaching and research activities of DMU providing high quality resources, learning spaces and learning and academic skills development.

See the dedicated library webpage for partner students that outlines how you can access online information and support: https://library.dmu.ac.uk/partnerportal

Contact us

Contact us via justask@dmu.ac.uk.

Resources

Your home institution will provide you with the key resources that you will need for your assignments, such as books, journal articles and other material. However, you will also have access to the physical library at DMU and online books and journals where our licences allow for access.

Accessing online material

Your **single sign-on** username and password allows access to library and university functions, including: DMU student email account; LearningZone VLE (if applicable);

computing services; and e-books, e-journals and databases where our licences permit usage. Your username is your university ID card 'P' number. You will initially login with a default password. We recommend for security reasons that you change this password for future access.

Databases and e-book collections that DMU can provide can be accessed from the relevant partner students libguide: https://library.dmu.ac.uk/partnerportal

See the libraries tab of the Partner Students Library Webpage for more information.

Learning and Academic Skills online guides

DMU provides a number of online guides and tutorials that can help you with academic skills, such as Critical Thinking, Academic Writing, Referencing, Maths and Statistics. These can be accessed from the Support and Guidance tab of our Partner Students Webpage. Here, you'll also find links to online workshops that you can join or watch a recording.

Library and University Regulations

Use of the library comes with some simple rules for everyone's benefit. Full library regulations are available at https://library.dmu.ac.uk/LLSRegs/home. Failure to comply with library or university regulations may result in disciplinary action.

8: Assessment

8.1 Introduction

Each module has different methods of assessment related to what you are expected to learn (learning outcomes) on that particular module. This means that you should see a clear relationship between the learning outcomes in your module outline (which should be handed to you by the module leader in your first class) and the assessment task you are being asked to do.

Assessment comes in three main forms:

- ✓ **Diagnostic** assessment allows you and your tutors to see your strengths and weaknesses so you can focus your efforts more effectively (e.g. your tutor may ask you to complete a task in class which you can then 'mark' yourself and see where your strengths and areas for focus lie).
- ✓ **Formative** assessment allows your tutors to give you feedback which you can use to improve (e.g. you may be asked to write a report for one of your earlier assignments). You will be a given a mark and feedback for this which you can then use to improve your report writing in a later assignment or exam question).
- ✓ **Summative** assessment in which your grade or mark counts towards your

overall profile and final degree (e.g. an exam at the end of a module).

Most assignment tasks will use two of these forms of assessment.

- For each assignment, you will normally be provided with a written assignment brief and an oral briefing from the tutor. Assignment Briefs will vary but may include:
- Aims of the assignment.
- Learning outcomes for the assignment.
- Timetable and programme of work, including submission deadline.
- Marking criteria, i.e. how your work will be graded.
- References and source material – to help you complete your assignments.

Following the assignment brief carefully helps to ensure that you achieve the best mark possible. The **assignment brief** and **marking criteria** are there to help you **gain marks**. Once the work has been marked, depending on the type of work, your tutor will normally give you written **feedback** based on the assignment criteria. This feedback should be used to help you in subsequent assignments.

8.1 Assessment Methods

Modules are assessed in many different ways but here are some of the most common methods of assessment:

Essay – a written assignment based on a set question (or choice of questions) with a word limit.

Report – a structured assignment using headings and sub-headings used to look at a particular problem or issue and make recommendations within a word limit. This could be an individual piece of work or group work.

Exam – a formal test to assess knowledge within a time limit and silent conditions. Exams can be closed book (i.e. no material is allowed to be taken in) or open book (specific texts are allowed).

Phase Test – a shorter test (usually multi-choice or short answers) which takes place under exam conditions.

Reflection – a written piece of work where students are asked to reflect on their development and experience and what they have learned from it.

Presentation – this can be in groups or done individually and usually takes place in a classroom or lecture theatre using visual aids such as PowerPoint.

8.2 Anonymous Marking

The University has a policy of anonymous marking of assessed work wherever possible. In the Faculty of Business and Law work is normally marked anonymously with the exception of some types of assessment which are exempt due to their nature, or the type of feedback required. Examples may include:

- Oral presentations.
- Formative assessments that subsequently become summative.
- Assignments where the student, or group of students, are given an individual topic and might interact with their tutor prior to submission.
- Projects and dissertations.

Please note that other exemptions may exist. Please see individual module handbooks for details.

8.3 How to submit assessments

Coursework should be handed in in accordance with instruction given by your Niels Brock module lecturer/tutor.

Students are asked to note that the Niels Brock Copenhagen Campus deadline for submission of all coursework (Turnitin copy) is 12-noon on the designated day – unless otherwise stated.

Any work submitted after the deadline will be marked as late according to the current Academic regulations section 2.14 through 2.18. These state

- If an assessment is submitted later than the deadline without an approved extension or deferral the mark received will be capped.
- If an assessment is submitted up to 24 hours past the deadline for submission, the mark for the work will be capped at the pass mark of 40 per cent.
- If an assessment is submitted more than 24 hours late the work will receive a mark of zero per cent.
- The above applies to a student's first attempt at the assessment. If work submitted as a reassessment of a previously failed assessment task is submitted later than the deadline the work will immediately be given a mark of zero per cent.

- If an assessment which is marked as pass/fail rather than given a percentage mark is submitted later than the deadline, the work will immediately be marked as a fail.

Students must submit an electronic copy of each piece of coursework to LearningZone (Turnitin) on the designated day. The electronic copy will be marked and checked for possible plagiarism.

Once a piece of work has been submitted, it will not be possible for students to ask for it to be handed back in order to make modifications.

Turnitin

Turnitin (available via LearningZone) is a text-matching tool used for plagiarism detection to which you will be introduced during your academic study. It is a web-based plagiarism detection tool widely used in UK universities and schools/ colleges. It searches the current

and archived internet documents, papers submitted by other students, and identifies any similarities between texts. Refer to Chapter 4, Section 3 of the General Regulations and Procedures Affecting Students for more information on plagiarism. The aim of using this software is to deter plagiarism, rather than to detect it and punish you.

8.4 Assessment criteria and mark descriptors

When marking your work, your tutors use a set of assessment criteria against which each piece of work is assessed. Assessment criteria are usually stated with the assessment brief and are directly related to the learning outcomes for the module.

In assigning a mark to your work, tutors use mark descriptors which are the university's framework for assessment. The final mark awarded to a piece of work will be informed by how it corresponds to these mark descriptors.

Mark descriptors for both undergraduate and postgraduate study can be found below and in the DMU Assessment and Feedback Policy: Assessment and Feedback Policy

Modules are marked on a range of 0-100%. Mark descriptors are given in the table below.

A mark below 40% indicates a Fail grade (the shaded boxes).

Mark Range	Criteria
90-100% **First class honours Distinction**	• Responds to all of the assessment criteria for the task. • Displays exceptional degree of originality. • Exceptional analytical, problem-solving and/or creative skills. • No fault can be found with the work other than very minor errors, for example minor typographical issues.
80-89% **First class honours Distinction**	• Responds to all of the assessment criteria for the task. • Work of outstanding quality, evidenced by an ability to engage critically and analytically with source material. • Likely to exhibit independent lines of argument. • Highly original and/or creative responses. • Extremely wide range of relevant sources used where appropriate.
70-79% **First class honours Distinction**	• Responds to all of the assessment criteria for the task. • An extremely, well developed response showing clear knowledge and the ability to interpret and/or apply that knowledge. • An authoritative grasp of the subject, significant originality and insight, • Significant evidence of ability to sustain an argument, to think analytically, critically and/or creatively and to synthesise material. • Evidence of extensive study, appropriate to task.

60-69% **Upper second class honours (2:1)** **Merit**	• Responds to most of the assessment criteria for the task. • A detailed response demonstrating a thorough grasp of theory, understanding of concepts, principles, methodology and content. • Clear evidence of insight and critical judgement in selecting, ordering and analysing content. • Demonstrates ability to synthesise material, to construct responses and demonstrate creative skills which reveal insight and may offer some originality. • Draws on an appropriate range of properly referenced sources.
50-59% **Lower second class honours (2:2)** **Pass**	• Responds to most of the assessment criteria for the task. • An effective response demonstrating evidence of a clear grasp of relevant material, principles and key concepts • An ability to construct and organise arguments. • Some degree of critical analysis, insight and creativity. • Demonstrating some conceptual ability, critical analysis and a degree of insight. • Accurate, clearly written/presented.
40-49% **Third class honours Pass**	• Overall insufficient response to the assessment criteria. • A weak response, which, while addressing some elements of the task, contains significant gaps and inaccuracies. • Indicates an answer that shows only weakly developed elements of understanding and/or other skills appropriate to the task. • May contain weaknesses in presentation that constitute a significant obstacle in communicating meaning to the assessor.
30-39% **Fail**	• Overall insufficient response to the assessment criteria. • A poor response, which falls substantially short of achieving the learning outcomes. • Demonstrates little knowledge and/or other skills appropriate to the task. • Little evidence of argument and/or coherent use of material.
20-29% **Fail**	• Overall insufficient response to the assessment criteria. • A very poor response demonstrating few relevant facts. • Displays only isolated or no knowledge and/or other skills appropriate to the task. Little adherence to the task.
10-19% **Fail**	• Overall insufficient response to the assessment criteria. • Displays virtually no knowledge and/or other skills appropriate to the task. The work is inappropriate for the assessment task given.
0-9% **Fail**	• Overall insufficient response to the assessment criteria. • A weak response, which, while addressing some elements of the task, contains significant gaps and inaccuracies. • Indicates an answer that shows only weakly developed elements of understanding and/or other skills appropriate to the task. • May contain weaknesses in presentation that constitute a significant obstacle in communicating meaning to the assessor.

8.4.1 Degree Classification Explained

Honours degrees (BA/BSc/LLB Hons) are awarded final overall grades known as classifications. You often hear them referred to as 2(ii), 2(i), etc. This means:

1st = first class honours degree

2:1 = upper second-class honours degree

2:2= lower second-class honours degree

3rd = third class honours degree

A degree without honours can sometimes be awarded when students can no longer achieve the 360 credits needed for an honours degree. This is referred to as BA or BSc or LLB rather than BA (Hons) and BSc (Hons) and LLB (Hons).

To find out how honours degrees are calculated, go to the Award Regulations chapter of the Handbook and Regulations for Undergraduate Awards

8.5 Assessment feedback

We are committed to ensuring that all students receive appropriate feedback on their assessed work. Feedback can help you improve your future performance. When you receive assignment feedback from your tutor, you will find a summary assessment of your work, which you should read together with the annotations made on the assignment itself.

These comments are intended to help you recognise your own strengths as well as identify any weaknesses. Please take these comments seriously and act upon any suggestions. You should also make an appointment to see the module tutor if you are unclear about written comments made on your work, or if you have any concerns about your progress on a module.

You can expect to receive your mark and feedback within **15 working days** of the submission deadline. Where possible, tutors will endeavour to return the work sooner.

You can view the University's full Assessment and Feedback Policy here: DMU Assessment and Feedback Policy

8.6 Deadline extensions, deferrals and leave of absence

Sometimes students are unable to meet assessment deadlines due to unforeseen

circumstances, or have significant personal or medical issues which mean that they would benefit from some time away from their studies. New students may also experience initial difficulties settling into university life.

The university offers several options for students in such situations. You should request further information from the partner institution in the first instance. Chapter 5 of the Student Regulations explains more.

Decisions on students' options should be taken in discussion with the relevant academic staff and requests for deferrals or interruptions will require supporting evidence.

8.7 Failed modules and reassessment opportunities

If you fail a module, you may not meet the progression or award requirements for your level. If this is the case and you have sufficient reassessment opportunity, you may be required to retrieve the failure in order to progress or obtain an award. This is known as a **reassessment.**

Reassessment advice will be sent to you following the release of results. You should seek advice regarding failed modules and reassessment opportunities from the SSU in the first instance.

For more information on reassessment, see Section 2 of the Academic Regulations.

8.8 Bad Academic Practice / Plagiarism

Always be clear to distinguish between when you are writing about your own ideas and when you are drawing from those of other people. Failure to acknowledge the work of others is plagiarism (which is to present somebody else's ideas and written text as your own) and is a disciplinary offence.

If you are suspected of committing an academic offence you will be called to a meeting with an academic practice officer (APO). The role of the APO is to advise on how to prevent bad academic practice and academic offences and to deal with serious cases.

You have the right to be accompanied by a member of the Students' Union, university staff or your family but not normally a solicitor or barrister acting in a professional capacity. If you prefer, you can make a written statement instead of attending the meeting.

At the meeting, the APO will discuss the alleged offence with you. The APO may also suggest further training or remedial work. If the APO considers you guilty, they will impose an appropriate penalty.

If your offence is a third offence or is otherwise deemed serious it will be referred to a

panel. For more information visit the following information on the DMU website:

Bad academic practice and the importance of referencing:

https://www.dmu.ac.uk/current-students/student-support/exams-deferrals-regulations-policies/student-regulations-and-policies/bad-academic-practice.aspx

General Regulations and Procedures Affecting Students – Chapter 4: Student regulations and policies

8.9 Referencing

As you research and write your assignments, you will rely on information, ideas and facts of others to support, evidence and illustrate your work. In so doing you must acknowledge these sources by using a system of referencing within your work. Otherwise, you will face the risk of a charge of plagiarism (which is defined by the university as the significant use by a student of other people's work and the submission of it as though it were his or her own).

Referencing can seem complicated at first but, with practice and adherence to the designated referencing style, it is a good habit which can be achieved fairly quickly. There is support to help you to reference effectively.

This programme uses Harvard (Cite Them Right) as the referencing style.

Support and guidance about good academic practice can be found via the following links: Referencing support: https://library.dmu.ac.uk/refguide.

- Some areas of this site may require you to login with your single sign-on username and password.

RefWorks Guide: https://library.dmu.ac.uk/refworksguide

- RefWorks is a tool that enables you to store your references in one place and to automatically create a reference list or bibliography at the end of your document. We highly recommend you complete the online eLearning tutorial at https://library.dmu.ac.uk/newref before you begin.

9. Learning Agreement

The main purpose of the Learning Agreement is to formalise the agreement between the course participant, the course tutors, and the Business College/Niels Brock – all of whom have an active involvement in the learning process.

You have been personally selected to take part in this programme because of your aptitude, qualifications and employment experience. We would like you to get as much out of the learning opportunities presented by this programme as possible. You may find the following points helpful to note at the outset of the programme.

Tutors

- Tutors undertake to present learning material and learning sessions in their specialist areas. They will, depending on the topic area, either relate directly to practical situations and/or invite you to apply relevant concepts and models to your everyday work experience or case study material. All tutors are highly experienced in their respective fields and will use a variety of learning methods.
- Tutors will assess assignments and return work with feedback comments by the dates agreed if it has been submitted on time.
  - Participants may contact any member of the course team via e-mail. It is part of the Learning Agreement that participants manage this contact appropriately.
  - Tutors will be contactable and will deal with e-mails from participants during normal office hours. They will "post" general messages on a participant network (e.g., LearningZone/Moodle)
  - Tutors will not respond to "high volume" e-mails – for example, draft reports, chapters of reports or final assignments delivered in electronic format.
  - Tutors will respond to, or acknowledge, messages within two working days. If they are going to be out of contact, they will place an out of office message on their e-mail and inform the Programme Administrator of their absence.
  - Tutors retain the right to terminate protracted and unproductive exchange of e-mails.
  - Participants should endeavour to contact the relevant member of the course team in the first instance. If they receive no reply within two working days, they should contact the Dean of Academic Affairs who will seek to arrange a firm consultation time with the tutor.

Participants

- Participants are expected to attend all learning sessions of the programme
- Participants are expected to complete preparatory work and be prepared to actively contribute to learning sessions.
- Participants undertake to submit assignments by the due dates unless there are extenuating circumstances. If there are exceptional and extenuating circumstances they should contact the Dean of Academic Affairs as soon as possible. N.B. Pressure of academic work will not normally be accepted as an extenuating circumstance.

DMU is strongly committed to this programme and will seek to offer participants maximum support and assistance. However, it must be stressed that at this level of education the emphasis is on self- managed learning. It is the participant's responsibility

to adhere to the programme schedule of attendance, assignment submission dates and to accept responsibility for their own actions.

10: The Student Voice

10.1 Student Representation

The student representation system aims to ensure that all students have the opportunity to provide feedback on their educational experience and is one of the many ways in which the university engages with its students. The role of student representatives is to gather feedback from peers and report this to academic staff through formal and informal meetings.

The student representation system in place is as follows:

Programme feedback meetings are held as formal monthly meetings between student representatives and programme staff at Niels Brock. Minutes of the meeting are placed on the Niels Brock Moodle electronic learning platform and appropriate steps taken to remedy/improve the situation reported.

The outcome/status is reported back to the student representatives at the next monthly meeting at the latest.

Feedback to students from staff on their progression is made in accordance with provision given in each particular Module Guide. Special feedback forms may be employed.

Student feedback about modules is obtained using De Montfort University module evaluation forms at the end of the course.

Informal feedback by students to any member of staff is always welcomed as a more immediate method of communicating about the modules or the entire programme of study.

Further information on student representation is available from De Montfort Students' Union at: https://www.demontfortsu.com/ or via the Department of Academic Quality at: http://www.dmu.ac.uk/about-dmu/quality-management-and-policy/academic-quality/student-voice/student-representation.aspx

10.2 DSU (De Montfort Students' Union)

DSU (De Montfort Students' Union) is based in the Leicester Campus Centre.

DSU is a student led and student focused organisation. It aims to represent, inspire and involve its members to enhance the University experience.

10.3 DMU Student Charter

The aim of this Charter is to achieve continuous improvement in teaching and learning

in an environment where staff and students work together to maximise learning opportunities.

The Charter sets out the rights and responsibilities of staff, students and De Montfort Students' Union.

(DSU). In order to be effective, it is important that everyone reads the Charter carefully and refers to it throughout the programme of study.

Please read the **full version of the Charter** at http://www.dmu.ac.uk/dmu-students/student-resources/student-charter/student-charter.aspx. It should be read in conjunction with **Student Rights and Responsibilities** at http://www.dmu.ac.uk/about-dmu/quality-management-and- policy/students/student-rights-and-responsibilities.aspx and any additional protocols that are also adopted by relevant Programme Assessment Boards (PABs).

10.4 Student surveys

A variety of mechanisms are used to gather student feedback, including questionnaires and surveys. These are conducted both internally within De Montfort University (DMU), by Niels Brock, and externally across the higher education sector.

Surveys may include:

- University Student Survey
- Module and programme level feedback
- Student Experience Tracker
- Well-being Survey

11: Student Support

11.1 Student Registration

You are registered as a full-time student at De Montfort University and Niels Brock. Student registration takes place online either prior or during induction. Please note that failing to register means that you are not meeting the criteria for staying in Denmark.

You may contact the Programme Administrators at international@nielsbrock.dk for help, advice and support on a range of issues, including:

- Admission Tuition fee.
- Enrolment, student visa and student cards Calendar/Timetable
- Exam schedules
- Graduation ceremony

11.2 DMU Programme Office

The De Montfort University Programme Office at Niels Brock is located on the ground floor of Sankt Petri building. The primary function of the office is to take care of programme management and administration but also to provide advice on a wide range of student issues.

In short, we should be your first port of call if you require any help or advice; if we are not able to help you, we will know who can!

11.3 Opening hours are found at copenhagenbusinesscollege.com

Please note that coursework is to be handed in to the module lecturer/tutor in accordance with instructions provided in your module guide.

11.4 Teaching and Learning facilities

All De Montfort University Programmes at Niels Brock Copenhagen Business College are accommodated in the Sankt Petri building at Sankt Petri Passage 1.

The buildings are open on weekdays from 7 am – 9 pm during term time but Fridays only 7 am – 6 pm.

It provides a modern, comfortable learning environment conducive to study at graduate and postgraduate level and comprises:

- Classrooms/seminar rooms
- Computer Lab with internet access, printers
- Student Lounge with table and chairs
- Library/Open Learning centre
- Auditorium
- Meeting rooms (available on request)

Further rooms – of almost any size and layout – can be booked by contacting the Programme Office.

Please note that from November 2026, the campus will be moving to Nørre Voldgade 34, 1358 Kbh.K

It is a compound of three buildings: K, H and T and located across the road from Skt Petri. Detailed information has been provided to students and staff.

There is no physical Library at the K building, students can use the Copenhagen Main Library, Krystalgade 15, 1172 København, located 7 minutes' walk from Nørre Voldgade. This facility is free for public access, and it has a dedicated 3rd floor for group work and literature. Books can be ordered for pickup at this library or at the NB campus.

11.6 Books and prints

All mandatory books and prints are included in the tuition fee and will be provided at the Induction session before the courses begin.

11.7 Support for International Students

The Niels Brock International student support functions are also available to our DMU students in Copenhagen. We suggest you start by checking the information for international students at www.copenhagenbusinesscollege.com; Study in Copenhagen, www.studyindenmark.dk, www.ihcph.dk.

For further advice, contact the Student Support Unit.

11.8 Academic Counselling

If you encounter any problem that affects your course of study, please get in touch with our teams who are there to support you. If you are having issues with academic abilities, then please contact our Academic Support team at academicsupport@nielsrbock.dk. Should you have issues concerning well-being, adjusting to life in Denmark, homesickness etc, then please contact our Student Support Unit at ssu@nielsbrock.dk. What you discuss will be strictly confidential, unless you give student counsellors specific permission to contact someone else to help solve your problem.

If you are generally happy with your progress but have difficulties with a particular module, come and discuss it as soon as possible. Ideally, talk to the lecturer teaching the module but, if you are unhappy about doing this, or feel that it hasn´t worked, come and discuss it with the Dean of Academic Affairs.

If there is a general feeling among students that a module isn´t going well –for example the pace is too fast or too slow – get your study group or class representative to raise the issue. It is proper procedure to discuss it first with the lecturer concerned but, if this presents a problem, ask your representative to talk to the Dean of Academic Affairs or raise the issue at the monthly feedback meetings.

11.9 Careers and employability support

At Niels Brock you will have a number of workshops and sessions on career advice and employability. The Employability Officer will also run workshops and be available for individual meetings. The Careers & Employability team offers online Careers resources in the DMU Skills Hub – https://dmu.careercentre.me/Members Students should log on with their normal DMU username and password.

11.10 Education for Sustainable Development/Sustainable Development Goals

De Montfort University is committed to making a big difference to the Sustainable Development agenda, by using the United Nations' 17 Sustainable Development Goals (SDGs) as a focus for our teaching, research and other activities.

That means working to reduce poverty, promoting gender equality, caring for ecosystems, helping create economic prosperity for all, and much more. A major part of the work is embedding sustainability education across the university in taught courses for the benefit of students, staff and our wider community.

This achieves two aims:

- It enhances students' employability as these skills are all very much required by companies in terms of understanding sustainability and how to embed this in companies.
- It links academics and business even further – thus integrating even further extremely contemporary topics in the curriculum.

The student Sustainability ambassadors play a key role in working with sustainability on campus and you will be invited to join their many sessions or become one of them.

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Our aim is to put sustainability at the heart of everything that DMU does, inspiring students to 'be the change', both at DMU and in their future careers. Find out more at: https://esdg.our.dmu.ac.uk/