

Pursuant to Article 1(4) of the University of Rijeka Study Rulebooks of 25 July 2023 and Article 9(1) of the Statute of the Faculty of Tourism and Hospitality Management of 17 April 2023, the Faculty Council of the Faculty of Tourism and Hospitality Management, in its 54th session, has adopted the following

RULEBOOK ON STUDIES AND STUDYING AT THE FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

1. GENERAL PROVISIONS

Article 1 Subject to standardization

- (1) The Rulebook on Studies and Studying at the Faculty of Tourism and Hospitality Management (hereinafter: the Rulebook) regulates the structure and performance of studies, the system of study and the rights and obligations of students studying at the Faculty of Tourism and Hospitality Management (hereinafter: the Faculty).
- (2) This Rulebook shall apply to:
 - all participants of the study system at the Faculty; and
 - to all levels of study in an appropriate manner, unless the study Rulebooks for a particular level of study are governed by specific general legal acts.
- (3) This Rulebook shall apply accordingly to students participating in international, incoming and outgoing mobility programmes, unless their rights and obligations are regulated by specific legal acts on academic mobility.
- (4) Terms that have a gender-specific meaning in this Rulebook shall be used in accordance with the principles of gender-sensitive and gender-neutral language and with due regard to the clarity of the provisions and the readability of the text. Furthermore, all linguistic formulations in this Rulebook apply to all persons, regardless of their gender identity. Nouns and phrases in the Croatian language, unlike in English, have gender markings and thus this provision is only applicable to the Croatian version of these Regulations

2. STUDY SYSTEM

Article 2 Study programmes

Studies at the Faculty are organized and conducted in accordance with the study programmes entered in the Register of study programmes.

Article 3 European credit acquisition and transfer system

- (1) The European credit acquisition and transfer system (ECTS) shall include:
 - set learning outcomes for each course and for the entire study programme,
 - define the student workload for all activities in each course and for the whole ECTS credit programme of study, which maintains the average total student workload to achieve the intended learning outcomes,
 - determine the methods of assessment of achievement for each learning outcome,
 - determine the method of scoring/assessment of students' activities and obligations.
- (2) One (1) ECTS credit corresponds to 30 hours of the student's estimated average work on the learning outcomes.
- (3) The criteria and conditions for recognition and transfer of ECTS credits are regulated in the study programmes and general acts of the University of Rijeka (hereinafter: the University) and the Faculty, in the laws on recognition of prior learning and international student exchange, and in other general acts of the University and the Faculty.

Article 4 Curriculum

- (1) Studies are conducted according to the curriculum adopted by the Faculty Council.

- (2) The curriculum defines the structure and the way of carrying out the studies in a full or adjusted teaching hours.
- (3) The curriculum is adopted and published before the beginning of the academic year.
- (4) The curriculum shall establish a list of compulsory and elective courses with teachers and associates, as well as implementation course plans for each course, containing:
 - forms and manner of teaching
 - the course timetable
 - language of teaching
 - places of course execution
 - learning outcomes in higher education
 - the constructive linking of learning outcomes to content, teaching activities, methods and assessment criteria
 - form and manner of fulfilment of all obligations during teaching
 - format and method of taking the exam
 - examination period
 - other relevant information about teaching.
- (5) the recommended study and examination literature must correspond to the scope of the study programme and the ECTS credits.
- (6) in justified cases, the study curriculum may be amended and supplemented during the academic year in the manner prescribed for its adoption, with the exception of paragraph 4 (7) of this Article (form and manner of fulfilling all obligations during classes).

Article 5

Hybrid teaching model

- (1) classes may be conducted in a hybrid model, a combination of virtual forms of teaching and face-to-face classroom teaching.
- (2) Virtual forms of teaching may be presented as follows:
 - for compulsory courses up to 40% of the teaching hours
 - for elective courses up to 100% of the teaching hours.

whereby the virtual forms of teaching cumulatively over the entire study may not exceed 40% of the teaching hours.

- (3) The Faculty Council shall decide on the final proportions of the forms of teaching in a particular study.
- (4) The representation of virtual and direct forms of teaching is further regulated by the study curriculum.
- (5) The assessment of the learning outcomes achieved can take place virtually within the framework of formative evaluation, while summative evaluation via mid-term exams and final exams must take place under controlled examination conditions. Controlled examination conditions, whether virtual or on-site, in a real environment, imply a unique authentication of a student and the possibility to monitor the performance of examinations.

Article 6

Conditions and manner of enrollment

- (1) Enrollment shall be based on a enrollment tender ensuring equal treatment of all applicants. The enrollment tender shall specify the number of places available for enrollment, the conditions for enrollment, the deadline for applying for the tender and information on the enrollment procedure and the documents required for enrollment.
- (2) The decision on the public tender for enrollment in undergraduate, postgraduate and integrated studies shall be taken by the Senate of the University.
- (3) The decision on the advertisement for admission to university specialised studies and doctoral studies in accordance with the capacities of the respective study programme shall be taken by the Council of the holder of the university specialised studies and doctoral studies. A public tender for admission to university specialised studies and doctoral studies shall be published on the website of the study institution.
- (4) Enrollment applicants who have the status of a categorised athlete on the basis of a categorisation decision of the Croatian Olympic Committee, the Croatian Paralympic Committee or the Croatian Deaf Sports Association shall be entitled to at least 5% additional points in the class procedure. The public tender referred to in paragraph 1 of this article shall also apply to other applicants exercising their right to enrollment under special Rulebooks.
- (5) The right to enrol in the first year of study is acquired by the applicant in accordance with the conditions and criteria laid down in the enrollment selection procedure and according to the points obtained in the class procedure.
- (6) Enrollment in the study is carried out by the Faculty on the basis of the results of the call for applications carried out.

- (7) Enrollment in the study is done in person. The applicant who has fulfilled the enrollment requirements is obliged to enclose the documents specified in the tender, the enrollment may also be carried out by an authorised person on the basis of an authentic document if there is a legitimate reason for doing so.
- (8) A applicant who has exercised his/her right to enrol and has not completed the enrollment within the announced shall forfeit his/her right to enrol and shall be required to pay the costs in accordance with the provisions of the tender for enrollment.

3. STUDENTS

Article 7

Student status and student status termination

- (1) A person acquires student status by enrolling at a university or professional study programmes.
- (2) Student status is evidenced by a student document issued by the study institution.
- (3) If a student loses or damages an appropriate study certificate, he or she shall immediately notify the Student Office and apply in writing for the issue of a new appropriate study certificate. The costs of issuing a new certificate of study shall be borne by the student.
- (4) The student status is revoked when:
 - the student completes their studies,
 - the student drops out of the Faculty,
 - the student is excluded from the study programme for reasons determined by other general acts of the University and the Faculty.
 - if the student does not complete the study within twice the duration of the study provided for in the study programme.

Article 8

Study Agreement

- (1) A study agreement is concluded with the student, which is signed by the student and the Dean of the Faculty.
- (2) The agreement shall determine the status of the student, the amount of the fee, and the rights and obligations of the parties.
- (3) A study agreement on studying at a non-parent higher education institution which ensures the recognition of acquired ECTS credits or periods of study at a non-parent higher education institution (host institution) by the home higher education institution shall be signed by the student, home higher education institution and non-parent higher education institution.
- (4) If, within 30 days of the start of the new academic year, i.e. no later than 30 October of the current year, the student, who is paying the costs of the studies himself/herself, requests the termination of the study contract on the basis of a written and justified request, the study contract shall be terminated and 80% of the tuition fee paid shall be refunded to the student's account. The student must submit a written and justified request to the Student Office.

Article 9

Study in full-time and part-time status

- (1) The student enrolls for full-time or part-time studies.
- (2) A student in full-time status studies as part of a full curriculum and usually takes 60 ECTS credits in the academic year in accordance with the curriculum.
- (3) A student in part-time status studies as part of a full or adjusted curriculum and enrolls as a rule 30 to 60 ECTS credits in the academic year in accordance with the curriculum.
- (4) In full-time study, the student's total workload, which includes participation in active teaching, scientific and professional work and all other activities required to meet study obligations, shall be at least 40 and not more than 48 hours per week, of which at least 15 and not more than 30 hours per week shall be active teaching. Exceptionally, the student's obligations may be higher in the case of increased practical teaching, but not more than two weeks per semester.
- (5) The adjusted curriculum has been adjusted in the amount of active teaching and must be at least 50% of the total fund of active hours of the full curriculum. The total teaching obligation of students studying according to the adapted timetable is the same as in the full course timetable.

Article 10

Special categories of students

- (1) The University shall determine, by means of general study Rulebooks, the categories of students who may avail themselves of special rights in respect of promotion through study and support in study.
- (2) Special categories of students include:
 - students of categorised athletes and students of athletes
 - students of top performers
 - students with disabilities
 - student representatives of categories I and II
 - student parents and care students.

Article 11

Subsidisation of tuition costs

- (1) A student pursuing full-time undergraduate and graduate studies is entitled to a full subsidy of tuition fees from the state budget.
- (2) A student studying in full-time status at undergraduate and postgraduate level has the right to change the chosen course of study once, while retaining entitlement to the full subsidy of tuition fees.
- (3) A student pursuing part-time studies shall bear all or part of the costs of the studies in accordance with the general legal act of the holder of the studies.
- (4) The decision on the amount of tuition fees, the right of students to subsidise tuition fees and the conditions and criteria for students' participation in tuition fees in the undergraduate, graduate and integrated studies for each academic year shall be taken by the Senate of the University on the proposal of the Board of Studies in agreement with the study holders.

Article 12

Student rights and obligations

- (1) The student shall be entitled to:
 - the pursuit of studies in accordance with the implemented course plan
 - the right to participate in scientific, artistic and professional work
 - the right to freedom of expression in courses and other activities in accordance with the Code of Ethics
 - completion of studies within a period shorter than the prescribed period in accordance with the criteria laid down in the general act of the study institution
 - free use of the materials and scientific and professional resources of the University Library and the Faculty Library
 - enrollment in the courses from the offer of the common electives of the University and in the courses of the programmes from the YUFE educational offer, according to the conditions of the study programme
 - at least once a year, a statement on the quality of teaching and teaching staff within the framework of the implementation of the internal quality assurance system;
 - a complaint about the violation of rights provided for in the applicable Rulebooks.
- (2) The student is obliged to fulfil the teaching and other obligations of the study programme in due time and to comply with the other orders of the university and the faculty.
- (3) A student of categorised athletes or a student of athletes in regular status may study according to the adjusted conditions of attendance in accordance with the provisions of the Rulebook on the Study of Students of Categorised Athletes and Students Athletes of the University of Rijeka and the general laws of the Faculty.
- (4) A student of the top class in regular status may study according to adapted study conditions, with appropriate application of the conditions applicable to students of categorised athletes.
- (5) A student with disabilities may study according to adapted study conditions, the forms of adaptation depending on the individual difficulties and needs of the student and being compatible with the achievement of the intended learning outcomes. The forms of adaptation are determined by the Office for Students with Disabilities of the University Counselling Center of the University of Rijeka.
- (6) A category I student representative has the right to be absent from classes for the performance of student representation activities, while a category II student representative has the right to be absent from classes for the participation in meetings of the Faculty and University bodies with the written consent of the Teaching Committee. Category I student representatives are

recognised within the framework of the recognition procedure for academic achievements already made to the extent of up to 6 ECTS credits in an academic year. For the student representative of both categories, the activity of the student representative is entered in the supplement to the diploma, in which all functions performed by the student are listed.

(7) Student parents or guardians shall have the right to study under adapted study conditions which meet the individual needs of the student and the possibilities of adaptation to be determined by the student holder, subject to the prior opinion of the accredited body of the University.

(8) A student shall lose his/her rights as a student if he/she has ceased to study for the reasons stated in the Act.

Article 13

Suspension of the student's rights and obligations

(1) Suspension of the student's rights and obligations shall be granted in the following duly justified cases

- during pregnancy
- during the exercise of the right to maternity or parental leave of a student mother or father in accordance with special Rulebooks
- during incapacity for work of more than 3 months which prevents him/her from fulfilling his/her study obligations
- in other duly justified cases in accordance with the decision of the Faculty Council.

(2) The dormant rights and obligations of the student shall be acquired by decision of the governing body of the study programme on the basis of a written application with the accompanying documents.

(3) The student shall submit the application for residence with the accompanying documents without delay, but at the latest within thirty (30) days of the occurrence of the reason for residence. The completed application form shall be submitted to the Student Office together with the certified documents. In case of prolonged illness preventing the student from fulfilling his/her study obligations, the opinion of the competent student doctor based on medical documentation shall be submitted. An application for suspension of obligations may not be made retroactively for the previous academic year with the end of the academic year.

(4) The competent student service is obliged to receive a written application for approval of the student's suspended obligation and to send it, together with the attached documents, to the Dean for a decision. In exceptional cases, the student may be requested to complete the documentation within a maximum of eight (8) days.

(5) If the request is justified, a notice of suspension of rights and obligations shall be issued to the student, making the granted suspension effective for the period for which it was issued. The notice of suspension of rights and obligations shall be issued for the period requested, but not earlier than the date of the occurrence of the reason for the suspension of obligations.

(6) The decision shall be issued in two (2) identical copies, one (1) of which shall be given to the student and one (1) of which shall be given to the Student Office, in order to record changes in student status in the Student Information System in a timely manner and to avoid retroactive approval of the suspension of rights and obligations. An administrative appeal may be lodged against this decision.

(7) A student who has been granted suspension of rights and obligations shall have the period for completion of studies extended by the period of suspension of rights and obligations.

(8) A student may, on application, be granted a suspension for one academic year. The total suspension of continuity shall not exceed two academic years.

(9) If the programme of study is changed during the suspension of rights and obligations, the student must declare and deposit the differences that have arisen in the meantime.

(10) The rights and obligations of students shall be suspended in accordance with special Rulebooks.

(11) After the end of the dormant period, the last year in which the student actively participated in the study programme or the dormant year that occurred shall not be taken into account in determining these rights shall be taken into account in determining the dormant period.

Article 14

Change of student status and change of studies or modules

(1) A student in regular status may change from full-time status to part-time status only once during the course of study within the enrollment deadlines.

(2) A change of study or module is not possible in the undergraduate university study.

Article 15
Dropout from studies

- (1) A student has the right to study.
- (2) Before submitting a request for exclusion from studies, the student shall settle all financial obligations to the Faculty and return all indebted books, equipment and relevant study documents.
- (3) The student shall submit a written application in person to the Student Office.
- (4) The study examination may also be carried out by an authorised person on the basis of a public deed.
- (5) The application is complete when the student has provided proof with the application that he/she has met all financial obligations and has recovered books, equipment and relevant study documents.
- (6) the student is provided with a list which, in addition to his or her name, includes the name of the course of study and a transcript of grades.

Article 16
Student disciplinary liability

Student disciplinary liability is determined by the Student Disciplinary Responsibility Rules adopted by the University.

Article 17
Attendance

- (1) Attendance is compulsory for full-time students.
- (2) A full-time student shall not miss more than 25% of the scheduled hours of active classes (lectures, seminars, counselling hours, practical classes, field classes, partial examination of knowledge, etc., and performance of practical tasks).
- (3) A student who has been absent from the activity to be assessed for justified reasons (illness, death in the family, sports competitions, traffic and other accidents and other exceptional events) and has justified his absence must be compensated for this activity.
- (4) Teachers are obliged to keep records of students' attendance in class.

Article 18
Progression through study

- (1) A student in regular status studies within the framework of a full curriculum and normally takes 60 ECTS credits in the academic year in accordance with the curriculum.
- (2) A student in regular status who has not achieved the enrolled ECTS credits in the academic year shall take the same subjects again in the following academic year, the difference of subjects according to the curriculum being normally up to 60 ECTS credits.
- (3) A student with regular status shall enrol in a higher academic year in accordance with the conditions set out in the programme of study and shall have the right to repeat each academic year at most once.
- (4) A student with special status studies within the framework of a full or adapted curriculum and usually takes 30 to 60 ECTS credits in the academic year according to the curriculum.
- (5) A student in exceptional status who has not achieved the enrolled ECTS credits in the academic year must take the same subjects again in the following academic year, the difference of subjects up to at least 30 ECTS credits according to the curriculum.
- (6) A student who retakes a failed course must fulfil all the obligations laid down in the programme of study for that course in the academic year enrolled.
- (7) Deviations from the specified number of ECTS credits for enrolment in the next academic year, relating to paragraphs 2 and 5 of this Article, may amount to up to 10% of the ECTS credits of the course, or an exceptionally higher number of ECTS credits, if two colleges are involved, one of which is a final or graduate thesis, in accordance with the conditions of the study programme.
- (8) A student who has lost his/her regular status because he/she has exercised the right to repeat the academic year may continue his/her studies under exceptional circumstances, subject to the limitation referred to in paragraph 9 of this Article.
- (9) The student shall be obliged to complete the studies at the latest after twice the duration of the studies.
- (10) A student who has achieved all 60 ECTS credits in the academic year may be granted accelerated study in a manner and in accordance with the conditions specified in the study programme.
- (11) The student's thesis shall be submitted by the student in the final year of study.

Article 19

Assessment of learning outcomes and evaluation

(1) The student learning outcomes achieved are evaluated and assessed in the course (continuous monitoring and assessment) and in the examination.

(2) When assessing learning outcomes, teachers are obliged to follow the principles and instructions set out in the Guidelines on Assessment of Learning Outcomes in Higher Education at the University of Rijeka.

(3) The oral examinations are public.

(4) written examinations shall be kept until the end of the academic year.

(5) The assessment of the learning outcomes achieved in the course is expressed in percentage points on a scale of 0-100%. The student must achieve at least 50% of the grade points that could have been achieved in the examination in order to obtain the ECTS points for the course.

(6) A student can achieve a maximum of 70% of the grade points in a given course and a maximum of 30% of the grade points in a final examination. The final academic achievement is the sum of the percentage of grade points obtained in the courses and the percentage of grade points obtained in the final examination.

(7) Students who have achieved:

- 0-34% of the grade points achieved will be graded F (insufficient), will not be able to receive ECTS credits and will have to take the course again.

- 35% and above grade points can take the final exam.

(8) Monitoring and assessment of student learning outcomes is done according to the following table

CODE	ELEMENT	STRUCTURE OF GRADE POINTS (%)
E 1	ELEMENT 1 – STUDENT'S WORK	22- 40
	ELEMENT 2 – PARTIAL EXAMINATION (MID-TERM)	30- 48
E 3	ELEMENT 3 – TEST PERIOD	30
TOTAL (%) - Sum of achieved% through E 1, E 2 and E 3		100

(9) By way of derogation from paragraph 6 of this Article, in courses relating to professional practise, preparation of final or graduate theses and in other courses which do not have an examination, a student may achieve up to 100% of the grade points on a continuous basis which form the basis for the final assessment of the course.

(10) The final assessment of the course shall be the sum of the grade points obtained in continuous monitoring and assessment and the grade points obtained in the examination.

(11) The assessment of the achievement of learning outcomes in higher education is as follows:

- for 90 to 100 % of grade points assessed as excellent (5), alphabetical grade A,

- for 75 to 89% of grade points assessed as very good (4), alphabetical grade B,

- for 60 to 74% of grade points assessed as good (3), alphabetical grade C,

- for 50 to 59% of grade points assessed as sufficient (2), alphabetical grade D,

- for up to 49% of grade points assessed as insufficient (1), alphabetical grade F.

All percentage limits mentioned in this paragraph apply to their assessment.

Passing grades are: excellent (5), alphabetical grade A; very good (4), alphabetical grade B; good (3), alphabetical grade C and sufficient (2), alphabetical grade D and thus the student achieves ECTS credits of the course.

(12) In the study programme, it may be specified that a particular course is assessed in a descriptive manner. The assessed courses are not described when calculating the average of the study grades.

(13) In the case of courses for which the study programme specifies that they are to be submitted with a descriptive grade, a student who achieves at least 50% of the grades is assessed as satisfactory and enters the ECTS credits achieved.

(14) The student registration information system shall be filled in with numerical grades, alphabetical grades and overall percentage rating points for passing grades.

(15) The student registration information system contains numerical grades, alphabetical grades and total percentage of grade points for passing grades.

Article 20

Assessment of learning outcomes with continuous monitoring (during teaching)

- (1) The partial examination of the students' knowledge is carried out through compulsory continuous assessment (partial examinations or part-time exams).
- (2) The part-time exam can be conducted in written, oral, combined and electronic form.
- (3) The results of the part-time exams shall be published in the Faculty's information system within 5 working days after the part-time exam in compliance with the Rulebooks on the protection of personal data.
- (4) A student has the right to object to the evaluation and assessment in continuous monitoring, which he or she must submit in writing to the Head of study programme within 2 working days of the publication of the results.
- (5) If the student's objection is deemed to be justified, the Head of study programme shall appoint another independent teaching assessor or a panel of several teaching staff members, including an external expert, to assess and evaluate the learning outcomes achieved through continuous monitoring and assessment at the course. In this case, the assessing teacher must not be a member of the panel in the ongoing follow-up to which the complaint relates. The second assessor or the panel shall make a final decision on the validation and assessment in the student's continuous follow-up within 3 working days of the appointment.

Article 21

Assessment of students at the study organised through a distance learning system

- (1) Students at a study organised through a distance learning system are graded according to a tailored course plan in a way that is achievable in an online environment.
- (2) The achieved student learning outcomes of a study organised through a distance learning system can be evaluated ~~and evaluated~~ in one or more ways according to the knowledge assessment plan and pre-published criteria:
 - continuous monitoring and evaluation of students' involvement in online discussions, interaction with content, other students or teachers;
 - evaluating student papers or projects submitted online during the semester or year, using the authoring tool;
 - evaluating mid-term exams and examinations conducted under controlled conditions, in the presence of an on-call teacher or associate at the student's location:

Article 22

Examination calendar and timetable and part-time exams, examination deadlines and dates

- (1) The examination calendar is published on the official website of the Faculty before the start of the academic year and must be in accordance with the published study performance plans.
- (2) The examination dates shall normally be in winter, summer and autumn, unless the teaching is conducted in the form of turns or in modules, in which case at least three examination dates shall be set for each course.
- (3) The Head of study programme shall organise at least three test terms for each course within the examination deadlines.
- (4) A student has the right to take an examination of the same course of study three times in one academic year and may take a resit examination at least 14 days apart.
- (5) If the courses of a subject or module are organised as rotational courses, the Faculty is obliged to organise two examination periods within 30 days immediately after the end of the courses. The third examination period may also be organised in another period according to the study performance plan.
- (6) The mid-term exams shall be taken at the time of teaching in accordance with the syllabus and the performance plan for the subject in question.
- (7) The timetable for taking the examinations of registered students shall be published by the teacher at least 1 (one) working day before the examinations are held.
- (8) A student who has periodically been prevented from attending an examination or a mid-term exam for justifiable reasons must report to the teacher concerned and provide evidence of the reason for the prevention.
- (9) A valid reason is the following:
 - an illness evidenced by a certificate from the family doctor, another specialist or a medical certificate
 - a death in a close family
 - sports competition, evidenced by confirmation from the sports club
 - car or other accident
 - traffic-related circumstances leading to absence from lessons or the mid-term exams

- any other emergency.

- (10) For the student referred to in paragraph 9 of this Article, the teacher shall set an additional date for the taking of examinations or mid-term exams.

Article 23

Exam registration and withdrawal

- (1) The student shall register for the examination via the student registration information system at least three days before the examination date, in exceptional cases even shorter.
- (2) The student can deregister from the examination via the information system for student registration at the latest 24 hours before the examination date, in exceptional cases also shorter. In this case, the examination shall be deemed not to have been registered. A student who has not deregistered and has not taken the examination, it is registered NPI (has not taken the examination).
- (3) A student who has not registered for the examination in due time has no access to the examination.

Article 24

Admission to the exam and taking the exam

- (1) A student may take the examination in the programme of study for which he/she has enrolled and in which he/she has fulfilled all the obligations laid down in the study programme. The exams may be written, oral, combined or electronic.
- (2) The exam shall be taken by teachers specified in the study programme or by teachers entrusted by decision of the Dean with the taking of examinations in a particular course.
- (3) If the teacher concerned is prevented for a longer period of time, the Dean shall assign the exam to another teacher from the same or a related course or to the teachers' committee.
- (4) The questions shall be formulated on the basis of the intended learning outcomes.
- (5) The entire exam must be completed within five days.
- (6) The results of the examinations shall be publicly available in compliance with the Rulebooks on the protection of personal data.
- (7) The exam shall be deemed failed if a student:
 - leaves the room in which the written examination is taking place or interrupts the oral part of the exam which has already begun
 - is expelled from the room by the teacher concerned or a member of staff for misconduct, disturbing order or using unauthorised aids during the exam
 - does not have access to all parts of the exam.
- (8) The student shall be entitled to take part in the oral exam of the other candidates.
- (9) If the student is not satisfied with the results achieved in the examination, he/she may, after prior notification of the teacher concerned and after registration for the examination, register for the next exam period in the current academic year, deleting the results achieved so far in the previous exam period.

Article 25

Exam

- (1) A student has the right to take an exam from the same course not more than 3 times during the academic year.
- (2) Exams shall be held in public.
- (3) The exam consists of a written and/or oral review of the learning outcomes acquired.
- (4) In the oral part of the exam, at least two persons from among the students, the teachers or other persons authorised to accompany the teaching process must be present in addition to the examining teacher and the examining student.
- (5) The result of the oral exam of the acquired learning outcomes shall be communicated to the student immediately after the exam.

- (6) The results of written exams of the acquired learning outcomes must be known to the student no later than 5 working days after their preparation and necessarily no later than 1 working day before the oral exam.
- (7) The teacher shall allow the student to see the assessment of the written examination immediately after the results have been announced and shall give feedback on the type of assessment.
- (8) The written exams of the acquired learning outcomes shall be kept until the end of the academic year.
- (9) The teacher shall assess the student with the grade insufficient (1), letter F, in cases where:
 - the student leaves the room in which the written exam is taking place without authorisation or breaks off the oral exam which has already begun
 - a student fails to appear for the oral exam after having obtained a pass in the written exam
 - a student behaves inappropriately during an exam, disturbs other students or uses unauthorised aids, for which reason he is excluded from the exam.
- (10) Minutes of exams held or signed exam lists shall be submitted by the teacher to the competent body within eight (8) days after the exam.

Article 26

Objection to the assessment

- (1) A student who is not satisfied with the result of the exam has the right to appeal in writing to the Dean within one working day of the announcement of the assessment. Reasons must be given for the objection.
- (2) If he considers the objection to be well-founded, the Dean shall, within one working day of receipt of the objection, appoint a committee consisting of three members from among the teaching staff, including further independent examiners from among the teaching staff. The examiner from the teaching staff with whose grade the student was not satisfied cannot be a member of the committee.
- (3) If the course exam consists of a written and an oral part, the written part shall not be repeated but shall be reassessed and graded by the committee. If the written part was assessed with 50% or more than the mark that could have been obtained in the written part of the examination, the oral part of the examination shall be scheduled no later than three working days after receipt of the complaint before the committee.
- (4) The committee shall decide on the final mark by majority vote.

Article 27

Student mobility

- (1) Student mobility is achieved through an institutional agreement.
- (2) Student mobility refers to study at the host institution after which the student returns to the home institution and completes the registered study programme. Student mobility shall include a period of study and/or professional practise as part of regular studies at the host institution.
- (3) The University's Rulebooks on international exchanges of students, teaching and non-teaching staff under the Erasmus programme shall apply accordingly to the basis of the exchange, rights and obligations, students, Faculty and other issues relevant to the implementation of the mobility.

Article 28

Recognition and validation of prior learning

- (1) Recognition of prior learning involves the recognition of competences acquired through formal and non-formal education and informal learning.
- (2) Recognition of prior learning shall be granted for the purpose of:
 - enrollment in study programmes of the Faculty
 - transfer from study programmes of other higher education institutions in the Republic of Croatia
 - the assessment of learning outcomes and the award of an appropriate number of ECTS credits within accredited study programmes of the Faculty.
- (3) Recognition and assessment of prior learning outcomes shall be carried out by the Faculty's Committee for Recognition and Assessment of Prior Learning Outcomes at the request of the student.

- (4) The application for recognition and validation of prior learning outcomes, together with the documents issued or certified by an accredited institution, shall be submitted through the Student Office no later than 15 October of the current year.
- (5) In addition to the application for recognition and validation of prior learning, the following documents shall be attached:
 1. For recognition of formal and informal certified education:
 - a certified transcript of grades or a certified copy of the supplementary document:
 - a certified detailed description of the course/programme (content, number of classes, description of competences acquired, way of verifying learning outcomes, bibliography, number of ECTS credits obtained, etc.) for which recognition is requested
 - a certificate of completion of the programme or part of the programme.
 2. For the recognition and validation of non-formal, non-certified education or informal learning, a student/educational institution may submit any annexes which, in his/her opinion, demonstrate the learning outcomes and competences acquired for which recognition and validation is sought (e.g. transcript, author's work, information on previous education and/or work experience, etc.).
- (6) For applicants requesting recognition and assessment of prior non-formal, non-certified education or informal learning, a learning outcomes review process shall be conducted in accordance with the provisions of the general laws of the University and the Faculty.
- (7) The Committee referred to in paragraph 3 may appoint a panel of experts or an individual teacher to give an opinion on the student's application.
- (8) The Committee for the Recognition and Assessment of Academic Achievements of the Faculty shall decide on the application for recognition and assessment of academic achievements.
- (9) For the implementation of the procedure for recognition and validation of prior learning, the provisions of the Rulebook on Recognition and Assessment of Prior Learning at the University of Rijeka shall apply accordingly.

Article 29

Transfer from another higher education institution

- (1) A student who is pursuing undergraduate studies at another Faculty of the economic group in the Republic of Croatia may be authorised to transfer and continue undergraduate studies at the Faculty.
- (2) Student transfer is possible only within the framework of emergency enrollment, if the capacities of the Faculty allow it.
- (3) Transfer is granted to a student who was enrolled in the home faculty in the previous academic year and has met the requirements for enrolment in the next academic year.
- (4) The transfer shall be approved subject to the obligation to pass distinction exams and to acquire ECTS credits.
- (5) The transfer is only possible by enrollment in the second and third academic year of the undergraduate university study.
- (6) Transfer to an undergraduate university study programme is not possible
- (7) The period of study at another university shall be counted towards the total duration of study.

Article 30

Request for transfer from another higher education institution

- (1) A written application for transfer from another higher education institution shall be submitted to the Faculty Committee for Recognition and Assessment of Prior Learning via the Student Office no later than 15 September of the current calendar year in which the academic year begins.
- (2) The application for transfer shall be accompanied by:
 - a certified transcript of grades
 - a corresponding student document
 - study programme of the higher education institution or its certified attestation showing the content of each course submitted and the load.
- (3) Prior to enrollment, a student who has been granted an application for transfer shall be required to submit to the Faculty a notice of dismissal from the home institution of higher education and the original documents required for the application for enrollment.
- (4) The decision on the application for transfer from another higher education institution shall be made by the Faculty's Committee for the Recognition and Assessment of Prior Learning.

- (5) The decision on the recognition of exams shall be taken by the Committee referred to in paragraph 4 of this Article, which shall, if necessary, seek the opinion of the competent institute of the Faculty or of the teacher concerned.
- (6) The applicant shall recognise competences acquired through prior learning, the results of which are consistent with the results of the Faculty's programme of study.

Article 31

Rewarding students during their studies

- (1) A student may receive prizes and commendations for his work and contribution to the confirmation of the University and the Faculty.
- (2) For the success achieved, the student may be honoured with the Dean's Annual Award.
- (3) The Dean's Annual Award shall be presented to the best student in each year of each study programme on the basis of the grade point average achieved.
- (4) If two or more students meet the same requirements, preference shall be given to the student who has achieved success in academic or professional work, has been an active member of student associations or has contributed to the reputation of the Faculty in some other way (humanitarian, sporting, cultural-artistic or other non-university commitment).

Article 32

Completion of the study

- (1) The University or professional undergraduate study programme ends with the passing of exams, the fulfilment of other study obligations and the preparation and defense of the final thesis. The Faculty publishes the final thesis on the study holder's repository within 30 days of the date of the defense.
- (2) The university or professional graduate studies ends with the passing of exams, the fulfilment of other study obligations and the preparation and defense of the final thesis. The Faculty publishes the final thesis on the study holder's repository within 30 days of the date of the defense.
- (3) The part-time short study programme ends with the passing of exams, the fulfilment of other study obligations and the writing and defense of the thesis in accordance with the study programme. The study holder shall publish the final thesis on the study holder's repository within 30 days after the date of the defense.
- (4) The university specialist study programme ends with the passing of examinations, the fulfilment of other study obligations and the writing and defense of the subject thesis. The study holder shall publish the subject-related thesis on the study holder's repository within 30 days after the date of the defense.
- (5) The doctoral studies end with the passing of examinations, the fulfilment of other study obligations and the completion and defense of the doctoral thesis. The study holder shall publish the doctoral thesis on the study holder's repository within 30 days after the date of the defense.

Article 33

Application, preparation, defense and assessment of final or doctoral theses at university or professional studies

- (1) The final thesis or doctoral dissertation at the university or in the specialised study programme shall be prepared in accordance with the specifications for the preparation of the final thesis or doctoral dissertation.
- (2) The topic of the final or master's thesis may be proposed by the student. The topic of the final or master's thesis is reported at the beginning of the 7th semester of the registered course of the study programme. The topic of the final thesis is reported at the beginning of the 1st semester of the registered course of the study programme after approval of the topic by the supervisor, the name and content of the thesis are determined in consultation with the student. The topic of the final or doctoral thesis may not be repeated within at least two years.
- (3) A mentor to a student in the final or master's thesis may be the course teacher in the scientific-didactic field who is the holder of the course which the student has taken in the course of studies. Commentaries by persons involved in teaching may be approved for the final dissertation or doctoral thesis and they are in an academic teaching or assistant position of a senior assistant. Commentor is appointed by the mentor.
- (4) Deadlines for application, submission and defense of theses are published on the website.

- (5) The thesis defense shall be organised in such a way that, in addition to the mentor and the commentator on the defense, three applicants or persons selected by the mentor are present in the scientific-teaching, teaching or collaborating grades.
- (6) The graduate thesis shall be assessed by a committee of three members appointed by the Faculty Council. A positive conclusion is defended before the Graduate Thesis Evaluation Committee, a mentor and a commentator.
- (7) The defense of final or graduate theses in higher education or professional studies is open to the public.
- (8) The final and graduate thesis shall be assessed according to ECTS, numerically and by percentage. The application form shall include a numerical assessment from 1 to 5, an ECTS credit from F to A and a percentage of achievement (0-100%) and only a numerical assessment from 2 to 5, an ECTS credit from D to A with a percentage of achievement (50-100%). If the thesis or dissertation is graded "insufficient" (F), the student is obliged to resubmit and report the thesis in the next academic year.

Article 34

Application, preparation, defense and assessment of theses and dissertations

- (1) The procedure for the application, assessment and defense of specialised theses is regulated in the General Rulebooks of the Faculty.
- (2) The procedure for the application, assessment and defense of doctoral theses is regulated by the statutes or the general act of the University.

Article 35

Commendations

- (1) Students with the highest average percentage of grades earned during their studies receive a commendation from the Latin Commendation Rulebooks:
 - Bachelor with the highest commendation (SUMMA CUM LAUDE baccalaureus) or Magister with the highest commendation (SUMMA CUM LAUDE Magistar)
 - Bachelor with highest commendation (MAGNA CUM LAUDE baccalaureus) or Master with highest commendation (MAGNA CUM LAUDE Magistar)
 - Bachelor with commendation (CUM LAUDE baccalaureus) or Master with commendation (CUM LAUDE Magistar).
- (2) The criteria for the admission of students shall be determined by the holder of studies.
- (3) On the basis of the average of the grade points in the entire course of study, the overall success of the student in the study supplement may be expressed by a single comprehensive honours classification of qualifications as follows:
 - First-Class Honors (90-100% of study program grade points),
 - Upper Second-Class Honors (80-89% of study program grade points),
 - Lower Second-Class Honors (70-79% of study program grade points),
 - Third-Class Honors (60-69% of study program grade points),
 - Pass (50-59% of study program grade points).

Article 36

Issue of a diploma and a diploma supplement

- (1) On graduation the student shall acquire a corresponding professional or academic title or degree and other rights in accordance with special Rulebooks.
- (2) Upon completion of the undergraduate, postgraduate and postgraduate studies, a diploma and a supplementary diploma shall be issued to the student.
- (3) Upon completion of the part-time short course of study, a certificate and a diploma supplement shall be issued to the student.
- (4) The diploma, certificate and diploma supplement are public documents issued by the Faculty on the basis of public authority confirming that the student has completed a specific course of study and acquired the right to an academic or professional title or degree.
- (5) The Faculty shall issue the certificate, diploma and diploma supplement free of charge in Croatian and English, in signed and certified print and in digital form.
- (6) The form and content of the certificate, diploma and supplementary study documents shall be determined in accordance with the Act on Science and Higher Education.

4. STUDY COSTS

Article 37 Study costs

- (1) The cost of studies shall be determined for each academic year by resolutions of the Faculty Council and the Senate.
- (2) In order to ensure quality, the Faculty reserves the possibility of charging for additional forms of teaching which are not compulsory for students.

5. ORGANISATION OF TEACHING

Article 38 Academic year

- (1) The academic year shall begin on 1 October and end on 30 September of the following year.
- (2) Exceptionally, classes may begin before the period specified in paragraph 1 of this Article if the curriculum for the academic year in question so prescribes, but not before 1 September.
- (3) The academic year shall be divided into two semesters, a winter semester and a summer semester.

Article 39 Teaching calendar

- (1) The teaching calendar contains an overview of the timetable.
- (2) The teaching calendar shall be published on the Faculty's website at the same time as the curriculum.
- (3) The teaching calendar shall determine for each semester:
 - the beginning and the end of the semester
 - the presentation of the lectures
 - part-time exams and examination dates.

Article 40 Obligations of the teacher

- (1) The course teacher shall be obliged to present to the students in the first course the syllabus, the forms of performance assessment, the conditions of knowledge assessment, the nature and content of examinations and partial examinations, the structure of the total score and the method of forming the score, the examination literature and the activities which he/she will require of the students in the course. The lecturer is obliged to publish all this in the Faculty's information system no later than the week of the start of the course for full-time students.
- (2) After each assessment, the lecturer is obliged to give the student an insight into the results. The lecturer shall inform the student of the results of the written part of the examination no later than within 5 (five) working days after the day of the examination and of the results of the oral examination immediately after the examination has been held.
- (3) The teacher is obliged to hold office hours for at least four hours per week.
- (4) The office hours are published on the Faculty's website.

Article 41 Organisation of classes

- (1) Active teaching shall take the form of lectures, seminars, tutorials, consultative classes, practical courses, field classes, partial examinations of knowledge, practical assignments and other practical work, as well as other forms of teaching provided for in the curriculum.
- (2) Exceptionally, part of the course may be conducted as a consultative course, characterised by increased interaction between teachers and students. Consultative teaching may take various forms, ranging from the setting of tasks and instructions for

the student to carry out, to individual work with the student on solving the problems set. The forms of work with students in consultative teaching are determined by the teacher according to the nature and content of the course.

- (3) All forms of teaching must be carried out in accordance with the programme of study and the curriculum.

Article 42

The size of the groups

- (1) Lectures, tutorials, seminars and other forms of teaching shall be held in groups.
- (2) The size of the groups is determined in accordance with this Rulebook, taking into account the spatial possibilities of the faculty. A change of group by a student is only possible with the consent of the lecturer concerned.
- (3) The size of the group for elective subjects is determined in relation to the number of enrolled students and the number of subjects.

Article 43

Timetable

- (1) Classes shall be organised and conducted according to the established timetable.
- (2) The timetable shall be the precise syllabus containing details of the type of study, the year of study, the subject matter, the time and place of teaching and other indications of instruction necessary for the proper participation of the student.
- (3) The timetable shall be published on the Faculty's website at least 7 days before the start of the courses.
- (4) As a rule, changes to the timetable and the work schedule are not permitted, except in the case of illness of a teacher or in the case of force majeure approved by the Vice Dean for Teaching.

6. STUDENT RECORDS

Article 44

Student records

- (1) The Faculty uses the Information System of Higher Education Institutions (ISVU) and the corresponding extensions as a registration system for studies and students.
- (2) The student record shall include data on students and student documents, data on studies, mobility, study progress and qualifications acquired, data on grants and rights from the student norm (subsidised housing, student jobs, government grants, support for the transport of students with disabilities and subsidised food) and other rights at the expense of public authorities in accordance with the applicable Rulebooks.
- (3) The University shall regulate by special law the clear registration of special categories of students.
- (4) The Faculty and legal entities providing standard services to students shall keep data on students, data on studies, mobility, study progress, qualifications acquired, data on subsidised housing and student jobs, and data on other rights at the expense of public authorities.
- (5) The Faculty and legal entities providing standard student services shall determine by internal legal acts the manner of keeping, the procedure of registration and modification, as well as the approval of registration and verification of the data referred to in paragraph 3 of this Article.

7. MONITORING AND IMPROVING THE QUALITY OF STUDIES

Article 45

Monitoring and improving the quality of studies

The monitoring and improvement of the quality of studies is regulated by the Rulebook on the Quality Assurance and Improvement System of the University of Rijeka, the Manual on the Quality of Studies of the University of Rijeka and the Rulebook on the Quality Assurance and Improvement System of the Faculty of Tourism and Hospitality Management. Monitoring and implementation of the study programme is part of the internal quality assurance system.

8. TRANSITIONAL AND FINAL PROVISIONS

Article 46

For the organisation and conduct of studies regulated by this Rulebook, the provisions of the University of Rijeka Study Rulebook shall apply mutatis accordingly.

Article 47

Procedures for the settlement of applications of students commenced before the entry into force of this Rulebook shall be concluded in accordance with the provisions of the Rulebook.

Article 48

Procedures for the settlement of applications initiated before the entry into force of this Rulebook shall be concluded in accordance with the provisions of the Rulebook on Studies and studying at the Faculty of Tourism and Hospitality Management (CLASS: 602-02/22-02/03; REG. NO.: 2156-18-22-01-01) of 5 July 2022.

Article 49

Transitional and final provisions

- (1) The provision referred to in Article 12(7) of this Rulebook shall apply from the academic year 2024/2025.
- (2) The provisions of Article 18(3) of this Rulebook shall apply only to students enrolled for the first time from the academic year 2023./2024.
- (3) The provisions of Article 34 of this Rulebook on the form and manner of issuing a diploma, certificate and diploma supplement in digital form shall apply from 1 January 2024.
- (4) This Rulebook shall enter into force and apply from 1 October 2023 and shall be published on the official website of the Faculty.
- (5) The Rulebook on Studies and Studying at the Faculty of Tourism and Hospitality Management (CLASS: 602-02/22-02/03; REG.N.: 2156-18-22-01-01) of 5 July 2022 shall cease to apply when this Rulebook comes into force.
- (6) The resolutions of the Faculty Council adopted on the basis of the Rulebook referred to in paragraph 5 shall continue to apply unless they conflict with this Rulebook.

CLASS: 602-02/23-02/11
REG.N.: 2156-18-23-01-01
In Opatija, 25 September 2023

Dean

Prof Sandra Janković, PhD