International Business Academy, Kolding

MSc International Business

Postgraduate Student Handbook and Course Guide

Academic year
(SEPT) 2018

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1.   The IBA

What is the IBA?

IBA offers higher education programmes at, Professional, Bachelor and Master's levels, within areas such as finance, sales and marketing, communication, technology and web, production and management, amongst others.

In addition we offer various further education and short courses to business people who need an upgrade to their skillset, along with 6-week courses for jobseekers within a wide range of fields.

At IBA, we are passionate about developing and delivering education programmes that work in the real world, creating value for both companies and people.

Within the programmes we combine theory with practical skills, based around cases and projects, in collaboration with the business world - with internships as standard, or based around adult students' regular working days within a company.

IBA also puts focus on research, innovation and development, in collaboration with a wide range of companies and partner institutions, in Denmark as well as abroad.

IBA works with over 85 universities and institutions across the globe, such as China, South Korea, Brazil and America, and European countries such as England, France, Spain and Romania.

We are active members of the Network of International Business Schools (NIBS). Study trips, student and employee exchanges, as well as conferences and development projects, are all organized through this network of international partners. IBA students also take part in international case competitions.

IBA's Master's programmes are accredited by Coventry University. Our international partners also offer IBA students direct access to their higher education programmes.

IBA has an Erasmus Charter. Individual students from our partner institutions are therefore welcome here as exchange students, just as our Danish students have many opportunities to include an overseas trip as part of their studies.

In total IBA has around 4,700 students annually - 1,500 full time students, and 3,200 students on the professional development courses.

Students come from both Denmark and abroad, forming the basis of an exciting, attractive and international student environment.

IBA has around 120 permanent employees and 80 freelance teachers and lecturers.

The IBA is located at Ålegården, 2-4, 6000 Kolding

You will be based mainly in the building identified above and often the academic staff with whom you will have regular contact will also be based there. You will find a reception desk in the building which will be able to answer many of your questions or refer you to those that can.

2.   Student Support and Guidance within IBA

Information Points

The reception desk (Information Point) is your first point of contact for any questions, queries or problems that you may have. If they cannot answer your question they will be able to find or direct you to someone who can. The contact numbers for the Information Point is:

Janni Monica Andersen
Receptionist
Mail: jama@iba.dk
Ph: +45 72 11 82 67

IBA Team

The IBA Team manages your academic record and can help answer course, module and assessment queries. They can also help you understand the University's academic processes, rules and regulations. You can call in during the drop-in hours via the Reception Desk. You can also make an appointment to see your Course Administrator either by phone, email or via the Reception Desk. This is a good idea if you do not come into IBA every day. If you telephone the IBA team please have your student identity number (SID) / CPR-nr. available. Please call:

Janni Monica Andersen	Franziska Feigl	Peter Waring Lei
Receptionist	Programme Administrator	Programme Manager
Ph: +45 72 11 82 67	Ph: +45 72 11 82 19	Ph: +45 72 11 82 53

You can send an email query. When you email, help them to respond quickly by following these tips:

- IBA can only respond to emails sent from IBA email accounts, so use your student email address.
- Put your name and SID number in the subject line of your email.
- Put your course at the beginning of your message e.g. MBA International Business.
- Keep your email as short and concise as possible.

To find out more about the IBA Team and how they can support you, go to

https://www.iba.dk/international/master/master-of-science-in-international-business-fulltime

For regulatory updates and reminders please go to Blackboard.

On these pages you will find links to other important information including the Exams Timetable.

Academic and Personal Support

The academic staff will have particular responsibilities to ensure that your programme of study operates as efficiently as possible to give you the maximum opportunity to benefit from your studies. Your course is administered by the Program Administrator and the Programme Manager. If you have specific concerns about your study programme those are the persons who you should consult. If you are a full-time student you will be allocated an Academic Personal Tutor (APT), who is a member of academic staff, to whom you may refer for advice and help on personal and general academic issues. Your APT will signpost you to the relevant support available for you and provide academic and pastoral guidance. It is in your best interests to ensure that your personal tutor gets to know you as you may require your tutor's help on a number of occasions, for example in providing you with a job reference. You will normally be introduced to your APT during Induction Week. If you miss induction week for any reason, please contact the relevant programme Director to find out who your APT is and/or refer to Moodle.

Postgraduate Employment Tutoring, Work Experience, Internships and Consultancy Projects

The IBA have a dedicated Postgraduate Employment team that supports Postgraduate Students developing international employability skills sets and gaining work experience, internships and consultancy projects. A dedicated Postgraduate Employment Tutor provides specialist support and guidance upon Denmark including developing business acumen, understanding recruitment processes and assisting gaining volunteering and work experience opportunities. Postgraduate students are given the opportunity to gain work experience as part of their course.The Postgraduate Employment Team builds relationships with external local and national organisations to generate opportunities for Postgraduate Students to build upon their skills and experiences.

In the job portal of IBA you can see a list of advertised internships, student jobs, full-time jobs and projects. As a student you can see vacancies or create a profile and get relevant adverts sent automatically.

IT Support

During the course of your studies you may make extensive use of information technology. There is an IT Service Desk in the IBA to help you make the most of these facilities. You can visit them in person, call them on +45 40 88 40 19 or email it@iba.dk. For more details see the ITS Portal page:

Support for VLE

The BlackBoard (BB) learning platform is used across the university. All enrolled students have access to individual module folders for each study module, plus Forums relating to their overall studies.

IBA teaching staff use their module folders to support and enhance teaching and learning. As a minimum, all teaching staff are expected to put teaching plans, teaching material, assessment tasks, and student marks on module folders, and to use BB announcement folders for communication with students, with all uploaded messages automatically being emailed to all students.

More interactive use of BB is being implemented by increasing numbers of lecturers. IBA staff are invited to BB training and development sessions on a regular basis in order to fully explore and use BB´s many advanced features relating to for example blended learning.

The discussion forums on BB are also actively used by students, particularly for those modules that encourage using these discussion forums for interactive learning. The digital recording of lecture material that students can download and watch at any time is now becoming more widespread.

Increasing use is also being made of technology-enhanced resources that do not rely directly on BB, but are accessible through it. Examples currently include:
- The structuring of course resources in an easily-navigated BB which makes excellent and very practical use of social media, mind mapping and other learner-centric technologies.
- The use of a wide variety of multimedia resources.
- The successful use of Flipped lectures, with podcast lecture materials followed by a much more in–depth, interactive face-to-face session.

The use and development of module and course folders for interactive learning is encouraged and fostered by support from the IBA BB expert users, who provide assistance to teaching staff.

Use of Social Networking Sites

Whilst the use of social networking sites has grown significantly in recent years, and can be a very useful tool for communication and learning as well as for online social interaction, students engaged in courses at IBA must be mindful of their responsibilities in relation to their behavior on social networking sites, such as Facebook.

Facebook: https://www.facebook.com/IBAErhvervsakademiKolding

IBA Market (a Facebook group where you can find cheap furniture, clothes etc.):
https://www.facebook.com/groups/425709304176797/?fref=ts

Facebbok IBA Student Life: https://www.facebook.com/IBAstudentlife?fref=ts

Facebook IBA Sport Life: https://www.facebook.com/ibasportlife?fref=ts

We expect our students to behave responsibly, with care and respect shown towards others. Any student found to be behaving in an inappropriate way in their use of social media may find themselves subject to disciplinary action. Norms of conduct and behavior in relation to social networking sites are still evolving, but this guidance is designed to help you keep safe and to ensure you are not putting your own reputation, and that of IBA, at risk.

Student Counsellors

Student counselling is on offer and students can make use of this during their studies.
Guidance is offered in the following areas, amongst others:

- guidance around education-related or personal issues in relation to studies
- guidance on making informed choices with regard to the educational programme, along with subsequent business and educational options
- guidance about subsequent job seeking
- guidance for students who cut short their educational program, along with advice about other options
- information about IBA's educational programs for new and current students, in collaboration with other guidance services.

Meetings can be arranged with the Student Counsellor via email lils@iba.dk; or contact her during Student Counsellor Office's opening hours.

Student Counsellor for MSc is Line Langkjær-Schuldt, room 319.

Buddy Programme

IBA buddies are student volunteers, and one will be assigned to help you through the first weeks in Denmark when some things will seem strange and unfamiliar.
Before coming to Kolding, you will get your buddy's name and contact details. It is important that you get in touch with him or her and let them know when you're arriving, so they can then pick you up at the train or bus station in Kolding. Your buddy will also show you the school and advise you on practical matters.

3.   Essential information for all postgraduate students at IBA

This document contains guidance on what is expected of you throughout your studies.

Students are expected to have read this document thoroughly prior to the commencement of their studies.

PLEASE NOTE: All official e-correspondence from IBA will be sent to the e-mail account, which you have given to IBA. You must inform IBA if you change email address.

A   REGULATIONS

IBA's standard regulations apply

1.   IBA's standard regulations apply for all matters relating to the Programme, including regulations and procedures for appeals, complaints, and disciplinary matters. If a student wishes to lodge a complaint or appeal, it should be lodged with IBA and must follow the local procedures.

2.   Coventry University does not act as a further tribunal for appeals. A student can only submit a complaint or appeal to the University if he/she wishes to claim that IBA has not properly carried out its complaint or appeal procedures. The University cannot look further into the case, but only into whether procedures have been properly followed. Furthermore, the University has no powers to force IBA to re-consider a complaint or appeal. This does not affect disciplinary matters, which remain internal to IBA.

3.   The University is responsible only for approving the academic standard of the award and ensuring that IBA has fulfilled its obligations under this Agreement. Any regulations relating to students' studies (eg cheating, discipline) are those of IBA.

4.   If a student were to lodge a complaint with the University which gave grounds for suspecting that IBA was not assuring the standard of the Programme in the way stipulated, the University would take appropriate steps to investigate this. This would not constitute an appeal by the student.

5.   Students may write direct to the Academic Registrar of Coventry University if they wish to submit comments relating to the Programme, but these cannot be considered as complaints or appeals.

Please find the Academic Regulations for Taught Postgraduate Courses on BlackBoard.

B   THE MODULAR FRAMEWORK

IBA/Coventry University's postgraduate courses are designed within a common modular framework, i.e. all courses are made up of a number of modules at agreed credit values.

3.1   Module levels and credits
Your course handbook/programme specification will give you full details of the requirements for each award.

The credit rating for all modules is calculated according to total student effort expected for successful completion. One CATS credit normally represents 10 hours of total effort. Total effort includes lectures, tutorials, seminars, presentations, guided and independent study, coursework, preparation for presentations and seminars, and exam revision.

Under the current curriculum framework 120 credits are required for the Postgraduate Diploma and a further 60 credits for the Masters award (180 total).

3.2   Module Status
Your course will be made up of modules. The modules are described by the IBA/Coventry University and are available on BlackBoard.

Any module may have pre-requisites (e.g. prior successful completion of another module) or co-requisites (when you have to study a specific module at the same time as the one chosen or specified).

All modules must be passed to achieve your award.

3.3 The Module Information Directory (MID), Module Descriptors and Programme Specification

Details of modules being offered during the academic year can be found on BlackBoard. The Module Descriptor sets out the aims and intended learning outcomes of the module, the indicative content, method of assessment, essential and recommended reading and other information.

The programme specification for MSc International Business can be found on BlackBoard.

3.4 Timetabling

As a full-time student you can expect to complete a Postgraduate Diploma in a minimum of two taught blocks and a Master's degree in one and a half calendar years. For part-time students the minimum is one calendar year for the Postgraduate Diploma and two calendar years for the Master's degree.

Please find the Academic Calendar on BlackBoard.

C   WITHDRAWAL FROM YOUR PROGRAMME OF STUDY

If you just stop attending a module and do not withdraw officially, you will be recorded as 'absent' and the module will shown as a 'fail' on your results. That fail will appear on your final transcript.

> **If you decide to withdraw from the whole course, you <u>must</u> discuss this with your Programme Director. There are clearly defined procedures that need to be followed. Failure to comply with these may have serious implications for the amount you will have to pay for your tuition fees and your student loan. You will also still be liable for your accommodation costs. Please see the IBA regualtions for this.**

D   ATTENDANCE

It is compulsuory to attend all classes.

E   COURSEWORK ASSIGNMENTS

Will be announce via BlackBoard. Note that submission and participation is part of student engagement.

F   EXAMINATIONS

Examination dates will be announced via BlackBoard. Please find the exam regulations on BlackBoard.

<u>Exam room etiquette:</u>

- You are not permitted to take anything into the examination room that could aid cheating; this includes notes, bags, heavy clothing, programmable calculators, computers, mobile telephones, smart watches, pencil cases and audio equipment. Please note that this list is not exhaustive and if you are unclear about what you can bring into the room, please check with the invigilator.

- You may not eat, drink or smoke during examinations, however, sweets and soft drinks are permitted in moderation.

- You should note that there have been thefts of personal possessions from students' bags left at the back of examination halls. You are advised that all valuable items (e.g. mobile phones, credit cards, purses, etc.) should not be brought to examinations.

- The University cannot in any circumstances accept responsibility for the loss of private property left or lost on University premises.

- Mobile telephones and equipment with telephone communication facilities (including watches with additional functionality), should not be brought into any examination room whether switched off or not. If you have brought mobile phones and any type of watch in, you will be required to put these into plastic bags, provided for this purpose, and secured under your desk.

- If a candidate is wearing unusually bulky clothing and/or head apparel they may be visually inspected to ensure that no unauthorised materials are concealed on them (e.g. headphones). If necessary, a student may be required to accompany an appropriate invigilator to a private area to sufficiently allow any such inspections to be undertaken.

- Candidates who are found to have with them any unauthorised materials will be deemed to be cheating and will fail that examination.

If there is a fire alarm or other emergency during the examination, please leave the room calmly and quietly. You should not take anything with you and **must not talk** to other students. If there is any talking during an alarm the exam may be declared void and another assessment will then be carried out at a later date. **If you do not adhere to these rules you may be accused of cheating and appropriate penalties may be applied.**

Individual examination arrangements/alternative assessments:

G   ACADEMIC DISHONESTY

Academic dishonesty covers any attempt by a student to gain unfair advantage (e.g. extra marks) for her/himself, or for another student, by means that are not allowed.

Examples of such dishonesty include:

Collusion includes the knowing collaboration, without approval, between two or more students, or between a student(s) and another person, in the preparation and production of work which is then submitted as individual work. In cases where one (or more) student has copied from another, both (all) students involved may be penalised. The line between acceptable co-operation and unacceptable collusion varies according to the type of work involved. Staff setting the assessment exercise will issue clear guidance on how much co-operation is acceptable.

Falsification includes the presentation of false or deliberately misleading data in, for example, laboratory work, surveys or projects. This also includes citing references that do not exist.

Deceit includes the misrepresentation or non-disclosure of relevant information, including the failure to reveal any cases of work being submitted for assessment which has been or will be used for other academic purposes.

Plagiarism is the act of using other people's words, images etc. as if they were your own. In order to make clear to readers the difference between your words, images etc. and the work of others, it is essential that you reference your work correctly, (**see section F below**), to avoid a charge of plagiarism. It is always obvious when a student has copied words from a text without referencing, as there is a change of writing style each time. If you do not reference your work correctly, it will come across as if you have 'stolen' words or ideas from other sources. Module leaders use computer software to check students' work for potential plagiarism or incorrect referencing.

Please find more information about the plagiarism procedure on BlackBoard.

Self-Plagiarism is the re-use of significant, identical, or nearly identical portions of **your own work** without acknowledging that you are doing so or without citing the original work, and without the written authorisation of the module leader.

Re-presentation is the submission of work presented previously or simultaneously for assessment at this or any other institution, unless authorised in writing by the module leader and referenced appropriately.

Cheating is any attempt to gain an unfair advantage in an assessment (including examinations), or assisting another student to do so. It includes: taking unauthorised materials into examinations, copying from other candidates, collusion, impersonation, plagiarism, and unauthorised access to unseen examination papers. In the event of an allegation of cheating you are advised to PWL immediately after the incident.

It is in the best interest of all students, for the University to maintain the good reputation of its awards. Your co-operation is expected in actively protecting the integrity of the assessment process. It is the duty of all students to observe high personal standards of academic honesty in their studies and to report any instances of malpractice of which they become aware without fail.

H   PLAGIARISM AND HOW TO AVOID IT: CITING SOURCES AND REFERENCING IN YOUR ACADEMIC WRITING

Gathering information from a variety of sources is an essential part of most academic writing, and **it is important that you reference these sources in the required style**. All writers borrow material from other sources at some time, including ideas, information, images, charts, graphs, and statistics. Whenever you use information from other sources you must document the source in two ways:

- provide an **in-text citation** of the source in the main body of your writing;
- enter the source in the **List of References** at the end of your document.

You must cite and reference every piece of information that you borrow from another source because it is the **intellectual property** of the individuals or groups of people who have produced it. All statements, opinions, conclusions, images, etc. which you have taken from someone else's work (books, journals, lectures, videos, TV programmes, newspapers, internet pages, etc.) should be acknowledged, whether the work is mentioned, described, reproduced, summarised, paraphrased or directly quoted by you. If the source is produced by an organisation or an official body instead of authors, this is known as a 'corporate author' and must be treated in the same way. For example, most websites are produced by a corporate author. This also applies to such organisations that write essays, devise IT coding etc.

Why cite and reference?

- ✓ **Good referencing practice** makes your writing scholarly and authoritative. It shows that you have researched your topic well, and shows your ability to follow academic standards.

- ✓ **Good referencing practice** displays intellectual honesty because the reader can see which elements of the writing are original, and which are borrowed. Clear in-text citations and a full List of References help a marker to credit originality in your work.

- ✓ **Good referencing practice** allows your readers to locate and consult the sources you have used and enables you to go back to consult sources you have used in previous papers you have written.

- × **Poor referencing practice** means that your writing is not founded upon clear evidence, so it is hard to persuade your reader that your arguments are well-founded. Also be aware that the quality of your in-text citations and List of References is taken into account when assignments are marked.

- × **Poor referencing practice** can give an impression of intellectual dishonesty because it is unclear to readers which information has been borrowed from another source. In the worst case this is plagiarism **(see section D above)**, which means presenting someone else's work as your own. Plagiarism can be accidental or intentional. You will be penalised for plagiarism of either sort at Coventry University.
- ×

The Coventry University Harvard Reference Style is Coventry University's recommended format for documenting the sources you use in your academic writing. Some tutors and subject groups may require you to use an alternative referencing style. If you are unsure, ask your module tutor. It is your responsibility to find out whether your tutor requires you to use a different referencing style.

Full guidance on using the Coventry University Harvard Reference Style is available from the Academic Support section of the University's Student Portal (https://share.coventry.ac.uk/students/CentreforAcademicWriting).

For more information please contact the programme manager Peter Waring Lei at IBA.

I   WHAT TO DO IF YOU EXPERIENCE ILLNESS OR OTHER CIRCUMSTANCES THAT AFFECT YOUR STUDIES/EXAMS

You need to provide documentation from hospital/ medical doctor that you have been unable to write/read/concentrate as a direct effect of your illness.

J   ASSESSMENT BOARDS, REASSESSMENT and RESULTS

After each examination period your results will be considered and your academic position reviewed. This is done at two levels: at a Subject Assessment Board (SAB) and at a Programme Assessment Board (PAB).

The results for each **module** are considered at a SAB that determines whether the components of the module assessment reach the required standard. A SAB has the power to raise or lower marks for all students taking the module if it considers it to be appropriate. The final mark recorded for your coursework, for example, may differ from the marks that you have received during the year.

A PAB considers the results of **each student on a particular course** and makes decisions on progression and awards. **Results remain unofficial and subject to change until confirmed by a PAB.**

External examiners (impartial subject experts from outside the University) are associated with each SAB and PAB. They attend these meetings and will consider a sample of students' work undertaken as well as teaching material and other documentation which has supported the teaching of a module. This is part of a national system that ensures that standards are comparable across all UK universities.

After SABs have approved the marks for all the modules and your PAB has reached a decision about you regarding your progression on a course or your final award, your results will be released and you will receive an e-mail notifying you of this release to your IBA e-mail account. Only final year students or students exiting the course will be sent results notification letters.

Under the current regulations, if you do not pass all of your modules, the PAB will decide whether you may be reassessed. This could be by either resitting the assessment without re-enrolment on the module, or by repeating the whole of the module with a new enrolment (which may be essential if it involves group, laboratory or studio work). You will be entered automatically for any resit(s) at the next available opportunity – however, please note that re-sits for the Masters Project module are discretionary and not automatic.

Re-assessment by resit is restricted to one attempt. This must normally be completed within the resit period associated with the academic session in which the module was studied and failed.

If you don't pass the re-sit, the Programme Assessment Board **may** use its discretion to allow you to repeat the module(s) at the next available opportunity. If you have to repeat one or more modules this means that you have to attend the module(s) again i.e. you will have to re-enrol and it may take you longer to complete your studies. If you fail your repeat attempt you will be allowed to resit one more time. You will then have exhausted all your attempts at that/those modules.

Where a module is repeated, complete **reassessment in all components** is required. Original marks are not taken forward to combine with repeat marks.

The overall module mark for a repeat attempt module will be capped at 40%.

Please find the regulations at VLE Blackboard

There is a Coventry University commitment to provide results to students on Moodle in advance of results being confirmed and released formally via the University's SOLAR system. Therefore, any results that are provided by this mechanism will be **unratified** and remain provisional until they are approved by the Programme Assessment Board and released for you to view on SOLAR.

Quick summary guide to attempts permitted

- First attempt
    - If you fail, an automatic resit (without attendance) is permitted.
    - If you submit your Masters dissertation, but fail your first attempt, it is at the PAB's discretion to permit (or not) a resit attempt.

- Resit attempt
    - If pass, module capped at 40% or original module mark kept if higher.
    - If fail a submission, PAB has discretion to consider a repeat attempt (with attendance).
    - If fail without a submission, PAB may terminate studies or may consider a repeat.
    - If you fail the resit of the Masters dissertation, there is NO PERMISSION to repeat under Coventry University Regulations.

- Repeat attempt
    - If pass, module retaken in its entirety and capped at 40% - all previous marks set aside.
    - If you fail, an automatic resit is permitted.
    - Please note that Coventry University Regulations do NOT PERMIT you to repeat your Masters dissertation.
- Final resit attempt
    - If pass, module capped at 40%
    - If fail, with or without a submission, PAB may terminate studies or inform you that you will not achieve the award enrolled upon.

K   AWARDS AND CLASSIFICATIONS

Awards of Master's, Postgraduate Diplomas and Postgraduate Certificates may be made with Merit or Distinction.

Thresholds for merit and distinction are normally 60% and 70%. Please check your course handbook/programme specification for information on how the classification is calculated.

If you have passed enough modules to be awarded a Postgraduate Certificate or Postgraduate Diploma, but intend to proceed to the next stage of your programme, you are normally not entitled to receive a certificate, or attend an awards ceremony, at that time. An award is only made when you have completed your programme of study and you have informed the IBA of your decision.

L   APPEALS AGAINST ASSESSMENT RESULTS

STUDENT APPEAL PROCEDURE

Steps to be taken;

1.   Detailed description of the cause of action/ or omission leading to the complaint (appeal must be filed within 10 days from the decision, example: exam board)

2.   Specific argumentation/reasons + evidence (example: e-mail correspondence with your tutor/ supervisor identifying persons/dates etc.)

3. Specify what you believe should be the outcome of your complaint.

Upon provision of the above requested written complaint, we will process the complaint as follows:

4. Acknowledge receipt of your written complaint
5. Present involved staff with your complaint
6. Request opinion from involved staff
7. Request your reply to the opinion of involved staff
8. Present to you staff's final reply
9. Dean of Studies final decision regarding your complaint

See more on BlackBoard.

M   GRADUATION AND REFERENCES

If you would like to participate in the Graduation ceremony in Kolding and/or Coventry. Contact the Programme Administrator

If you require a references from the IBA, then you must contact the Course Team

N   HOW TO MAKE A COMPLAINT

Academic Regulation:

2.3 The grounds upon which a student may request a review of an Assessment Board decision are limited to the following:

a) the assessment was not conducted in accordance with the regulations for the course or there was an administrative error or some other significant procedural irregularity that prejudiced the student's performance;

b) there is evidence of unfair or improper assessment on the part of one or more of the examiners, although the candidate shall not be permitted to question the academic judgement of the examiners.

c) Exceptionally, that there is evidence that the extenuating circumstances were so severe as to have prevented the student from making an informed decision at the time as to whether to attempt an assessment or to apply for a deferral.

2.4 Disagreement with the academic judgement of an Assessment Board in assessing the merits of an individual piece of work or in reaching a decision on a student's progression or on the final level of an award, based on the marks, grades and other information relating to the student's performance, cannot in itself constitute grounds for a request by a student for reconsideration. Any alleged inadequacy of supervision or in other arrangements during a period of registration as a IBA student is not admissible grounds for review.

 Collaborating Institutions

 Where a complaint is received:

a)   About a Coventry University student undertaking a Coventry University programme delivered by a collaborating institution; or

b)   About a member of staff delivering University programmes employed by a collaborating institution, or

c)   from a student enrolled on a Coventry University programme, member of staff or member of the public about matters relating to Coventry University programmes delivered by a collaborating institution, the

complaint shall be forwarded to the relevant institutional Principal via the Executive Dean of the Faculty associated with the course, to be dealt with under local arrangements. The Executive Dean shall formally acknowledge the complaint, indicating to whom the complaint is being referred.
The University would normally expect to receive a report on the outcome of any subsequent investigation.

Where a student at a collaborating institution remains dissatisfied with the outcome of any complaint, review or appeal and has exhausted all internal procedures, they may address their complaint to the University Registrar & Secretary who will consider the case on the ground of procedural irregularity only. Should the complaint be upheld on that ground, it will be referred back to the collaborating institution for further consideration. If the collaborating institution deems that no further action is to be taken that decision is final and a CoP letter will be issued to the complainant by the University.

Where a complaint is received from one collaborating institution about another collaborating institution in connection with University activities, the complaint shall be referred to the Coventry University Vice-Chancellor.

O   IMPORTANT FINANCE INFORMATION AND FEE IMPLICATIONS

If you fail referred modules you will be required to retake those modules the following year, you will have to pay for these modules.

Charge table 2018/2019

Re-sit of failed module or components of module:	Free of charge / No charge
If academic misconduct then fee	DKK 2.000
Re-take of module with attendance:	DKK 2.500
Re-sit of re-take	DKK 1.000
Re-submission of dissertation	DKK 4.000

4.   Student Representation

Student representation is an important element of academic life and is central to University quality procedures. You will receive information regarding this and how to become a student representative during your Induction Programme.

Your views are extremely important in contributing to the running and future shape of your course. There are several levels of student representation within the IBA:

Students can become representatives on the Board of Study which deals with the operation of the IBA programmes as a whole and changes to their structure.

Elections for student programme representatives are held during Induction week.

5.   IBA Calendar

The academic calendar is available on BlackBoard. It is important as a time planning tool.

6.   Health and Safety Information

Denmark is one of the world's safest countries. Crime rates are low – plus you get access to a comprehensive public healthcare system.

Emergency
The Danish way of life is based on mutual trust and tolerance. Despite the low crime rate, you should be vigilant and take care of your valuables. The Danish police are approachable and helpful, so don't hesitate to contact them for assistance if you are in need. In the event of an emergency, call the emergency services at 112 for ambulance, police and fire services. When you dial the emergency call centre you will be asked for your name, address and the phone number from which you are calling. The call centre will then make sure that appropriate help is sent immediately.

Healthcare
As an international student and resident in Denmark, once you receive your Civil Personal Registration (CPR) number and health insurance card, you will have access to the Danish healthcare system, which includes free medical treatment - with some exceptions, such as dental care and physiotherapy.
Getting the CPR number might take up to 2-3 months. You are required to have an insurance or valid European Health Insurance Card for this period.
Please note: The Danish public healthcare system does not cover transportation to your home country in the event of illness.

The Danish National Health Insurance Card
Upon registering with the Civil Registration System, you will receive a national health insurance card ('Sygesikringskort'). The card is your proof that you are entitled to all public healthcare services in Denmark, and must be presented at all visits to doctors, hospitals, and at pharmacists when collecting prescription drugs. The card states your name, address, and your Civil Personal Registration (CPR) number, as well as the name and address of your doctor. It also provides healthcare coverage for up to one month on holiday trips within the EU/EEA and Switzerland.
Read more about the Danish healthcare sector here.

7. Course Guide

Programme rationale

The IBA MSc International Business is a Masters programme aimed at graduate students who have studied business and management subjects before as a major part of their first degree. The programme provides students with the opportunity to develop a strategic outlook in a global context and to hone business skills developed in their earlier academic studies. This has the major objective of preparing students for a successful international career in management, in either the public or private sector.

Successful business managers have the ability to think strategically, to communicate effectively and to implement complex business projects, from new product development, to mergers and acquisitions. The emphasis on building management skills is illustrated in several of the core modules. The MSc International Business will help students to develop an analytic and conceptual perspective in key functional areas and the ability to apply critical skills to the functions and processes that drive business and organisations today.

The programme introduces students to globalization through focus on growth of international business and inter-cultural perspectives. The programme emphasises the development and implementation of appropriate strategies within a changing environment, strategic risk management and issues of compliance.

In addition to subject knowledge, emphasis is also placed on communication skills in a variety of forms including written form and presentations (individual and group). Communication is vital in any business context but the international dimension makes communication even more important and complex. When taking into account organisational and national culture, together with different time zones and the geographical spread of teams, communication can be difficult. These issues are addressed throughout the course with students working in multi- cultural groups to simulate working. The IBA MSc International Business is a Masters programme is aimed at graduate students who have studied business and management subjects before as a major part of their first degree. The programme provides students with the opportunity to develop a strategic outlook in a global context. In addition, the programme gives students the opportunity to study and appreciate how different organisational elements relate to each other. The dissertation module provides a context for learning advanced quantitative and qualitative research methods,

collating sources of information, and writing a substantial individual piece of work, which demonstrates the student's ability to relate academic knowledge to organisational practice.

The programme develops students' strategic thinking, effective communication and research skills, all directly relevant to employers and such skills are designed to be of great value when seeking future employment.

Generic Aims, objectives and outcomes of the MSc programme

The aims, objectives and expected outcome of the MSc are to provide an educational experience which enables students to achieve a composite understanding of the operation and strategy of management and to develop appropriate intellectual and personal skills.

Specific Aims of the MSc programme

The programme develops students' strategic thinking, effective communication and research skills, all directly relevant to employers and such skills are designed to be of great value when seeking future employment.

General Objectives of the MSc Programme

The general objectives of the programme are to:

Provide the framework within which students can develop an analytical understanding of both the functional nature of business and the holistic nature of management and leadership.

Provide students with the opportunities to develop and enhance their skills and the ability to apply a variety of management and leadership tools and techniques to their own organisations.

Stimulate a proactive approach to organisational issues which illustrate an understanding of the impact of the changing environment and the context within which managers and organisations operate.

Support students as they prepare for and carry out a sustained piece of research, namely the MSc dissertation.

Provide enhancement of lifelong learning skills and personal development so as to be able to work with self-direction and originality and to contribute to business and society at large.

Develop understanding, responding to and shaping the dynamic and changing nature of business, including consideration of the future of organisations within the global business environment.

Developed a range of skills and attributes particularly relevant to business and management such as commercial acumen, managing cultural diversity and cross-cultural within a global business context.

Outcomes of the MSc Programme

On completion of the programme a student will be able to:

Strategically analyse a range of business situations and make appropriate recommendations and interventions based on these analyses.

Implement complex business projects based on a critical understanding of business functions and how they inter-relate.

Communicate effectively with key stakeholders in organisations, colleagues and clients to include writing reports and giving coherent, strategic, professional presentations.

Understand and critically evaluate the complexities of working internationally across geographical boundaries and cultures.

Critically analyse a range of possible business choices and potential interventions, using relevant data, to propose strategically viable solutions.

Systematically analyse and critically evaluate sources of data and information to synthesise business research based on evidence.

These overarching learning outcomes will be achieved through the students studying modules which give knowledge, skills and abilities in key business areas. Students will be encouraged to synthesise and apply knowledge and their critical understanding of international business topics in group work, reports and presentations. Detailed intended learning outcomes (ILOs), which enable achievement of the overarching ILOs, are given in the module descriptors indicated below.

Modules

The programme has been devised primarily as a one-year full-time programme but it may also be taken part-time over two years. It is constructed on the basis of Coventry University's taught postgraduate modular framework (180 credits).

Students must undertake and pass the final semester project (i.e. the dissertation) if they are to be awarded a 'masters' title. All modules are assigned 15 credits, apart from the dissertation module which has 60 credits.

Module No.	Module Title	CATS Points
1. Semester		
KOLM06BSS	Global Supply Chain and Logistics	15
KOLM67MKT	Marketing in an International Perspective	15
KOLM14EFA	Accounting for Business	15
KOLM05BSS	Global Business in Emerging Regions	15
2. Semester		
KOLM10BSS	International Leadership and Management	15
KOLM12BSS	Global Markets and Entry Strategies	15
KOLM13BSS	International Trade Management	15
KOLM12HRM	International Human Resource Management	15
Dissertation Stage		
KOLM43BSS	The Postgraduate Research Project: Dissertation Route	60
	Total Degree Credits	**180**

All modules are mandatory

Note: All students are enrolled on the MSc programme. Students exiting prior to completing the full MSc may be eligible for a fallback award as follows:

- Postgraduate Certificate in International Business: 60 credits from taught modules.
- Postgraduate Diploma in International Business: 120 credits from taught modules.

Awards are made in accordance with Coventry University Regulations.

Course Requirements

You must normally have successfully completed a degree in a relevant subject area at undergraduate level (bachelor or equivalent).

Students who are not from Denmark must present a recognised international English test, with a result equivalent to or better than:
- IELTS: 6.5
- TOEFL Paper: 550
- TOEFL Computer: 213
- TOEFL Internet-based: 79 (minimum 19 in all sections)
- Cambridge test: CAE A, B or C
- Oxford Online Placement test: B2 (min. 70 in each part)
- PTE 58 + (authorized test only)

Getting Help, Information and Contact Details

Franziska Feigl   Peter Waring Lei
Programme Administrator   Programme Manager
Ph: +45 72 11 82 19   Ph: +45 72 11 82 53

Opening Hours: Monday to Thursday from 10.00-14.00 (Room 204)

General Information

Messages will also be posted on BlackBoard, so **it is important that you also check the Course and Module Webs regularly**. Please note that the IBA will ONLY communicate via the email account that you have provided. If you change email account then it is your responsibility to inform the Programme Administrator. It is also your responsibility as a student to check your account regularly.

Contacting MBA Course Team

IBA Staff will endeavour to deal promptly and efficiently with all problems or issues that you may have, whether academic or personal. For non-urgent enquiries you should make an appointment with the appropriate person. All staff offer 'office hours' during term time when they are available to see students.

Help with Personal issues

The Course Team will be able to advise and help you regarding personal and general academic issues.

Help with Academic issues

The Programme Manager is the person whom you should approach for guidance on specific issues relating to coursework or examinations, and on matters relating to the understanding, reading, or relevance of material associated with each module, etc.

Help with Administrative Problems

The Programme Administrator is the person whom you should approach for guidance on specific administrative issues

Code of Practice

To maintain the high quality of IBA courses, and to ensure that all parties involved are clear about commitment and expectations, we expect staff and students to adhere to the following Code of Practice.

Students can expect staff to:

- provide clear and comprehensive Module and Course Guides.
- adhere to the module timetable (other than in exceptional circumstances).
- provide high-quality, focused and research-based teaching.
- provide relevant supporting materials.
- provide guidance on additional reading.
- provide opportunities for active learning.
- mark and return assignments within an agreed time limit.
- be responsive to student feedback.
- be available for consultation during advertised office hours.
- provide full information on changes to deadlines and other important events as far in advance as possible.

Staff can expect students to:

- read Module and Course Guides.
- be familiar with guidance on course requirements.
- avoid plagiarism/self plagarism.
- attend all timetabled sessions.
- take responsibility for their own learning.
- read and engage with materials provided.
- independently engage in pre-class and follow-up reading and activities where specified.
- respect assignment submission deadlines.
- provide early notification of any difficulties.
- ensure that all classes are free from unnecessary interruption.
- consult staff during office hours, but otherwise by appointment only.
- make appropriate use of available learning support resources including the Library, BlackBoard and computer software.
- keep up to date with the latest information provided about their course and modules, especially via BlackBoard and notice boards.