



International
Business College
Mitrovica

Student Handbook & Syllabus

General Semester

Academic year 2018-2019



Donors:



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WELCOME LETTER

Welcome to the International Business College Mitrovica!

The International Business College Mitrovica, or IBCM, was founded in March 2010 as an internationally registered not-for-profit foundation operated under the auspices of the organization “SPARK”, a Dutch non-government organisation. IBCM was financed by the governments of Sweden, Denmark, the Netherlands, Switzerland, the European Union, the United Kingdom, and now is financially supported by the European Union.

IBCM offers students several unique key benefits that lead our graduates to success. As a student, you will be prepared for the future career you envision for yourself – either locally or internationally. You are educated and trained according to three central tenets of IBCM: International, High Quality, and Practice-Oriented approach.

Quality: quality is a central tool in all of our services. IBCM is the first international higher education institution in Kosovo that has obtained European institutional and programme accreditation, by the German accreditation agency Evaluationsagentur Baden-Wuerttemberg EVALAG. This inspires us to continually strengthen the quality of our programmes.

International education: at IBCM you will take all of your classes in English. You will graduate both as an expert in your field and as a fluent English speaker prepared for any international role. Furthermore, IBCM offers double degrees its Danish partner, the University College Lillebaelt. Moreover, IBCM offers its students placements at other international colleges in Denmark, Finland, Portugal and Lithuania.

Practice-oriented education: our educational aims for our students are to acquire theoretical knowledge and the actual application of said knowledge and practical involvement. Exciting internship opportunities that take place with companies or municipalities in the region and even international organisations abroad are part of our core curriculum. Start thinking today where you wish to go for your internship so we can help you succeed in applying IBCM's motto: 'From Theory to Practice.'

This student handbook is provided so that students can obtain a better understanding of what will be expected from them regarding rules and regulations of IBCM. It is our hope that your time at IBCM will be both productive and enjoyable. We urge you to always feel welcome to be in touch with us whenever you need support or advice.

Sincerely yours,

The International Business College Mitrovica Team

In partnership with



YOUR COLLEGE

Vision:

Mitrovica will become an economically vibrant hub in the Western Balkans that demonstrates socio-ethnic inclusion of the various groups and communities of the region. High-quality education and training will contribute to this by providing crucial skills development as well as exposure to the international community, and by bridging the ethnic groups in Mitrovica.

Mission and Mandate:

IBCM will become a self-sustainable higher vocational education institution that provides high-quality international education at an affordable rate. Through the provision of excellent education and training, it will provide youth and adults in the Mitrovica region with economic opportunities and support economic development in the region. Through applying the IBCM motto "From Theory to Practice" IBCM students are equipped with an up-to-date set of skills, enabling them to develop professional careers.

Campus information

There are two campuses in Mitrovica. The Riverview campus (former North campus) opened its state-of-the-art facilities in December 2013 (pictured below), and the Riverside campus (former South campus) in September 2016 (picture right).



Academic Calendar

The Academic Calendar marks important dates and deadlines related to your studies. It is accessible through Google Calendar and IBCM website, <http://ibcmmitrovica.eu/academic-calendar-2/> and posted by student services on both campuses.

Time table

IBCM uses an online time table system where you can find the current time tables for lecturers and classes. Access to the online timetable is available through the website and should be checked regularly: ibcm.edupage.org/timetable

Opening hours

IBCM campus locations are accessible to students from 08.00 AM to 18.00 PM every week day. During the weekends the buildings are closed. Below you may find the daily lecture schedule:

Period I	08.30-10.00
Period II	10.15-11.45
Lunch break	11.45-12.45
Period III	12.45-14.15
Period IV	14.30-16.00
Period V	16.30-18.00

Key Dates, Academic Year 2018-2019

Orientation Day, winter semester (new students only)	October 8 th , 2018
First day of classes, winter semester	October 9 th , 2018
Induction Weeks	October 8 th , 2018 to October 19 th , 2018
Tuition fee payment due	October 29 th , 2018
Winter holiday break (no classes)	December 24 th , 2018 to January 4 th , 2019
Final Exam weeks	February 11 th – 22 nd , 2019
First day of classes, summer semester	March 4 th , 2019
Re-sits, Final exams (winter semester)	March 25 th -28 nd , 2019
Final exam weeks	Jun 24 th – July 5 th , 2019
Summer holidays (campus closed)	July 22 nd , 2019 to August 2 nd , 2019
Final exam re-sits	August 26 th – 30 th , 2019

All dates are subject to change without notice.

EDUCATION AT IBCM

Education at IBCM is unique thanks to both the content of its study programmes and its learning model: *From Theory to Practice*, which enables four steps inside the learning process – conceptualization, experimentation, experience and reflection. These four steps are based on a **problem-based learning** (PBL) methodology. IBCM is the first college in this area to implement such a model. Since the very beginning of IBCM, the college has been consistently applying this innovative learning model in its curricula.

From theory to practice – the model

The pedagogical concept of problem-based learning IBCM applies can be visualized as follows:

	Explicit knowledge	Tacit knowledge
Theory	Conceptualization	Experimentation
Practice	Reflection	Experience



Conceptualization (in-class learning) – is an aspect of learning, where a theoretical basis is created by transferring theoretical knowledge to students, which acquire it by reading or

listening. Theoretical knowledge could be definitions, concepts, theories, models, rules, descriptions, etc. Conceptualization at IBCM happens through:

- Lectures
- Students teaching other students
- Exercises in every class
- Real life examples provided by students and lecturers in every subject
- Guest speakers.

Experimentation and simulation learning involve working with real life problems in a controlled environment without communicating with the outside world. Experimentation at IBCM happens through:

- Use of real-life cases
- Role playing
- Games and simulations
- Focus groups
- Debates
- Experiments
- Multimedia tools
- Group work and individual oral presentations.

Experience (in-field learning) – is working with the theoretical knowledge in the real world environment. Experience at IBCM happens through:

- Lecturers and guest speakers incorporate real life examples and problems from a field
- Coursework exposes students to practical tools from the real world
- Field work and research
- Semester projects
- Internships.

Reflection (competence gaining) – means linking recent knowledge and experiences to earlier ones in order to promote a more complex and interrelated mental schema. It takes into consideration all the learning achieved through conceptualization, experimentation and experience, and interrelates them. Reflection is the learning aspect where a student independently can solve real-world problems related to the profession. This means that a student can understand and discuss why specific tools are relevant to solve a specific problem. Reflection at IBCM happens through:

- In-class reflection exercises
- Pre-exam tutorials
- Reporting on the internship experience
- Final AP and Bachelor thesis.

Learning activities

Our learning model *From Theory to Practice*, incorporated with problem-based learning, teaches students to think for themselves, conduct individual and group research, interact professionally, and learn from one another. In such an environment:

- You take *action* instead of just listening and reading;
- You learn to *ask* the right questions, *research* the right issues and *engage* in the right discussions;
- You *acquire essential skills* and prepare yourself for your professional career;
- You *meet people from practice* since we organize field visits and guest speakers from relevant institutions, linked to topics you will study.



Key Features of Your IBCM Studies

- **Assessment** - Each of your courses at IBCM will have its own means of assessment, which includes a combination of assignments and final examinations. Assignments can take different forms such as projects, presentations, papers, tests, and quizzes. Final exams are carefully designed to evaluate the degree to which students have mastered the key concepts in the course. In addition, it's important to bear in mind that attendance, participation, and attitude are all factored into your assessments at IBCM.
- **Semester projects** – Semester projects are another part of your overall assessment that forms an integral part of the Danish dual diploma we offer at IBCM. Each semester, students complete a project that synthesizes what they have learned from their various courses and gives students an opportunity to apply and build mastery of key skills.
- **Internship experience** – All students at IBCM are required to complete an internship at both the AP and bachelor levels. You will receive guidance from the Career Centre during the semester before your internship to help you through the process. In conjunction with a faculty internship mentor and advisor from the internship site, you will establish clear learning outcomes and submit a report reflecting on this process. Thus the internship experience helps to connect the theory from your classes to real world applications.
- **Thesis** – At the end of your degree program, you will complete a thesis that serves as a capstone project. The thesis typically builds on the internship experience and you will have support in developing the thesis from an advisor.

STUDY PROGRAMMES AND ASSESSMENT REGULATIONS

Degrees and double degrees at IBCM

IBCM offers the following degree levels:

- Academy Profession degree in *Marketing and Management* (Double issued by University College Lillebaelt);
- Bachelor top-up degree in *International Sales and Marketing* (double issued by University College Lillebaelt);
- Academy Profession degree in *Public Administration* (double issued by University College Lillebaelt);
- Bachelor degree in *Public Service Management* (double issued by University College Lillebaelt);
- Academy Profession degree in *Environmental and Agricultural Management* (double issued by University College Lillebaelt);
- Bachelor top-up degree in *Environmental and Agricultural Management* (double issued by University College Lillebaelt).

The above programmes are offered according to demand. If demand for a particular program is low at the start of a first semester, it may not be offered as a full program.

The double degree concept

The Danish Act Governing Professional Higher Education at Academy Profession & Bachelor Degrees (Act 684) is the basis for the double issuing of the Academy Profession degrees and the Bachelor degrees. The IBCM programmes and the Danish programmes are parallel educations – they have similar learning outcomes and a similar number of credit points. Credit points, obtained at IBCM, can be transferred to the University College Lillebaelt (UCL). At the end of AP studies, IBCM graduates are awarded an AP degree from IBCM and a double degree from UCL. After the end of bachelor studies, IBCM graduates are awarded a bachelor degree from IBCM and a double degree from UCL.

Study programme overview

A student's workload at IBCM is indicated with European Credit Transfer System (ECTS) points. One ECTS point is understood as equivalent to 25-30 hours of a student's workload. One semester has a workload of 30 ECTS or 750-900 working hours. The workload covers all learning activities, seminars, group work and self-study. Student workload is expected to take up to 40 hours per week.

General Semester

The first semester at IBCM is an interdisciplinary common semester across all programmes and it is called the General Semester. All first semester students take the same classes which are the basic management courses and courses related to all three programmes, as indicated below.

Module	Course	ECTS weight	
Principles of Economics	Microeconomics	4 ECTS	
	Principles of Accounting	2 ECTS	
The Modern State and the European Union	Introduction to EU Studies	4 ECTS	
	Public Sector in the Modern State	2 ECTS	
	Organizational and Management Studies	5 ECTS	
	Effective Communication	3 ECTS	
	Principles of Marketing	4 ECTS	
	Mathematics and Introductory Statistics	4 ECTS	
	Introduction to Environmental and Agricultural Management	2 ECTS	
	TOTAL		30 ECTS

Grading system

IBCM applies the following grading scale:

Performance	For an excellent performance	For a very good performance	For a good performance	For a fair performance	For an adequate performance	For an inadequate performance	
Achieved learning outcomes	> 95%	85% - 95%	75% - 84%	65% - 74%	55% - 64%	< 55%	No exam
Grade according to the ECTS grading system	A	B	C	D	E	Fx	F
IBCM grades	12	10	7	4	2	0	-3

Attendance

Attendance is vital to your progress at IBCM. In order to achieve success in IBCM study programmes, it is important that students actively participate in their scheduled college activities, such as lectures, workshops, projects and examinations. As a result, IBCM carefully monitors student attendance.

Your presence and participation are also considered as part of your assessment. Your lecturers will typically assign a value of 10 – 20% of the overall grade for attendance and participation.

IBCM staff may also consider your attendance when deciding which students are eligible for opportunities such as scholarships, competitive internships, field trips, and study abroad opportunities. Absences are therefore recorded by your lecturer at the beginning of every class and this information is recorded and monitored by Student Services.

In case of absence for excusable reasons (illness, etc.), you should provide the office of Student Services with documentation within a week of the absence in question. If an emergency causes you to miss an exam or otherwise scheduled assignment or deadline, you should also contact your course instructor as soon as possible, and wherever possible, before the deadline has passed. Procedures for appealing or rescheduling an exam or assignment after an excused absence are detailed under the Academic Policies and Procedures, available on IBCM website.

Academic English & Study Skills

Plagiarism & Fraud

Plagiarism and fraud are two very serious academic offences, and are not tolerated at IBCM.

Fraud (cheating) is defined as attempts of a student to influence examination results by using non-permitted aids. Permitted aids are specified at the exam paper of every individual exam.

Plagiarism is defined as taking, using, and passing off the ideas or words of another person as your own. It includes:

- Presenting or paraphrasing an author's work without a reference;
- Copying other students' work, including assessed work which is written with other students (without prior permission of your tutor / lecturer);
- Submitting work which has already been submitted for assessment previously in another course (self-plagiarism).



Cases of fraud and plagiarism will result in a fail grade on the relevant examination or assignment, and it will need to be repeated. A warning is issued on the first instance of fraud or plagiarism, and continued cases will result in more serious consequences, including ultimately expulsion from the college. For more information, see the IBCM Academic Policies and Procedures on the website.

IBCM has software that is used to detect cases of plagiarism and lecturers will also carefully scrutinize any assignments that they feel may be copied or improperly cited.

If you have questions about plagiarism, you can talk with the English lecturers as well as other lecturers. You are also strongly advised to attend the IBCM's Academic English & Study Skills classes, for advice and guidance on how to avoid plagiarism.

English language support

For many students, study at IBCM will be their first experience of academic study in the English language. This can be a fairly demanding transition. To help you to adapt, IBCM provides comprehensive '*Academic English & Study Skills*' support programme.

The Academic English syllabus consists of a series of tutorials across your first semester, and continuing into your second and third semesters. These classes are conducted by a lecturer with a strong academic background, expertise in language education and a recognised qualification for teaching English. The syllabus will orientate you on a variety of practices needed to succeed in higher education, including the structure of academic papers, writing style, APA referencing style, and how to avoid plagiarism.

It is strongly recommended that you attend all lectures, as a thorough understanding of good academic practice will help you fulfill your potential at IBCM. Please see your Academic English & Study Skills handbook for more information.

APA Style Guide

IBCM uses APA format only for essays and reports. Using this correctly and ensuring that you reference properly will ensure that you avoid plagiarism.

Font: Times New Roman
Font Size: 12pt
Spacing: Double spaced
Page numbers: Top right, including the cover page

Referencing:

1) You must write an in-text reference every time that you use another person's words, facts, idea, data, theory, model, concept, etc.

In brackets () next to your quote, paraphrase or summary of a secondary source, provide the surname of the author and year the source was published.

E.g. The tendency towards longer working hours for much of the labour force in the UK and North America (Ogden, 2008), along with escalating numbers of dual-income families and employed single parents (Office for National Statistics, 2007), creates increasing opportunities for multiple roles to clash with one another.

****Footnotes should only be used for additional information, not for references****

2) You must include a full reference for every source used in the reference list at the end of your paper.

Full references should be formatted in the following way:

Book	Ogden, J. (2008). <i>Health Psychology</i> , Buckingham: Open University Press
Journal article	Petrov, A. (2008). The development and actual condition of industrial relations in Bulgaria as an element of national security in the transition period. <i>SEER South-East Europe Review For Labour And Social Affairs</i> , 239-255
Newspaper article	Meier, B. (2013, January 1). Energy Drinks Promise Edge, but Experts Say Proof Is Scant. <i>New York Times</i> , p. 1.
Online newspaper	Retrieved from http://www.theguardian.com/australia-news/2015/oct/12/older-single-women-new-face-of-homelessness-anglicare-report
Website	World Health Organization,. (2015). <i>World Mental Health Day – 10 October: Dignity in mental health</i> . Retrieved 13 October 2015, from http://www.who.int/mediacentre/news/notes/2015/world-mental-health-day/en/

Study tips

Here are a few handy hints and tips that can help you focus on your studies with IBCM, without becoming overwhelmed with it all.

GET INFORMED

Timetables, room locations, exam dates, guidelines. Make sure you know what to expect and when.

GET ORGANIZED

Reduce any feeling of stress by writing a 'to do list'. This way you will be able to manage your priorities according to your workload.



FIND A GOOD STUDY PLACE

Keep your study area tidy and far from distractions. The campus library provides a perfect surrounding for quiet studying.

STUDY WITH A FRIEND

By studying with a friend you can test each other and learn from each other.

DON'T CRAM FOR EXAMS

Do not leave studying until the last minute. Use all the opportunities given to you to prepare for exams during the semester.

TAKE REGULAR BREAKS

Most lecturers give students a 10 minutes break during a 90 minutes session. Use this time to leave the classroom to stretch, walk around and get some fresh air.

TAKE NOTES DURING LECTURES

Write down *clear & brief* notes and summarize them after your lecture.

EMBRACE GROUP WORK

This is a skill you will need when you enter the workforce once you leave IBCM. The knowledge and experiences obtained during your studies will be beneficial.

DON'T SUFFER IN SILENCE

If you are worried about your studies or fear missing a deadline, speak to your support network. Whether it be your lecturer, friends, or colleagues, always ask for counseling when you need it!

IBCM REGULATIONS

Notice of Non-Discrimination

IBCM maintains a strict policy of non-discrimination, and students too are held to the same standards of respectful behavior towards others. Discrimination is not allowed on the basis of race, colour, ethnic or national origin, ancestry, age, religion, disability, sex or gender, gender expression, sexual orientation, or any other characteristic protected under applicable laws.

General Regulations

All students must comply with the general regulations of IBCM. Any student engaging in, or attempting to engage in any of the following activities will be subjected to disciplinary actions:

- The use or possession of illegal drugs or other dangerous substances inside any building owned by IBCM is forbidden;
- Smoking inside any building owned by IBCM (including classrooms, corridors, foyers, and toilets) is forbidden;
- Discrimination of any person attending IBCM is forbidden;
- Conduct that is disorderly, indecent or offensive is forbidden. The use of radios, cassette, CD and MP3 players (without personal headphones) is prohibited on IBCM premises. Noise must be kept to a minimum;
- All litter must be thrown in the provided bins. Eating and drinking are prohibited in the classrooms (a water bottle is acceptable). Do not write on walls, desks, chairs or any other property of IBCM. All students will have to explain such damage to the Director and may be fined for any damage;
- The use of mobile phones in the class is prohibited.

Students can be **dismissed** from IBCM in the following cases:

- If they frequently violate the rules and regulations of IBCM to the extent that they become a disruptive influence on the day to day functioning of the institution;
- In the event that the student is guilty of intentional plagiarism in any piece of submitted work;
- In the event of serious breach or violation of any contract between IBCM and the student;
- In the event that financial obligations towards IBCM are not met.

IBCM SERVICES

Information Technology

Students will have access to applications developed by Google to support organization and learning. You will receive an orientation to accessing and using these features during the induction week. They include many powerful tools that can make your life much easier, so start learning about them now!



Email: As an IBCM student, you will have an IBCM email account through *Google Apps*. For Jane Doe, her address would be jane.doe@ibcmmitrovica.eu. You can access your email account by clicking on Webmail on the IBCM website or by entering your details directly at gmail.com. Email is the primary means of communication at IBCM and all students must check their email on a daily basis to be informed of college updates! *IBCM will not use private email addresses or other multimedia in official correspondence with you whilst you are a registered student at IBCM.*

Calendar: Google calendar allows you to access information about important dates, including the Academic Calendar, and also organize your own life by scheduling appointments.

Google Docs & Drive: Are tools that allows you to store files online for access from any computer. This can be very useful for collaborating on school projects, and you will also be able to access important IBCM documents through this feature. And much more!



IBCM uses **Google Classroom** as its virtual learning environment for accessing learning material, document sharing & collaboration, and exam submission.

Classroom is a free web-based platform that integrates your Google Apps for Education account with all your Google Apps services, including Google Docs, Gmail, and Google Calendar. Classroom saves time and paper, and makes it easy to create classes, distribute assignments, communicate, and stay organized. You will have access to Google Classrooms whilst you are a registered student at IBCM: <https://classroom.google.com> You will receive an invitation in your email to join the class at the beginning of the semester.

Library services

IBCM has physical libraries in both campuses, which can be used as quiet reading areas. Libraries have lots of book titles which support our students' learning. These include materials specific to our study programs as well as free reading books and materials to develop academic skills. Our online catalogue can be found at: <http://library.ibcmitrovica.eu:90/> or you can click on IBCM library link on our homepage. There you can check the availability of all of the books in our library and place a reservation to borrow a book. If you find a book you want to borrow, bring it to Student Services and they will register it for you.

IBCM also has access to a digitalised library JSTOR, which contains more than 2000 academic journals. Students can access JSTOR database at the following webpage:
URL: <https://www.jstor.org/action/showLogin>.
Please contact support@ibcmitrovica.eu for login credentials.



Career Centre

IBCM Career Centre is available to support students with matters related to work and professional development. The Career Centre offers guidance regarding internships by providing information on procedures and maintaining a list of possible internship locations. There are also opportunities for students to build professional skills such as resume and cover letter writing.

Quality Assurance Department

IBCM constantly strives to ensure the quality for its current and future students. Quality is a common objective which involves all members and internal and external stakeholders of IBCM and a central tool in all of our services. This is why we have a separate Quality Assurance department (QA), which is responsible for coordinating quality and evaluation processes to ensure that IBCM offers a quality education that is relevant to our students' needs. The QA department conducts surveys on a regular basis, supports the continuous review of our policies, and supervises accreditation processes. The QA department also oversees our complaints system; students with particular suggestions or complaints are always welcome to contact the QA office.

The Quality Assurance Officer will also serve as the coordinator and contact person for the Student Representative Council (See page 19) and for students who are interested in organizing new student groups or extracurricular activities.

Student Services

IBCM Student Services are responsible for the administrative processes involving the students at IBCM, such as the registering your grades, your attendance, updating and maintaining your transcript of records and the provision of documents such as confirmation letters for when our students need to apply for a visa when they would like to go abroad. Part of the Student Services is also our IBCM Career Centre, at which you can follow trainings on how to write a letter of motivation, develop a CV and other career related issues.

Additionally, Student Services can advise on international and exchange opportunities, where students can be informed of opportunities to take a semester abroad at one of our partner institutions, or be informed of other work/study programmes and scholarships.

E-mail contact	Department
student.service@ibcmitrovica.eu	Student Services: <ul style="list-style-type: none"> • General student information • Transcripts • Grades • Tuition Fees • Study abroad/exchange • Field Trips • Library
support@ibcmitrovica.eu	Information Technology: <ul style="list-style-type: none"> • Email support • Google Apps • Timetable • Internet access • Equipment malfunction • Computer Lab
careers@ibcmitrovica.eu	<ul style="list-style-type: none"> • Internship support • Resources for job applications • Internship forms • Career advice
info@ibcmitrovica.eu	General Information email
complaints@ibcmitrovica.eu	<ul style="list-style-type: none"> • Complaints • Suggestions • Support with appeals

Security and staying safe

All IBCM students are responsible for their personal safety and are encouraged not to endanger themselves. If you are the victim of crime whilst at IBCM, please notify a staff member who will attend and assist you. All students are responsible for the safety of their personal belongings. Do not leave your belongings unattended at any time. IBCM is not responsible for any lost belongings.

Accommodation

Some students who study at IBCM but who are from outside Mitrovica may be accommodated in student housing. IBCM has a limited number of houses that serve as student dorms each year, and students may inquire about their availability at the start of each academic year. The houses have a full kitchen with an oven, refrigerator, and kitchen appliances. They also have a bathroom and living room, where students can relax as well as study and prepare for their classes. In addition to plenty of space to study, the student dorms have internet access which allows students to conduct research from their home. Students agree to treat accommodation facilities respectfully and keep all installations in good condition.

STUDENT LIFE

What does a regular week of study at IBCM look like?

Studying at college is different from school

At IBCM you won't find the typical secondary school timetable. With our conceptual learning model *From Theory to Practice*, you will learn to use time more effectively. Of course, you will have to attend compulsory lectures, tutorials and skills training sessions. You will have between 10-12 contact hours per week; non contact time should be spent on self-study, group work and research. You can study in your room or in the College Library, on your own or in a group.



Your spare time

There's more to student life than just learning. There's a lot you can do in your spare time: from going out to joining a society/club, doing sports or just hanging out with your flatmates. In addition to all this, you also have to do groceries, cook and keep your room tidy. You'll definitely be busy.

Extra-curricular Activities

Beyond your studies and social life, IBCM encourages participation in clubs and activities. There are some of the activities we currently offer, but students can also organize clubs or activities around areas of interest. If you want to start a new club, you should contact the Quality Assurance Officer with your idea.

Student Representative Council

The Student Representative Council of the International Business College Mitrovica is a students' representative structure within the college which provides students the opportunity of engaging in structured affairs of the college in cooperation with the lecturers, college management and administration with the purpose of promoting the best interests and benefits for the college and its' students.

The mission of the Student Representative Council of the International Business College Mitrovica is to protect the students' rights, to contribute in maintaining and improving the student life within the campuses related to relevant aspects and areas such as social activities and academic affairs, to promote opportunities for students, to mediate the communication process between the college students and management and to encourage the active participation of all college students in relevant activities and projects.

The SRC represents you and acts to protect your interests both within IBCM and externally through the European Students Union. General meetings are held, and the SRC council can be contacted by writing an e-mail to SRC@ibcmitrovica.eu. The contact person for the Student Council is the Quality Assurance Officer, who supports the Council by organizing regular meetings to identify key activities. This is the person to contact if you are interested in participating in the Student Representative Council.

IBCM social media

Not only does IBCM have a website, you can find us as well on several social media hang-outs, including Facebook, Instagram, Google+ and LinkedIn. Check our pages on these social networks, and do not forget to link us, like us, friend us or follow us in order to be updated about the latest news from and events organized by IBCM and much more information:



<http://www.facebook.com/ibcmitrovica>



<https://www.instagram.com/ibcmitrovica/>



<https://www.linkedin.com/company/international-business-college-mitrovica>



<http://www.youtube.com/ibcmitrovica>



<https://twitter.com/ibcmitrovica>



<https://plus.google.com/105830647485012607564/posts>

International Business College Mitrovica

Website: www.ibcmitrovica.eu – E-mail: info@ibcmitrovica.eu

Contact information

Riverside campus: +381 (00 28 534 834; 534 934/ 049 333 990

Riverview campus: +381 (0) 28 409 013 / 065 536 2020

E-mail: info@ibcmitrovica.eu

Website: <http://www.ibcmitrovica.eu>

First Semester Programme Overview

First semester is a common semester for the three study programmes: 1) Marketing and Management, 2) Public Administration and 3) Environmental and Agricultural Management. A student has to make his final choice about whether to join the Marketing and Management, Environmental Management, or Public Administration study programmes at the beginning of a first semester. The above programs are offered according to demand. If demand for a particular program is low at the start of a first semester, it may not be offered as a full program.

The overall theme for the semester is “*The Organisation’s Strategic Situation*”. The learning outcome of the semester is documented through:

- i. Compulsory written exams at the end of the semester covering the following subject areas:
 - Microeconomics;
 - Principles of Accounting;
 - Introduction to EU Studies;
 - Public Sector in the Modern State;
 - Organisational and Management Studies;
 - Effective Communication;
 - Principles of Marketing;
 - Mathematics and Introductory Statistics;
 - Introduction to Environmental and Agricultural Management.
- ii. A multidisciplinary test (Semester project) covering at least three subject areas;
- iii. Compulsory, written or oral assignments during the semester: the course assignments may be written or / and oral. Usually, the lecturers who set the assignment define whether the assignment is both written and oral. The lecturers also decide the weight of the different parts. Most projects are both written and oral and have an overall balance between the two parts. I.e. you cannot pass unless both parts of the project are satisfactory.

One lesson has a duration of 90 minutes. All courses must include casework based on examples from the Business sector, the Public Sector and the Agriculture/Environment sector, thus giving the students the ability to use their knowledge, skills and competencies from all subject areas in different scenarios. This is also to emphasize that this is a common first semester for three spurs.

Syllabi

International Business College Mitrovica			
Module: Principles of Economics			
Semester	Duration	Credit Points	Student Workload
1 st Semester	1 Semester	6	180 Hours
Requirements for Participation	Form of Examination		
None	Course Assignments (40%) End of Semester Exam (60%)		
Learning Outcomes			
<p>Course: Microeconomics</p> <p>The student shall have knowledge of:</p> <ul style="list-style-type: none"> - Pricing on the product and factor market, including producer and consumer surplus; - The significance of price and income elasticity; - Different market structures and their influence on efficiency; - Externalities and different market interventions; - The classic international trade theory. <p>The student shall have skills in:</p> <ul style="list-style-type: none"> - Analysing the cost concepts (supply), marginal utility and demand; - Analysing the price mechanism in different market structures; - Analysing the effects of intervention in pricing; - Applying consumer and producer surplus to analyze the efficiency in society. <p>The students shall acquire competencies in:</p> <ul style="list-style-type: none"> - Placing any line of business in a market structure as well as assess the consequences in this connection; - Including price and income elasticity in a socio-economic analysis. 			
<p>Course: Principles of Accounting</p> <p>The student shall have knowledge of:</p> <ul style="list-style-type: none"> - Basic accounting principles and legislation; - Basic accounting's main components: Result, capital, equity and accruals concept; - Basic principles of double entry bookkeeping; - The companies' supplementary reporting including balanced scorecards and green accounts; - Public account structure. <p>The student shall have skills in:</p> <ul style="list-style-type: none"> - Analysing and assessing company/organization accounts in relation to profitability, cash generating ability, capital adjustment, financial position, liquidity and cash flow as well as stock related key figures; - Applying the basic principles of double bookkeeping. <p>The student shall acquire competencies to:</p> <ul style="list-style-type: none"> - Assessing which factors influence the company's/organization's costs and revenue; - Indicating where there may a basis for cost reduction in the value chain. 			

International Business College Mitrovica			
Module: The European Union and the Modern State			
Semester	Duration	Credit Points	Student Workload
1 st Semester	1 Semester	6	180 Hours
Requirements for Participation	Form of Examination		
None	Course Assignments (40%) End of Semester Exam (60%)		
Learning Outcomes			
<p>Course: Introduction to European Studies</p> <p>The students shall have knowledge of:</p> <ul style="list-style-type: none"> - the basic concepts of law, state and international organizations; - the European Union's (EU) history; - the institutions including their tasks and interdependences; - the economic environment as well as the economic policies of the EU system; - The Foreign Policy of the EU. <p>The students shall have skills in:</p> <ul style="list-style-type: none"> - Describing and presenting central elements of the EU institutions; - Analyzing the interaction between the decision –making process and policy formulation within EU institutions. <p>The students shall acquire competences in:</p> <ul style="list-style-type: none"> - Understanding and discussing critically future developments, including political and economic challenges amongst the different member states and process of EU enlargement; - Searching and identifying the EU legislation. 			
<p>Course: Public Sector in the Modern State</p> <p>The students shall have knowledge of:</p> <ul style="list-style-type: none"> - The societal and institutional background of the welfare state; - Different welfare regimes; - The structure of the public sector and the distribution of roles between state and municipalities; - Legal framework for democratic decision-making processes in the public sector; - the significance of globalization for development, including a sustainable environmental development of and diversity in the European societies; - Various methods in social science. <p>The students should have skills in:</p> <ul style="list-style-type: none"> - Describing and presenting a societal problem to other students with methods of social science; - Describing central elements of public services in public or private organizations; - Distinguishing between the political and administrative level within the public administration. <p>The students should develop competences in:</p> <ul style="list-style-type: none"> - Identifying essential elements of the work and role of public servants; - Planning and collecting primary data in a fieldwork. 			

International Business College Mitrovica			
Course: Organisational and Management Studies			
Semester	Duration	Credit Points	Student Workload
1 st Semester	1 Semester	5	150 Hours
Requirements for Participation	Form of Examination		
None	Course Assignments (40%) End of Semester Exam (60%)		
Learning Outcomes			
<p>Organisational Studies</p> <p>The students shall have knowledge of:</p> <ul style="list-style-type: none"> - How human resources and competencies are thought of in organisations/businesses related to personal development; - Identity and competence development. <p>The students shall have skills in:</p> <ul style="list-style-type: none"> - Finding and assessing the value of important players' experiences within organisational structures, management, motivation and company culture; - Applying methods for the development of the personality; - Describing how human resources can be utilized within an organisation. <p>The students shall acquire competencies in:</p> <ul style="list-style-type: none"> - Establishing relevant opportunities for action and solutions for new organisational, motivational and management structures in the company; - Contributing actively in considerations of management and job development. <p>Management Studies</p> <p>The students shall have knowledge of:</p> <ul style="list-style-type: none"> - The elements in the supply chain and their interrelationship; - Strategical possibilities, creating value and core competencies within supply chain management; - Concepts, theories and models concerning organisation structure, management processes, cooperation, management, the individual and motivation; - Examples of best practice within public administration, business life and the agriculture and environmental area; - Central concepts and theories related to the organisation. <p>The students shall have skills in:</p> <ul style="list-style-type: none"> - Analysing the supply chains as well as identifying their core strengths and weaknesses; - Analysing the organisation's logistic structure and sub-elements, the creation of value through the supply chain and identification of core competencies; - Analysing an organisation's set-up, structure, management levels, management structures, processes and culture and the significance in this connection on the company's strategy. <p>The students shall acquire competencies in:</p> <ul style="list-style-type: none"> - Assessing practical logistic problems and make relevant solution proposals to promote logistic efficiency and agility; - Analysing and assessing the significance of the organisation's structure, processes and staff policy on the company's aims, strategy and positioning. 			

International Business College Mitrovica			
Course: Effective Communication			
Semester	Duration	Credit Points	Student Workload
1 st Semester	1 Semester	3	90 Hours
Requirements for Participation	Form of Examination		
None	Group presentations, assignments, quizzes		
Learning Outcomes			
<p>The student shall have knowledge of:</p> <ul style="list-style-type: none"> - Communication models and theories; - Internal and external communication problems; - Communication models and strategies, including verbal and non-verbal means; - Different organisational relevant written communication products and structures; - Strategies for meetings; - The principle rules within problem-oriented project work; - Different oral and written forms of communication; - The significance of communication, both internally in organisations and externally in relation to citizens and customers. <p>The students shall have skills in:</p> <ul style="list-style-type: none"> - Applying the English language in a subject specific context, both in writing and orally; - Applying relevant IT tools for communication, including working creatively with personal communication; - Developing messages targeted at the target group, including aesthetic expressions; - Studying academic material; - Applying relevant communication competencies on the basis of description, analysis and evaluation of the concrete need for communication; - Communicating the principles for both oral and written effective communication; - Actively being part of knowledge sharing through relevant communication channels. <p>The student shall acquire competencies in:</p> <ul style="list-style-type: none"> - Participating in professional and interdisciplinary cooperation in English; - Introducing messages in an effective and independent manner in English; - Acquiring and applying communicative skills and new knowledge as regards to public administration, business life and the Agriculture and Environmental area; - Effective and professional oral and written communication; - Making suggestions for improvements of the internal and external communication of an organisation on the basis of self-developed communication analysis. 			

International Business College Mitrovica			
Course: Principles of Marketing			
Semester	Duration	Credit Points	Student Workload
1 st Semester	1 Semester	4	120 Hours
Requirements for Participation	Form of Examination		
None	Course Assignments (40%) End of Semester Exam (60%)		
Learning Outcomes			
<p>The student shall have knowledge of:</p> <ul style="list-style-type: none"> - Marketing ideas and concepts; - Relevant theories and models of the company's internal and external situation. <p>The student shall have skills in:</p> <ul style="list-style-type: none"> - Applying the company's strategic platform, including mission, aim and strategies; - Assessing the company's product/market portfolios, competencies and resources; - Identifying the company's stakeholders and assessing the company's customer relations and the purchasing behavior of the customers; - Identifying and analysing the company's or institution's micro and macro surrounding world and the interaction between the private and public sector; - Communicating the company's strengths and weaknesses and opportunities and threats and possibilities to partners and users. <p>The student shall acquire competencies to:</p> <ul style="list-style-type: none"> - Participate in interdisciplinary cooperation with a view to analyse and assess the strategic situation of a specific company contribute to an assessment of the basis of the company in order to start international activities. 			

International Business College Mitrovica			
Course: Mathematics and Introductory Statistics			
Semester	Duration	Credit Points	Student Workload
1 st Semester	1 Semester	4	120 Hours
Requirements for Participation	Form of Examination		
None	Course Assignments (40%) End of Semester Exam (60%)		
Learning Outcomes			
<p>The student shall have knowledge of:</p> <ul style="list-style-type: none"> - Statistical models and concepts; - Basic theory behind hypothesis tests; <p>The student shall have skills in:</p> <ul style="list-style-type: none"> - Processing a specific market analysis by the application of statistical tools; - Applying statistical methods to describe and present problem issues in society; - Applying statistical tools to search systematically for secondary statistics data; - Applying IT tools in connection with the study (IMS); - Making hypothesis tests and confidence intervals; - Making tests for goodness of fit; - Making/testing contingency tables. <p>The students shall have competencies in:</p> <ul style="list-style-type: none"> - Independently assessing a statistically treated market analysis; - Creating relevant and informative tables and charts on the basis of collected information (e.g. statistics of absence or numbers for wage development); - Seeking, finding and applying relevant secondary data related to the description of society / descriptive economics. 			

International Business College Mitrovica			
Course: Introduction to Environmental and Agricultural Management			
Semester	Duration	Credit Points	Student Workload
1 st Semester	1 Semester	2	60 Hours
Requirements for Participation	Form of Examination		
None	Course Assignments (40%) End of Semester Exam (60%)		
Learning Outcomes			
<p>Students shall have knowledge of:</p> <ul style="list-style-type: none"> - use the terminology of EAM; - understand environmental and agricultural issues in general; - Improving awareness about environmental issues and remedial measures with a social aspect; - the importance and the role of agribusiness economy and its importance to international trade. <p>Students shall have skills in:</p> <ul style="list-style-type: none"> - developing the linkages between human activities and living and nonliving g systems; - analyzing the role of agriculture in economy and environment. <p>Students shall have competencies to:</p> <ul style="list-style-type: none"> - independently and in collaboration with other handle practical dissemination tasks within the EAM field; - execute EAM tasks on human values and environmental needs; - propose the different kinds of agribusiness opportunities. 			

First Semester Project - Example

- Projects consist of a written and an oral part, each worth 50% of the final project result.
- Projects are graded (not pass or fail) and are mandatory for the completion of the semester.
- Interdisciplinary projects are a prerequisite to receiving the double diploma.
- This assignment should be fulfilled by the entire project group (3-5 students);
- The result of this assignment will be a 15 page written paper and a presentation;
- Students can consult lecturers for questions at set times: please see the timetable for availability hours of the lecturers;
- NB: It is prohibited to contact the company for a consultation.

Part 1: The written report

Taking your point of departure in publicly accessible material, please prepare a strategic analysis / situation analysis of the company G4S (<http://www.g4s.com>).

The analysis should be based on the company's current situation in relation to your subjects Effective Communication, Organisational and Management Studies, and Introductory Statistics. Emphasis should be placed on the *internal* situation of the company.

The written assignment should at least cover the following:

- *Effective Communication*
An executive summary of approximately 1 page. The assignment also takes into account an assessment of each student's **personal development** in connection with writing the report. Each group member must write a memo addressed to the Effective Communication lecturer on their development during the process of completing the assignment – approximately a half A4. The memos should be placed together as an appendix to the project.
- *Organisational and Management Studies*
An overall assessment of the company that includes organisational structure, motivation, management, communication etc.
- *Introductory Statistics*
Turnover figures for G4S for the year 2009/17 appears in enclosure 1.

1) Calculate and show the statistics for the following:

- (a) The mean
- (b) The variance and the standard deviation
- (c) The median
- (d) The inter quartile range
- (e) Any other statistics that you know and deem relevant

Please comment on your findings.

In enclosure 1 you have the financial key figures for G4S for the years 2017 back to 2009.

2) Please make a graphic presentation of the following that fulfills the formal requirements for scientific presentation:

- Net turnover;
- Result for the operating profit;
- Equity (ultimo);
- Total balance (ultimo).

Please comment briefly on the graphs / figures.

NB: Data for the Statistics questions are accessible as Excel files.

Formal requirements for the report:

The following subjects should be represented in the report:

Effective Communication	approx. 6 pp.
Introductory Statistics	approx. 4 pp.
Organisational and Management Studies	approx. 4 pp.

Depending on the group's focus area, a number of pages can differ.

A **log** should be recorded on a daily basis that documents the group work process. This log should appear as an appendix. The log template can be found on Blackboard.

In the appendix, there must also be a social contract containing the rules for the group's work including conflict handling. The social contract template can be found on Blackboard.

The number and length of appendices should be proportionate to the length of the paper.

Part 2: Presentation of the report

The paper must be presented to the class in the form of a PowerPoint presentation. The presentation must *not exceed 15 minutes*, following which the group will get 15 minutes (max.) feedback on the assignment as a whole.

All parts of the project must be approved before the project can pass.