

## **Study Regulation for the Bachelor of Arts (CE) in Smart Service and Experience Design)**

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Decided on April 09, 2024, by the University Senate

Due to the accreditation as a private university (decision of the Austrian Accreditation Council on 12 July 2007 according to the university accreditation law, BGBl. I No. 168/1999 as amended), the University Board of Modul University Vienna decreed the following study regulations on April 09, 2024 based on § 3(1) of the Private University Law.

### **Preamble**

These Study Regulations apply to all versions of curricula in place for the Bachelor of Continuing Education Bachelor of Arts and Bachelor of Science study programs. The current curricula of these program is referred to with the abbreviation xxxx.

### **§ 1 Ambit**

These study regulations define the admission criteria, the structure of the study program and the examination requirements.

### **§ 2 Goal of the Degree**

The BA (CE) degree is awarded at the completion of academic studies for the BA (CE) in Smart Service and Experience Design and signifies career qualifications. Examinations taken throughout the program, practical trainings, and an internship determine whether the student has acquired the knowledge necessary for a transition to professional practice, a coherent overview of the subject matter, the ability to independently apply scientific knowledge and methods, and the theoretical foundation for a continuation of the studies in a graduate-level program.

### **§ 3 Degree of Completion**

After the successful completion of the study programs BA (CE) in Smart Service and Experience Design the following academic degree will be conferred:

#### **Bachelor of Arts (Continuing Education)**

The short form of this degree is:

**BA (CE)**

#### **§ 4 Admission to the Study Program**

Following requirements qualify candidates for admission to the undergraduate study programs:

- (1) Proof of a secondary school leaving certificate or a study entrance examination equivalent to a general university entrance qualification. In case the applicant is attending the final year of secondary school at the time of submitting their application, the applicant needs to submit a mid-semester transcript or equivalent documents to show credibly that the general university entrance certificate will be received before the intended study start. Applicants need to present relevant certificates as originals before the commencement of studies otherwise the admission is void.
- (2) Proof of several years of professional experience.
- (3) All applicants whose first language is not English must provide a proof of their English proficiency level B2 according to the Common European Framework of Reference for Languages through one of the following tests taken within the last two years.
  - a) TOEFL: 79 Internet-based test (IBT); or
  - b) IELTS: overall band score 6.5 (no sub-score below 6.0); or
  - c) Cambridge English Certificate (Cambridge English: First (FCE)): B and a minimum of 173 points are required.
  - d) Pearson Academic: 59 points.

Exceptions will be considered for students who are English natives or have completed their high school education entirely in English at recognized International Schools following American, British, or IB curricula. However, our admissions committee maintains the authority to request any additional evidence of English proficiency if deemed necessary.

- (4) The application must include the following documents:
  - Curriculum vitae (personal data sheet)
  - Letter of motivation
  - Copy of passport
  - Passport-size photograph
  - One letter of recommendation (from academic sources)
- (5) A certified translation needs to accompany all documents, which are not in the German or English language.
- (6) The Admissions Committee may conduct an interview with the applicant. The interview may take place either in person, via video conference or telephone. It serves to

clarify unanswered questions raised during the application process and to check if the applicant's expectations, personality profile, and their knowledge of English are in line with what the program offers.

(7) The Admissions Committee decides on the final admission to the study program and possible conditions once the candidate has submitted a complete application.

(8) Minors require the approval of a legal guardian.

(9) Conditional Admittance: Applicants who do not fulfill the admissions criteria for direct entry to an undergraduate program but fulfill the criteria for attending the Foundation Program, may be conditionally admitted upon discretion of the Admissions Committee. The Admissions Committee may also decide to set the Foundation Program course 'Mathematics' as a condition. In this case, a positive assessment of the course 'Mathematics' is required before students can enroll into courses of Math and Stats 1 and for Fundamentals of Computer Science and Programming. Progression to the undergraduate study programs is regulated by the Foundation Program Study Regulations.

## **§ 5 Structure and Duration of the Study Program**

(1) The regular duration of the study program is six semesters.

(2) All lectures, course work, and examinations are held in the English language.

(3) The study program requires the student to complete an internship containing a minimum of 900 hours.

(4) The study program requires the student to complete 180 ECTS comprising 180 ECTS of courses (including an internship), as outlined in the Appendix.

(5) Upon application and approval by the Dean, a study semester may be completed abroad at an accredited partner university or an international branch campus of Modul University Vienna.

(6) Upon application of the student, the Dean may grant a leave of absence. During this period, the student's tuition fees will be suspended and they will be unable to attend courses, accrue internship hours, submit a thesis supervision request, receive ongoing supervision, or submit a final thesis. All other effects of the leave of absence are the responsibility of the student. The application for a leave of absence must include the planned duration of the leave, and should be submitted at least one month prior to start of the semester in which the leave of absence will take place. Multiple leaves of absence are permitted; however, the total maximum duration of leave allowed is 4 semesters.

## **§ 6 Types of Courses**

- (1) Core Courses are mandatory for all students and must be completed with a positive assessment.
- (2) If students register for more than the required courses, including courses from another bachelor study program, the student will be responsible for any additional costs in accordance with MU's Guidelines on Fees.
- (3) Elective Courses (i.e., language courses, Foundation Program courses) are not mandatory and will not be counted towards the total number of ECTS nor weighted average grade percentage, however will appear on the Transcript of Records as non-curricular ECTS.
- (4) The Dean has the discretion to determine a minimum number of participants for all courses.
- (5) Courses can be taught online, on-campus or hybrid.

## **§ 8 Course Prerequisites**

Registration in courses will only be permitted following positive assessment in the corresponding prerequisite course(s) or completion of prerequisite requirements.

- (1) Mathematics and Statistics I is a prerequisite for Mathematics and Statistics II.
- (2) Understanding Innovation and Design and Entrepreneurship and Design are a pre-requisite for Business Planning.
- (3) Marketing and Consumer Behavior is a pre-requisite for Integrated Marketing Communications, for Cases & Technology in Interactive Marketing, Marketing Research and Empirical Project and for Social Media Marketing Planning
- (4) Registration in enrichment courses will only be permitted following completion of 50 ECTS in core courses (excluding the thesis).
- (5) Research Design and Academic Writing are prerequisites for the Bachelor Thesis Tutorial.
- (6) Bachelor Thesis Tutorial is a pre-requisite for the Bachelor Thesis. This course must be completed prior to applying for bachelor thesis supervision.
- (7) Mathematics and Statistics I is a prerequisite for Operations Research.

- (8) Fundamentals in Computer Science and Programming is a pre-requisite for Foundations of Artificial Intelligence and Text Mining and Media Analysis.
- (9) 90 ECTS need to be completed before students can enroll in the courses Innovation and Sustainability Lab, Design Lab Digital, and Design Lab Experience Economy.
- (10) Foundations of Artificial Intelligence is a prerequisite for Smart Information Systems Engineering.
- (11) Fundamentals of Computer Science and Programming is a prerequisite for Database Management and Design and Algorithms and Data Structures.
- (12) Internship preparatory class is a prerequisite for the Professional Data Science Capstone Project and the accompanying Professional Data Science Capstone Seminar.
- (13) The Professional Data Science Capstone Project and the accompanying Professional Data Science Capstone Seminar have to be attended in the same semester.
- (16) Fundamentals of Computer Science and Programming and Legal Aspects of Data Science are prerequisites for Blockchain Applications.
- (17) Fundamentals of Computer Science and Programming and Legal Aspects of Data Science are prerequisites for Text Mining and Media Analysis.
- (18) Mathematics and Statistics is a pre-requisite for Marketing Research and Empirical Project.

## **§ 9 Internships**

- (1) The study program requires the student to complete an internship containing a minimum number of 900 hours (29 ECTS) in a field relevant to the study program. This internship is designed to provide students with the opportunity to apply their acquired theoretical knowledge and gain practical experience.
- (2) The internship may be completed domestically or abroad.
- (3) The selection of the company requires the written approval of the Dean.
- (4) Modul University Vienna reserves the right to supervise the internship.
- (5) The internship may be completed in two parts of equal length. The number of hours must be stated in the contract and the confirmation letter.

(6) The completion of the internship must be proven through a confirmation letter, reference letter, and/or appraisal on behalf of the company. In addition, the student must write a report and deliver a presentation about the internship, which will be approved by the Dean. This report must follow the relevant guidelines in the internship manual. Upon successful completion of the internship, the student will receive a grade awarded by the internship coordinator.

(7) The Dean can confer the tasks in (3) and (6) to the internship coordinator.

(8) For training students in the areas of event and F&B management at professional events that take place on the university's premises, students must have a current employment contract with MU or MU's affiliated companies.

### **§ 10 ECTS Points**

(1) ECTS points (European Credit Transfer System – ECTS, 87/327/ECC, Official Journal no. L 166 from 25 June 1987, CELEX no. 387D0327) are allocated for each course depending on the student workload. In the schedule of studies, in addition to the numbers of hours, the corresponding ECTS points for each course are allocated.

(2) Each ECTS credit corresponds to 25 working hours for the student.

### **§ 11 Overall Result of the Study Program**

(1) The overall assessment of the bachelor degree is given by the weighted average grade percentage of all final grades completed at Modul University Vienna, or any international branch campus of Modul University Vienna. Each course is weighted corresponding to the allocated ECTS credits.

### **Assessment Scheme**

- “With distinction” is awarded for an overall grade percentage average of 90% or higher.
- “With merit” is awarded for an overall grade percentage average between 80% and 89%.
- “Passed” is given for an overall grade percentage average between 60% and 79%.

### **§ 13 Conferment of Bachelor Degree**

(1) The academic degree of BA (Continuing Education) or BSc (Continuing Education) is conferred after completion of all components of the curriculum.

(2) Graduates must complete a total of 180 ECTS as stated in the Appendix in order to obtain the degree Bachelor of Arts (Continuing Education). Students may transfer course credits from their professional experience or previous educational institution; however, a minimum of 90 ECTS must be completed at Modul University Vienna. Credits completed in the foundation program will appear on the transcript as non-curricular ECTS and will not be counted towards the total number of ECTS nor weighted average grade. Graduates will receive the following documents in the English language stating the date on which the degree was awarded.

- (a) Bachelor Diploma: The bachelor diploma is signed by the President and the Dean and is certified by the Modul University Vienna seal.
- (b) Diploma Supplement: A supplement, which is signed by the Dean, will be provided in addition to the diploma to explain the international allocation of the completed program.
- (c) Transcript of Records: The Transcript of Records reflects all courses that have been passed, the respective ECTS credits, and the final course grades as well as the student's weighted average grade.

(3) Where a student does not complete the study program, the student shall receive a Transcript of Records for all course work which has been successfully completed thus far.

#### **§ 14 Semester Conference**

In this program, the tasks outlined in § 10 of the MU Examination Regulations and Student Code of Conduct are carried out by a Semester Conference, as specified by the University Constitution, (Section IX. §1).

*The University Board of Modul University Vienna publicly announces these Study Regulations which take effect on April 09, 2024.*

## APPENDIX A Curriculum Overview BA (CE) Smart Service and Experience Design

Semester 1 (30 ECTS) - Fall	Type	Format	h/ws	ECTS
Basics of Finance and Accounting	CC	LX21	3	6
Fundamentals of Service Management	CC	IL	3	6
Design Thinking	CC	SE	2	4
Mathematics and Statistics I	CC	LX21	3	6
Sustainability Literacy for Business	CC	SE	2	4
Understanding Innovation and Design	CC	LS21	2	4
<b>Semester 2 (28 ECTS) - Spring</b>				
Marketing and Consumer Behavior	CC	IL	3	6
Mathematics and Statistics II	CC	LX21	3	6
Sustainable business challenges/ The circular economy	CC	SE	4	8
Tourism & Hospitality Business Analysis	CC	LS11	4	8
Organizational Behavior & CSR	CC	IL	2	4
<b>Semester 3 (30 ECTS) - Fall</b>				
Service Innovation	CC	SE	2	6
New Media and e-Business Applications	CC	SE	3	6
Service Operations Management	CC	IL	2	4
Integrated Marketing Communication	CC	SE	2	4
Visual Communication and Design	CC	SE	2	4
User Centered Design: principles, methods	CC	SE	2	6
<b>Semester 4 (28 ECTS) - Spring</b>				
Fundamentals of Web Programming and Application Development	CC	SE	4	8
Service Design Applications	CC	SE	2	4
Microeconomics	CC	IL	4	4
Market and Consumer Psychology	CC	SE	2	4
Marketing Intelligence	CC	SE	2	4
Introduction to Business Law	CC	SE	2	4
<b>Semester 5 (31 ECTS) - Fall</b>				
Immersive Media Production (VR/XR)	CC	SE	2	4
Data Science for Services	CC	SE	2	4
Internship Preparatory Course	CC	PT	1	1
Design Lab Digital	CC	PT	4	8
Design Lab Experience Economy	CC	PT	7	14
<b>Semester 6 (29 ECTS) - Spring</b>				
Internship (900 hours)	CC	PT	14	29
<b>Total</b>			<b>90</b>	<b>180</b>

Abbreviations: IL – Interactive Lecture; LX – Lecture and Exercise; LS – Lecture and Seminar; SE – Seminar; PT – Practical Training; TH – Thesis; CC – Core Course; ER – Enrichment Course



## APPENDIX B Module Overview BA (CE) Smart Service and Experience Design

Subject	Type	Format	h/w	ECTS
<b>Module I: Business Administration</b>				
Organizational Behavior and Corporate Social Responsibility	CC	IL	2	4
Marketing Intelligence	CC	SE	2	4
Understanding Innovation and Design	CC	LS21	2	4
Marketing and Consumer Behavior	CC	IL	3	6
Sustainable Business Challenges & The circular economy	CC	SE	4	8
Integrated Marketing Communication	CC	SE	2	4
Sustainability Literacy for Business	CC	SE	2	4
<b>Module II: Information Management</b>				
New Media and e-Business Applications	CC	LX21	3	6
Fundamentals of Web Programming and Application Development	CC	SE	4	8
Data Science for Services	CC	SE	2	4
Immersive Media Production (VR/XR)	CC	SE	2	4
<b>Module III: Quantitative Methods</b>				
Mathematics and Statistics I	CC	LX21	3	6
Mathematics and Statistics II	CC	LX21	3	6
<b>Module IV: Economics and Financial Management</b>				
Basics of Finance and Accounting	CC	LX21	3	6
Microeconomics	CC	IL	4	4
<b>Module V: Law</b>				
Introduction to Business Law	CC	SE	2	4
<b>Module VI: Service and Experience Design</b>				
Service Operations Management	CC	IL	2	4
Tourism and Hospitality Business Analysis	CC	LS11	4	8
Design Lab Experience Economy	CC	PT	7	14
Design Thinking	CC	SE	2	4
User Centered Design: principles, methods	CC	SE	2	6
Fundamentals of Service Management	CC	IL	3	6
Design Lab Digital	CC	PT	4	8
Service Innovation	CC	SE	2	6
Service Design Applications	CC	SE	2	4
Visual Communication and Design	CC	SE	2	4
Service Operations Management	CC	IL	2	4
<b>Module VII: Internship</b>				
Internship Preparatory Course	CC	PT	1	1
Internship 900 h	CC	PT		29

Abbreviations: IL – Interactive Lecture; LX – Lecture and Exercise; LS – Lecture and Seminar; SE – Seminar; PT – Practical Training; TH – Thesis; CC – Core Course; ER – Enrichment Course