

This Diploma Supplement model was developed by the European Commission, Council of Europe and UNESCO/CEPES. The purpose of the supplement is to provide sufficient independent data to improve the international 'transparency' and fair academic and professional recognition of qualifications (diplomas, degrees, certificates etc.). It is designed to provide a description of the nature, level, context, content and status of the studies that were pursued and successfully completed by the individual named on the original qualification to which this supplement is appended. It should be free from any value judgements, equivalence statements or suggestions about recognition. Information in all eight sections should be provided. Where information is not provided, an explanation should give the reason why.

1. HOLDER OF THE QUALIFICATION

1.1 Family Name / 1.2 First Name

Mustermann, Hans

1.3 Date, Place, Country of Birth

1974-06-23, Musterhausen

1.4 Student ID Number or Code

7424

2. QUALIFICATION

2.1 Name of Qualification (full, abbreviated; in original language)

Bachelor of Arts (B.A)

Title Conferred (full, abbreviated; in original language)

Does not apply

2.2 Main Field(s) of Study

Dual Studies in Business Management

Field of Study: Service Management with the specializations:

- **Consulting Management**
- **Planning and Organisation**
- **Personnel Management**
- **Location Management**
- **Event Management**
- **Financial Service Companies**
- **Financial Statements**
- **Financial Risk Management**
- **Event Management Environment**

2.3 Institution Awarding the Qualification (in original language)

Hochschule Harz - Hochschule für angewandte Wissenschaften (FH)

Status (Type / Control)

University of Applied Sciences / State University

2.4 Institution Administering Studies (in original language)

Hochschule Harz - Hochschule für angewandte Wissenschaften (FH)

Status (Type / Control)

University of Applied Sciences / State University

2.5 Language(s) of Instruction/Examination

German

3. LEVEL OF THE QUALIFICATION

3.1 Level

graduate/first professional qualifying degree with degree thesis

3.2 Official Length of Programme

3.3 Access Requirements

Before beginning the studies, one of the following conditions for admission must be fulfilled:

- **General Higher Education Entrance Qualification**
- **Specialised Higher Education Entrance Qualification**
- **General Higher Education Entrance Qualification for Universities of Applied Sciences**
- **University Administered Entrance Exam**
- **A qualification for entrance to higher education deemed equivalent by the Land Saxony-Anhalt**

Furthermore, a study contract or a training and a learning contract with a partner company entitled to provide vocational training is an essential prerequisite.

4. CONTENTS AND RESULTS GAINED

4.1 Mode of Study

Dual Studies: Full-time, on-campus programme with integrated vocational training.

4.2 Programme Requirements/Qualification Profile of the Graduate

The programme strongly emphasises the linkage of theory with practice by means of practical vocational training and several work placements in the host company, so that the graduate is also in a position to tackle company-specific problems in situ.

The objective of the "Service Management" study field is to educate business administrators who, having completed the curriculum tailored to the service sector, are equipped to take on (junior) management roles in relevant business and administrative areas of the service sector as well as all internal service units within a company.

In addition to solid, in-depth knowledge of the core business administration and service-oriented subject areas, the graduate possesses "soft skills" and competence in relevant techniques (facilitation, teamwork skills, presentation, use of standard software, Internet and intranet, etc.). He/She knows and masters the full spectrum of technical and methodological tools that are expected in today's business reality (project planning tools, use of the Office package, statistical evaluation programs, etc.) and has already taken part in several practical projects in real situations during the programme of studies.

The graduate has demonstrated a broad and integrated knowledge and understanding of the scientific fundamentals of his/her area of specialization. He/she possesses a critical understanding of the most important theories, principles and methods of his/her study program and is able to extend his/her knowledge, vertically, horizontally and laterally.

In particular, the graduate has acquired the following competences:

Instrumental competence:

The graduate is capable of applying his/her knowledge and understanding to a working position in a service-sector company and in internal service areas of a company. He/she can work out and further develop problem solutions and arguments.

Systemic service-sector business competence:

The graduate is able to collect, evaluate and interpret information from the service sector and internal services. Using that information, he/she can arrive at scientifically sound judgements, which take into account social, scientific and ethical considerations. In addition, he/she is able to develop further educational processes independently.

Communicative competence:

The graduate has the competence to articulate and defend professionally relevant positions and problem solutions in German and English. The graduate can exchange information, ideas, problems and solutions with experts and lay people as well as take responsibility in a team.

Consulting Management:

The graduate knows the theories and techniques for founding and leading a consulting firm (including marketing). He/she is able to employ modern methods to determine the firm's own competitive strengths in relation to rivals. In addition, the graduate knows the instruments with which the consulting firm's internal processes can be analyzed and optimized with respect to efficiency and effectiveness. The graduate is able to use these instruments in a goal-oriented manner.

Planning and Organisation:

The graduate knows the instruments for the strategic and operative planning of business activities. He/she is able to identify required internal needs for change and can introduce and implement target-oriented change processes.

Personnel Management:

The graduate knows the various fields of activity of Personnel Management. He/she can employ the appropriate techniques and instruments in order to process the assigned tasks that occur in the particular areas of the field.

Location Management:

From economic and regional-science points of view, the graduate knows the criteria used by companies for selecting locations and can analyse and evaluate the quality of locations in respect to hard and soft location factors. In addition, he/she can market locations strategically and operatively using appropriate marketing instruments.

Event Management:

The graduate is able to understand culture in the sense of urban worlds of experience and from this understanding can draw relevant marketing conclusions, which he/she can implement instrumentally. He/she especially knows the quality determinants of events. He/she is able to conceive events systematically and is able to implement these concepts strategically and operatively.

Financial Service Companies:

Graduates have a broad understanding of core functions and activities in the field of financial services. In the context of the specialisation, the module is supplemented by the area (BFO) Financial Risk Management as well as another quantitative area of business studies.

Graduates know the management and supervisory framework of the area of financial services. They are able to deal with the main institutions, functions (e.g. treasury, internal audit) and challenges. Thereby, they are able to work flexibly in the area of financial services after their graduation.

Graduates have a general understanding of banking management practices (e.g. market interest rate methodology, risk management) as well as of insurance management practices (primary insurance-, re-insurance, industrial insurance, insurance mediation, current challenges). Further, graduates do have skills which enable them to work in comprehensive functions as treasury, controlling, accounting or internal auditing.

Financial Statements:

The graduate is able to prepare the annual financial statements of an enterprise, even under complex circumstances, and thereby is able to realize the aims of the enterprise's accounting policy. He/she knows the basic procedures for deriving the consolidated annual statement from the individual annual statements of the relevant companies. He/she knows the differences between the regulations of German commercial law and those of the international accounting regulation systems and understands how to prepare an annual statement according to IFRS.

The graduate possesses specialist competency regarding terms as well as the

regulations for inclusion and valuation. He/she can make connections between the different areas of external accounting as well between national and international accounting practices. The graduate possesses comprehensive competence regarding the application of sensible approaches and the use of inclusion and valuation methods to prepare various types of annual financial statements.

Financial Risk Management:

The graduate is able to assess bonds in relation to their present and future value as well as calculate the optimum holding duration. He/she can determine the value of warrant bonds and convertible bonds. The graduate possesses an extended knowledge of modern financial forms and instruments used by large enterprises as well as of the possibilities to ensure against risk caused by changes in currency exchange rates and interest rates with the help of forwards, futures, swaps and options.

Under conditions of uncertainty, investment decisions (finance and capital investment decisions) can be made as single or programmatic decisions based on acquired methodological competencies (dominance principle, sensitivity analysis, portfolio theory).

The graduate possesses the knowledge necessary to reduce economic, temporal and political risks through state guarantees regarding exports and solvency as well as avoid such risks through the use of typical banking services as well as factoring and forfeiting. He/she possesses the specialist and methodological competencies to reduce or completely hedge currency exchange risks through forward exchange dealings, currency options and forward exchange contracts.

Event Management Environment:

The graduates know the marketing-relevant areas of law. They can schedule a web presence and carry out Search Engine Optimization (SEO) as well as Search Engine Marketing (SEM) on their own. They are able to use media effectively in campaigns. They have an overview of the most commonly used tools for the production of films and videos as well as for concerts and events, and can evaluate them in terms of their potential impact on various fields.

In the course of studies, the following forms of examination are utilized: written examination (knowledge verification), term paper (knowledge application, scholarly work), presentation (knowledge presentation, communicative competence), Bachelor's thesis (scholarly work), colloquium (scholarly disputation of the Bachelor's thesis).

4.3 Programme Details

Courses Taken	Grade	Performance Appraisal	ECTS-Credits	ECTS-Grade
Fundamentals of Business Administration in Service Sector Management	1,8	good	5	*
Fundamentals of Business Administration in Service Sector Management	3,1	satisfactory	5	*
Seminar on Corporate Management	2,2	good	7,5	*
Seminar on Corporate Management	3,4	satisfactory	7,5	*
Business Mathematics	3,2	satisfactory	5	*
Business Mathematics	2,3	good	5	*
Business Law	1,2	very good	5	*
Business Law	2,2	good	5	*
Financial Accounting	2	good	5	*
Financial Accounting	3,1	satisfactory	5	*
Business English I	1,9	good	5	*
Business English I	3,4	satisfactory	5	*
Statistics	1,5	very good	5	*
Statistics	2,8	satisfactory	5	*

Business Finance	1,7	good	7	*
Business Finance	3,8	sufficient	7	*
Cost Accounting	1,3	very good	5	*
Cost Accounting	4	sufficient	5	*
Customer-oriented Structures and Processes	2,9	satisfactory	5	*
Customer-oriented Structures and Processes	2,8	satisfactory	5	*
Human Resource Management	3,7	sufficient	5,5	*
Human Resource Management	2,7	satisfactory	5,5	*
Principles of Economics	1,7	good	6	*
Principles of Economics	3,6	sufficient	6	*
Balance Sheets and Taxation	1,2	very good	5	*
Balance Sheets and Taxation	2,3	good	5	*
Marketing for Service Sector Companies	3,3	satisfactory	9	*
Marketing for Service Sector Companies	1,7	good	9	*
Corporate Management	2,1	good	5	*
Corporate Management	2,2	good	5	*
Business English II	2,6	satisfactory	5	*
Business English II	1,8	good	5	*
Work Placement or Study Abroad	2,7	satisfactory		*
Work Placement or Study Abroad	1,6	good		*
Selected Problems of Service Sector Management	1,2	very good	10	*
Selected Problems of Service Sector Management	3,7	sufficient	10	*
Market Research	1,3	very good	5	*
Market Research	3	satisfactory	5	*
Logistic Management	3,7	sufficient	5	*
Logistic Management	1,7	good	5	*
Practical Project in Service Sector Management	3,8	sufficient	10	*
Practical Project in Service Sector Management	3,5	satisfactory	10	*
Professional Field Orientation: Consulting Management	2,3	good		*
Professional Field Orientation: Consulting Management	2,5	good		*
Professional Field Orientation: Planning and Organisation	3,3	satisfactory		*
Professional Field Orientation: Planning and Organisation	3,5	satisfactory		*
Professional Field Orientation: Personnel Management	2,1	good		*
Professional Field Orientation: Personnel Management	1,6	good		*
Professional Field Orientation: Event Management	2	good		*
Professional Field Orientation: Event Management	2,2	good		*
Professional Field Orientation: Location Management	1,5	very good		*
Professional Field Orientation: Location Management	2,9	satisfactory		*
Professional Field Orientation: Financial Service Companies	1,3	very good		*
Professional Field Orientation: Financial Service Companies	1,6	good		*
Professional Field Orientation: Financial Risk Management	3,1	satisfactory		*
Professional Field Orientation: Financial Risk Management	2,5	good		*
Professional Field Orientation: Financial Statements	1,5	very good		*
Professional Field Orientation: Financial Statements	4	sufficient		*

Professional Field Orientation: Event Management Environment	1	very good		*
Professional Field Orientation: Event Management Environment	2,3	good		*
Colloquium	1,9	good	1	*
Colloquium	3,3	satisfactory	1	*
Work Placement	3,7	sufficient	17	*
Work Placement	3,5	satisfactory	17	*
Bachelor Thesis	1,5	very good	12	*
Theme:	Hier steht dann der Titel der Bachelor- bzw. Masterarbeit in englisch, soweit vorhanden, sonst in deutsch			

* Not calculated due to an inadequate number of cases.

4.4 Grading Scheme

HS Harz Grade	Performance appraisal
1,0 - 1,3	Very good
1,7 - 2,0 - 2,3	Good
2,7 - 3,0 - 3,3	Satisfactory
3,7 - 4,0	Sufficient
5,0	Non-sufficient/Fail

The calculation of the ECTS-grade results from an examination cohort of the three preceding semesters. In order to be calculated, the ECTS-grade requires at least 20 examination events in the examination cohort.

See below section 8.6

4.5 Overall Classification (in original language)

2,2 (good)

ECTS-Grade: C

5. FUNCTION OF THE QUALIFICATION

5.1 Access to Further Study

Qualification for admission to master's programs.

5.2 Professional Status

Does not apply.

6. ADDITIONAL INFORMATION

6.1 Additional Information

The graduate has proved extracurricular achievements.

6.2 Further Information Sources

**www.hs-harz.de
+49 3943 659 200**

7. CERTIFICATION

This Diploma Supplement refers to the following original documents:

Document of the granting of the degree dated 2014-02-28

Urkunde über die Verleihung des Grades vom 28.02.2014

Examination Certificate dated 2014-02-28

Zeugnis vom 28.02.2014

Transcript of Records dated 2014-02-28

Transcript of Records vom 28.02.2014

Certification Date: 2014-02-28

Chairman Examination Committee

University Seal

8. NATIONAL HIGHER EDUCATION SYSTEM

The information on the national higher education system on the following pages provides a context for the qualification and the type of higher education that awarded it.

8. INFORMATION ON THE GERMAN HIGHER EDUCATION SYSTEM¹

8.1 Types of Institutions and Institutional Status

Higher education (HE) studies in Germany are offered at three types of Higher Education Institutions (HEI).²

- *Universitäten* (Universities) including various specialized institutions, offer the whole range of academic disciplines. In the German tradition, universities focus in particular on basic research so that advanced stages of study have mainly theoretical orientation and research-oriented components.

- *Fachhochschulen* (Universities of Applied Sciences) concentrate their study programmes in engineering and other technical disciplines, business-related studies, social work, and design areas. The common mission of applied research and development implies a distinct application-oriented focus and professional character of studies, which include integrated and supervised work assignments in industry, enterprises or other relevant institutions.

- *Kunst- und Musikhochschulen* (Universities of Art/Music) offer studies for artistic careers in fine arts, performing arts and music; in such fields as directing, production, writing in theatre, film, and other media; and in a variety of design areas, architecture, media and communication.

Higher Education Institutions are either state or state-recognized institutions. In their operations, including the organization of studies and the designation and award of degrees, they are both subject to higher education legislation.

8.2 Types of Programmes and Degrees Awarded

Studies in all three types of institutions have traditionally been offered in integrated "long" (one-tier) programmes leading to *Diplom- or Magister Artium* degrees or completed by a *Staatsprüfung* (State Examination).

Within the framework of the Bologna-Process one-tier study programmes are successively being replaced by a two-tier study system. Since 1998, a scheme of first- and second-level degree programmes (Bachelor and Master) was introduced to be offered parallel to or instead of integrated "long" programmes. These programmes are designed to provide enlarged variety and flexibility to students in planning and pursuing educational objectives, they also enhance international compatibility of studies.

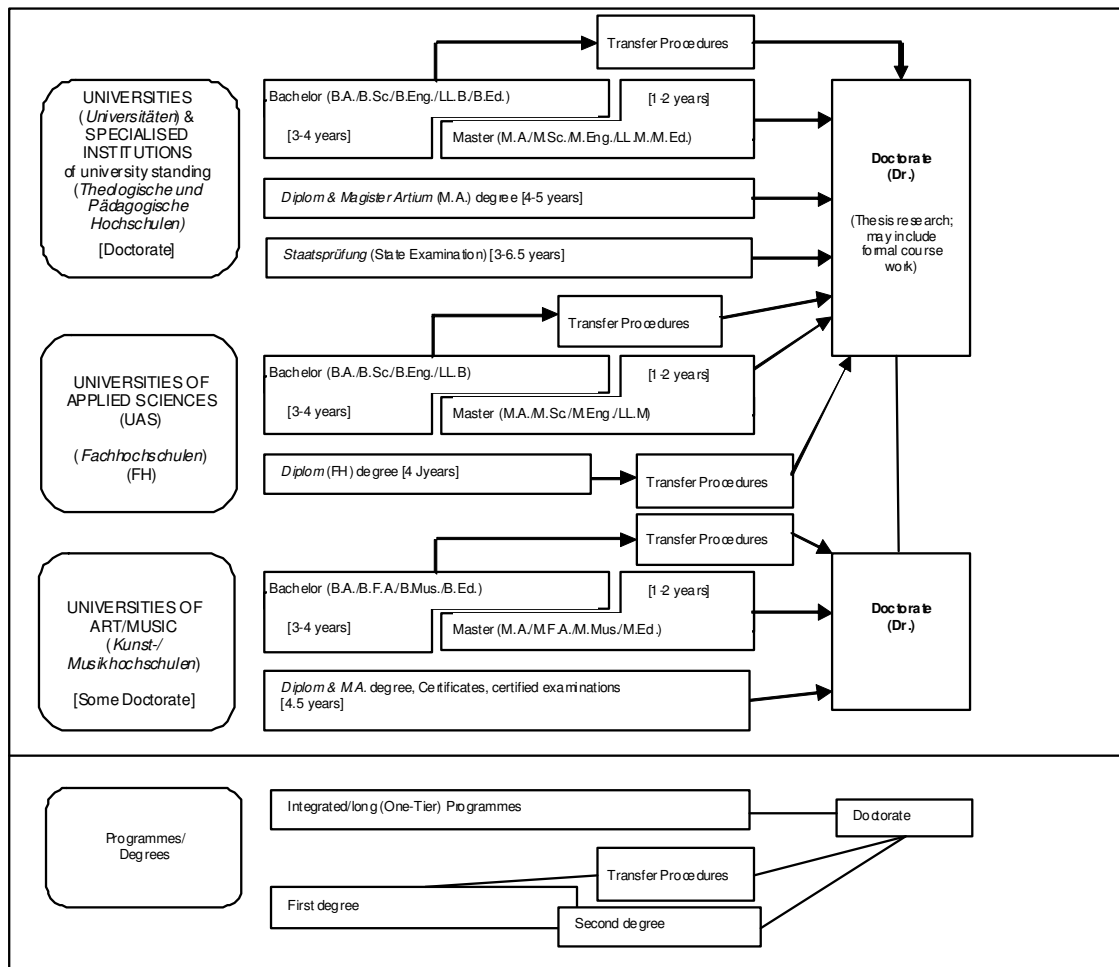
The German Qualification Framework for Higher Education Degree³ describes the degrees of the German Higher Education System. It contains the classification of the qualification levels as well as the resulting qualifications and competencies of the graduates.

For details cf. Sec. 8.4.1, 8.4.2, and 8.4.3 respectively. Table 1 provides a synoptic summary.

8.3 Approval/Accreditation of Programmes and Degrees

To ensure quality and comparability of qualifications, the organization of studies and general degree requirements have to conform to principles and regulations established by the Standing Conference of the Ministers of Education and Cultural Affairs of the *Länder* in the Federal Republic of Germany (KMK).⁴ In 1999, a system of accreditation for programmes of study has become operational under the control of an Accreditation Council at national level. All new programmes have to be accredited under this scheme; after a successful accreditation they receive the quality-label of the Accreditation Council.⁵

Table 1: Institutions, Programmes and Degrees in German Higher Education



8.4 Organization and Structure of Studies

The following programmes apply to all three types of institutions. Bachelor's and Master's study courses may be studied consecutively, at various higher education institutions, at different types of higher education institutions and with phases of professional work between the first and the second qualification. The organization of the study programmes makes use of modular components and of the European Credit Transfer and Accumulation System (ECTS) with 30 credits corresponding to one semester.

8.4.1 Bachelor

Bachelor degree study programmes lay the academic foundations, provide methodological skills and lead to qualifications related to the professional field. The Bachelor degree is awarded after 3 to 4 years.

The Bachelor degree programme includes a thesis requirement. Study courses leading to the Bachelor degree must be accredited according to the Law establishing a Foundation for the Accreditation of Study Programmes in Germany.⁶

First degree programmes (Bachelor) lead to Bachelor of Arts (B.A.), Bachelor of Science (B.Sc.), Bachelor of Engineering (B.Eng.), Bachelor of Laws (LL.B.), Bachelor of Fine Arts (B.F.A.), Bachelor of Music (B.Mus.) or Bachelor of Education (B.Ed.).

8.4.2 Master

Master is the second degree after another 1 to 2 years. Master study programmes may be differentiated by the profile types "practice-oriented" and "research-oriented". Higher Education Institutions define the profile.

The Master degree study programme includes a thesis requirement. Study programmes leading to the Master degree must be accredited according to the Law establishing a Foundation for the Accreditation of Study Programmes in Germany.⁷

Second degree programmes (Master) lead to Master of Arts (M.A.), Master of Science (M.Sc.), Master of Engineering (M.Eng.), Master of Laws (L.L.M.), Master of Fine Arts (M.F.A.), Master of Music (M.Mus.) or Master of Education (M.Ed.). Master study programmes which are designed for continuing education may carry other designations (e.g. MBA).

8.4.3 Integrated "Long" Programmes (One-Tier): Diplom degrees, Magister Artium, Staatsprüfung

An integrated study programme is either mono-disciplinary (*Diplom* degrees), most programmes completed by a *Staatsprüfung* or comprises a combination of either two major or one major and two minor fields (*Magister Artium*). The first stage (1.5 to 2 years) focuses on broad orientations and foundations of the field(s) of study. An Intermediate Examination (*Diplom-Vorprüfung* for *Diplom* degrees; *Zwischenprüfung* or credit requirements for the *Magister Artium*) is prerequisite to enter the second stage of advanced studies and specializations. Degree requirements include submission of a thesis (up to 6 months duration) and comprehensive final written and oral examinations. Similar regulations apply to studies leading to a *Staatsprüfung*. The level of qualification is equivalent to the Master level.

- Integrated studies at *Universitäten (U)* last 4 to 5 years (*Diplom* degree, *Magister Artium*) or 3 to 6.5 years (*Staatsprüfung*). The *Diplom* degree is awarded in engineering disciplines, the natural sciences as well as economics and business. In the humanities, the corresponding degree is usually the *Magister Artium* (M.A.). In the social sciences, the practice varies as a matter of institutional traditions. Studies preparing for the legal, medical and pharmaceutical professions are completed by a *Staatsprüfung*. This applies also to studies preparing for teaching professions of some *Länder*.

The three qualifications (*Diplom*, *Magister Artium* and *Staatsprüfung*) are academically equivalent. They qualify to apply for admission to doctoral studies. Further prerequisites for admission may be defined by the Higher Education Institution, cf. Sec. 8.5.

- Integrated studies at *Fachhochschulen (FH)*/Universities of Applied Sciences (UAS) last 4 years and lead to a *Diplom (FH)* degree. While the *FH/UAS* are non-doctorate granting institutions, qualified graduates may apply for admission to doctoral studies at doctorate-granting institutions, cf. Sec. 8.5.

- Studies at *Kunst- and Musikhochschulen* (Universities of Art/Music etc.) are more diverse in their organization, depending on the field and individual objectives. In addition to *Diplom/Magister* degrees, the integrated study programme awards include Certificates and certified examinations for specialized areas and professional purposes.

8.5 Doctorate

Universities as well as specialized institutions of university standing and some Universities of Art/Music are doctorate-granting institutions. Formal prerequisite for admission to doctoral work is a qualified Master (UAS and U), a *Magister* degree, a *Diplom*, a *Staatsprüfung*, or a foreign equivalent. Particularly qualified holders of a Bachelor or a *Diplom (FH)* degree may also be admitted to doctoral studies without acquisition of a further degree by means of a procedure to determine their aptitude. The universities respectively the doctorate-granting institutions regulate entry to a doctorate as well as the structure of the procedure to determine aptitude. Admission further requires the acceptance of the Dissertation research project by a professor as a supervisor.

8.6 Grading Scheme

The grading scheme in Germany usually comprises five levels (with numerical equivalents; intermediate grades may be given): "Sehr Gut" (1) = Very Good; "Gut" (2) = Good; "Befriedigend" (3) = Satisfactory; "Ausreichend" (4) = Sufficient; "Nicht ausreichend" (5) = Non-Sufficient/Fail. The minimum passing grade is "Ausreichend" (4). Verbal designations of grades may vary in some cases and for doctoral degrees.

In addition institutions partly already use an ECTS grading scheme.

8.7 Access to Higher Education

The General Higher Education Entrance Qualification (*Allgemeine Hochschulreife, Abitur*) after 12 to 13 years of schooling allows for admission to all higher educational studies. Specialized variants (*Fachgebundene Hochschulreife*) allow for admission to particular disciplines. Access to *Fachhochschulen* (UAS) is also possible with a *Fachhochschulreife*, which can usually be acquired after 12 years of schooling. Admission to Universities of Art/Music may be based on other or require additional evidence demonstrating individual aptitude.

Higher Education Institutions may in certain cases apply additional admission procedures.

8.8 National Sources of Information

- Kultusministerkonferenz (KMK) [Standing Conference of the Ministers of Education and Cultural Affairs of the *Länder* in the Federal Republic of Germany]; Lennéstrasse 6, D-53113 Bonn; Fax: +49[0]228/501-229; Phone: +49[0]228/501-0
- Central Office for Foreign Education (ZaB) as German NARIC; www.kmk.org; E-Mail: zab@kmk.org
- "Documentation and Educational Information Service" as German EUR YDICE-Unit, providing the national dossier on the education system (<http://www.kmk.org/dokumentation/zusammenarbeit-auf-europaeischer-ebene-im-eurydice-informationsnetz.html>); E-Mail: eurydice@kmk.org
- Hochschulrektorenkonferenz (HRK) [German Rectors' Conference]; Ahnrstrasse 39, D-53175 Bonn; Fax: +49[0]228/887-110; Phone: +49[0]228/887-0; www.hrk.de; E-Mail: post@hrk.de
- "Higher Education Compass" of the German Rectors' Conference features comprehensive information on institutions, programmes of study, etc. (www.higher-education-compass.de)

- 1 The information covers only aspects directly relevant to purposes of the Diploma Supplement. All information as of 1 July 2010.
- 2 *Berufsakademien* are not considered as Higher Education Institutions, they only exist in some of the *Länder*. They offer educational programmes in close cooperation with private companies. Students receive a formal degree and carry out an apprenticeship at the company. Some *Berufsakademien* offer Bachelor courses which are recognized as an academic degree if they are accredited by a German accreditation agency.
- 3 German Qualification Framework for Higher Education Degrees (Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the *Länder* in the Federal Republic of Germany of 21.04.2005).
- 4 Common structural guidelines of the *Länder* for the accreditation of Bachelor's and Master's study courses (Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the *Länder* in the Federal Republic of Germany of 10.10.2003, as amended on 04.02.2010).
- 5 "Law establishing a Foundation 'Foundation for the Accreditation of Study Programmes in Germany'", entered into force as from 26.2.2005, G.V. NRW, 2005, nr. 5, p. 45 in connection with the Declaration of the *Länder* to the Foundation "Foundation: Foundation for the Accreditation of Study Programmes in Germany" (Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the *Länder* in the Federal Republic of Germany of 16.12.2004).
- 6 See note No. 5.
- 7 See note No. 5.