

Hans Mustermann

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 of Birth

1990-01-01, Wernigerode

1.4 Student ID Number - Enrolment Code

21800

2. QUALIFICATION**2.1 Name of qualification and title conferred (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

Service Management with the specializations:

- Consulting Management
- Planning and Organisation
- Personnel Management
- Financial Service Companies
- Financial Risk Management
- Management Accounting
- International Accounting
- Event Management
- Event Venues
- Event Management Planning

2.3 Institution Awarding the Qualification (in original language)

Hochschule Harz - Hochschule für angewandte Wissenschaften

Status (Type and Control)

University of Applied Sciences / State University

2.4 Institution Administering Studies (in original language)

Hochschule Harz - Hochschule für angewandte Wissenschaften

Status (Type and Control)

University of Applied Sciences / State University

2.5 Language(s) of Instruction and Examination

German and English

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3. LEVEL OF THE QUALIFICATION

3.1 Level

EQF level 6; graduate/ first professional qualifying degree with degree thesis

3.2 Official duration of programme in credits and years

3.5 years with 7 semesters, 210 ECTS

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.

4. CONTENTS AND RESULTS GAINED

4.1 Mode of Study

Full-time, on-campus programme

4.2 Programme learning outcomes

This accredited study programme aims at qualifying graduates of business administration to assume (junior) management tasks in the service sector such as business operations of professional service providers or companies' in-house services. The graduates have a critical understanding of the most important theories, principles and methods of this area of expertise.

Together with knowledge specific to the service sector and solid management skills, social, technical and digital competences are integrated parts of the curriculum. The graduates know and handle with ease a broad spectrum of technical and methodological applications and tools required in management settings. They have experienced the use of project planning tools, the MS-Office package, statistical analysis and other tools while working at real cases requested by enterprises.

In particular, the graduate has acquired the following competences:

Instrumental Competence:

- to apply the knowledge to operations in service sector companies resp. in-house service providers
- to develop and provide sound situation analysis and solutions to problems

Systemic service sector management competence:

- to gather, evaluate and interpret relevant information relating to service provision
- to derive scientifically sound judgements from that information, which take into account social, scientific and ethical considerations
- to continue learning processes independently

Communicative Competence:

- to formulate, argue, and defend positions and solutions to problems related to the service sector in a professional manner, in German and English
- to exchange information, ideas, problems, and solutions with specialists and lay persons
- to assume responsibility in a team.

Consulting Management:

The graduates know the theories and techniques for establishing, promoting and leading a consulting company. They apply state-of-the-art methods to explore the company's competitive strengths and opportunities. They use appropriate

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approaches and instruments to analyse and optimise internal processes of consulting companies with respect to efficiency and effectiveness, in a goal-oriented manner.

Planning and Organisation:

The graduate knows the instruments of strategic and operational planning of business activities. They identify internal needs for change, and subsequently initiate and implement target-oriented change processes.

Personnel Management:

The graduates are familiar with the diverse aspects of operational and strategic HR management. They explore and recommend options for long term and short term actions on the basis of specific indicators independently. Thus they draft HR concepts implying HR planning, management and controlling. The graduates have a strong complementary knowledge in the area of recruitment consultancy. Hence they plan and implement the use of varied recruitment techniques and performance appraisal methods according to the client's request and objectives.

Financial Service Companies:

Graduates have a broad understanding of core functions and activities in the field of financial services. This includes the managerial and legal framework for supervisory measures in the banking and financial service sector. They apply pertinent rules and regulations, procedures and approaches independently to operations such as treasury, internal audit, controlling, risk management, market interest policy, reinsurance and more, with respect to the specific business model and economic context.

Financial Risk Management:

Graduates have a broad knowledge of risk types, indicators, approaches to risk valuation (VAR) and underlying legal aspects. They identify interdependencies and link independently operations of management control and risk management. They know the principles of bank operations' control taking into consideration the parallel implementation of multiple objective like liquidity, cost-effectiveness, risk prevention and solvency. They take investment decisions taking into calculation risk parameters and respecting findings of decision theory.

Management Accounting:

The graduates assess, recommend and use operational and strategic tools of management control in a sound and holistic manner for forecasting and accounting purposes. They know how to analyse discrepancies against company's priorities properly and they recommend follow-up actions independently. They handle with ease MS Excel and expert accounting software like SAP to address several types of cases. They (re)configure planning processes according to the company's strategy. They monitor milestones and objectives, suggest and take corporate management decisions.

International Accounting:

The graduates have a firm understanding of the regulations on accounting as defined by German Commercial Law and of the International Accounting Regulation Systems (IFRS). They know the main differences between both related to content and underlying concept, and record business transactions accordingly. They have a comprehensive and state-of-the-art methodical and expert knowledge of fundamental models of business valuation. They apply the procedures and rules of how to prepare consolidated financial statements, financial statement analysis and business valuation. They analyse (consolidated) financial statements according to national and international accounting principles, report on the outcomes and provide justifications in case of discrepancies.

Event Management:

The graduates are familiar with the marketing-relevant legal areas. They plan and create websites and social media profiles. They use effectively Search Engine Optimisation (SEO) and Search Engine Marketing (SEM) independently for event marketing purposes. They assess applicability and effectiveness of movie and video applications to promote and commercialise concerts and other types of events.

Event Venues:

The graduates discover potential commercialisation opportunities of an unique site or area. Based on robust background data and information, they identify site-related interdependencies and suggest how to take advantage of unique settings. They draft concepts of site, area, local and regional marketing packages in line with the region's strategy, and taking into

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consideration site characteristics and spill-over effects.

Event Management Planning:

The graduates apply the usual management and marketing tools to the diverse types of events. They plan and organise events focussed on specific target groups, monitor and evaluate their success systematically. As part of a strategic sponsorship management they raise external funding and ensure the appropriate use of the funds.

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4.3 Programme details, individual credits gained and grades/marks obtained

Courses taken	Grade	Performance Appraisal	ECTS credits
Fundamentals of Business Administration in Service Sector Management	2,3	good	7,5
Seminar on Corporate Management	2,0	good	7
Business Mathematics	2,3	good	5
Business Law	2,0	good	5
Financial Accounting	1,7	good	5
Business English I	2,3	good	5
Statistics	1,7	good	5
Business Finance	2,0	good	5
Cost Accounting	1,7	good	5
Business English II	1,7	good	5
Human Resource Management	2,0	good	5
Computer Applications 1	2,0	good	5
Computer Applications 2	2,3	good	5
Principles of Economics	1,7	good	6
Corporate Management	2,0	good	7,5
Marketing for Service Sector Companies	1,7	good	7
Work Placement or Study Abroad		passed	
Selected Problems of Service Sector Management	2,0	good	5,5
Business English III	2,0	good	5

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4.3 Programme details, individual credits gained and grades/marks obtained

Courses taken	Grade	Performance Appraisal	ECTS credits
Market Research	2,3	good	5
Customer-oriented Structures and Processes	2,3	good	6,5
Practical Project in Service Sector Management	2,3	good	8
Professional Field Orientation: Consulting Management	1,7	good	
Professional Field Orientation: Planning and Organisation	2,0	good	
Professional Field Orientation: Personnel Management	2,3	good	
Professional Field Orientation: Financial Service Companies	1,7	good	
Professional Field Orientation: Financial Risk Management	2,3	good	
Professional Field Orientation: Event Management Environment	2,3	good	
Professional Field Orientation: City Marketing	1,7	good	
Professional Field Orientation: Event Management Planning	2,0	good	
Professional Field Orientation: International Accounting	2,0	good	
Professional Field Orientation: Management Accounting	2,3	good	
Colloquium	1,7	good	1
Work Placement		passed	17
<hr/>			
Bachelor Thesis	2,3	good	12
Theme: Hier steht dann der Titel der Bachelor- bzw. Masterarbeit			
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Total ECTS credit points			210

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4.4 Grading Scheme and Grade Distribution of Overall Performances

The distribution of grades for overall performances has been calculated based on the overall performance results in this programme of study since its opening (2004).

Number of Graduates: 123

HS Harz grade	Performance	Performance appraisal	Performance appreciation	Grade Distribution	Cumulation
1,0	95 - 100 %	Very good	An excellent performance	10 %	10 %
to 1,3	90 - 94 %			5 %	15 %
to 1,7	85 - 89 %	Good	A performance significantly above average standard	7 %	22 %
to 2,0	80 - 84 %			10 %	32 %
to 2,3	76 - 79 %			18 %	50 %
to 2,7	72 - 75 %	Satisfactory	An average performance	15 %	65 %
to 3,0	68 - 71 %			13 %	78 %
to 3,3	63 - 67 %			12 %	90 %
to 3,7	58 - 62 %	Sufficient	A performance which meets minimum requirements despite of shortcomings	8 %	98 %
to 4,0	50 - 57 %			2 %	100 %

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4.5 Overall Classification of the qualification (in original language)

gut (2,3)

At degree awarding date, this overall performance was among the best 50 % referring to 123 graduates of this study programme since its opening (2004).

5. INFORMATION ON THE FUNCTION OF THE QUALIFICATION

5.1 Access to Further Study

The graduate has attained the ability to further his/her knowledge in programmes at the level of Master's. Due to his comprehensive fundamental education in business studies, he/she can be recommended for the admission to MBA courses of study as well as to other business oriented master degree programmes.

5.2 Access to regulated professions

Does not apply.

6. ADDITIONAL INFORMATION

6.1 Additional Information

6.2 Further Information Sources

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

7. CERTIFICATION

This Diploma Supplement refers to the following original documents:

Urkunde über die Verleihung des Grades issued on 13.04.2021

Prüfungszeugnis issued on 13.04.2021

Transcript of Records issued on 13.04.2021

Certification Date: 2021-04-13

Chairperson Examination Committee

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.

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8. INFORMATION ON THE GERMAN HIGHER EDUCATION SYSTEM [1]

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 specialised 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 (FH)/Hochschulen für Angewandte Wissenschaften (HAW) (Universities of Applied Sciences, UAS) 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 an application-oriented focus of studies, which includes 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-recognised institutions. In their operations, including the organisation 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, two-tier degrees (Bachelor's and Master's) have been introduced in almost all study programmes. This change is designed to enlarge variety and flexibility for students in planning and pursuing educational objectives; it also enhances international compatibility of studies.

The German Qualifications Framework for Higher Education Qualifications (HQR)[3] describes the qualification levels as well as the resulting qualifications and competences of the graduates. The three levels of the HQR correspond to the levels 6, 7 and 8 of the German Qualifications Framework for Lifelong Learning [4] and the European Qualifications Framework for Lifelong Learning [5].

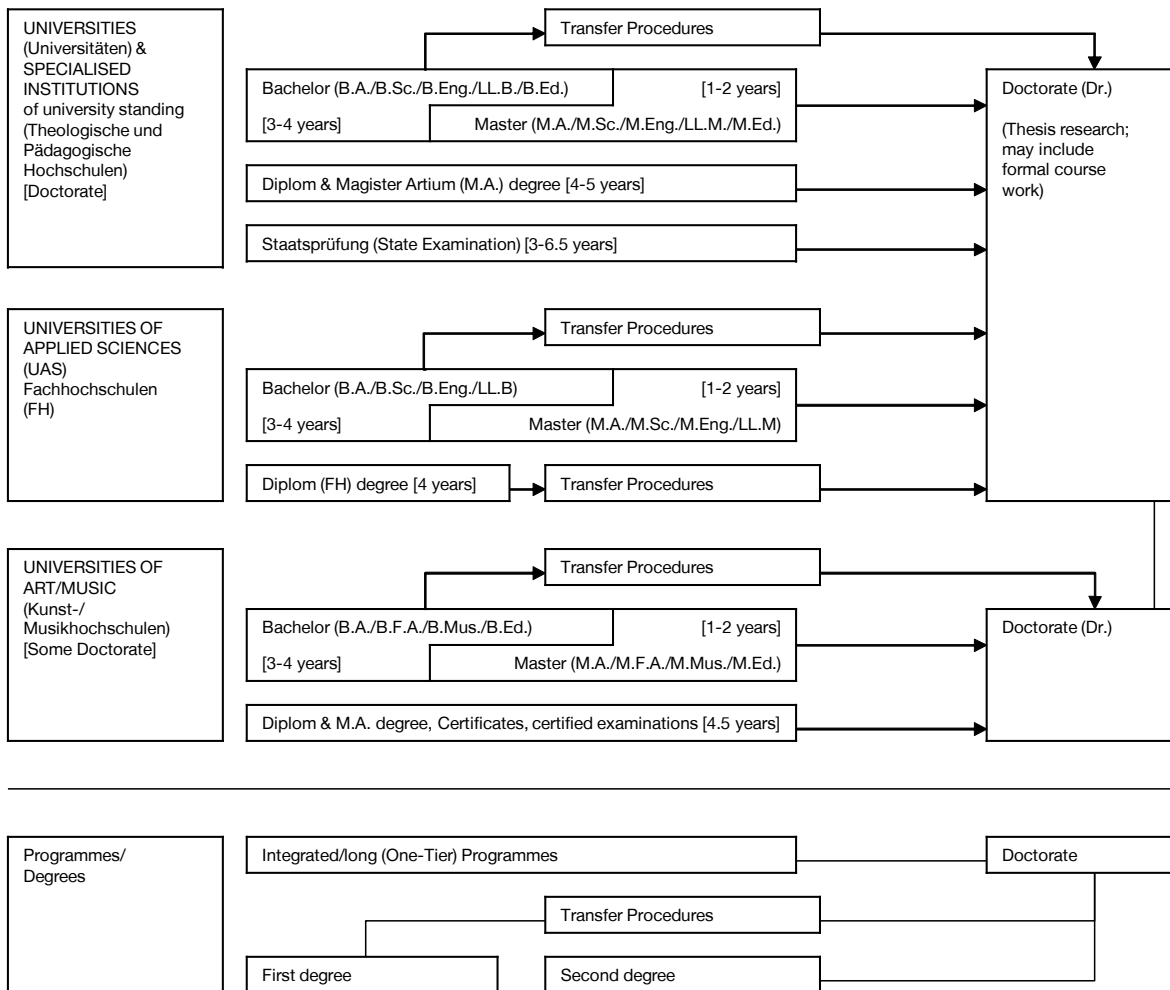
For details cf. Sec. 8.4.1, 8.4.2, and 8.4.3 respectively. Table 1 provides a synoptic summary.

8.3 Approval/Accreditation of Programmes and Degrees

To ensure quality and comparability of qualifications, the organisation 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).[6] In 1999, a system of accreditation for Bachelor's and Master's programmes has become operational. All new programmes have to be accredited under this scheme; after a successful accreditation they receive the seal of the Accreditation Council.[7]

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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 programmes 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 organisation 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.

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8.4.1 Bachelor

Bachelor's degree programmes lay the academic foundations, provide methodological competences and include skills related to the professional field. The Bachelor's degree is awarded after 3 to 4 years.

The Bachelor's degree programme includes a thesis requirement. Study programmes leading to the Bachelor's degree must be accredited according to the Interstate study accreditation treaty.[8]

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.).

The Bachelor's degree corresponds to level 6 of the German Qualifications Framework/ European Qualifications Framework.

8.4.2 Master

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

The Master's degree programme includes a thesis requirement. Study programmes leading to the Master's degree must be accredited according to the Interstate study accreditation treaty.[9]

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's programmes which are designed for continuing education may carry other designations (e.g. MBA).

The Master's degree corresponds to level 7 of the German Qualifications Framework/ European Qualifications Framework.

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 specialisations. 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's level.

- Integrated studies at Universitäten (U) last 4 to 5 years (Diplom degree, Magister Artium) or 3.5 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 and correspond to level 7 of the German Qualifications Framework/European Qualifications Framework.

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)/Hochschulen für Angewandte Wissenschaften (HAW) (Universities of Applied Sciences, UAS) last 4 years and lead to a Diplom (FH) degree which corresponds to level 6 of the German Qualifications Framework/European Qualifications Framework.

Qualified graduates of FH/HAW/UAS 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 organisation, depending on the field and individual objectives. In addition to Diplom/Magister degrees, the integrated study programme awards include certificates and certified examinations for specialised areas and professional purposes.

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8.5 Doctorate

Universities as well as specialised institutions of university standing, some of the FH/HAW/UAS and some Universities of Art/Music are doctorate-granting institutions. Formal prerequisite for admission to doctoral work is a qualified Master's degree (UAS and U), a Magister degree, a Diplom, a Staatsprüfung, or a foreign equivalent. Comparable degrees from universities of art and music can in exceptional cases (study programmes such as music theory, musicology, pedagogy of arts and music, media studies) also formally qualify for doctoral work. Particularly qualified holders of a Bachelor's degree 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.

The doctoral degree corresponds to level 8 of the German Qualifications Framework/ European Qualifications Framework.

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, grade distribution tables as described in the ECTS Users' Guide are used to indicate the relative distribution of grades within a reference group.

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. Specialised variants (Fachgebundene Hochschulreife) allow for admission at Fachhochschulen (FH)/Hochschulen für Angewandte Wissenschaften (HAW) (UAS), universities and equivalent higher education institutions, but only in particular disciplines. Access to study programmes at Fachhochschulen (FH)/Hochschulen für Angewandte Wissenschaften (HAW) (UAS) is also possible with a Fachhochschulreife, which can usually be acquired after 12 years of schooling. Admission to study programmes at Universities of Art/Music and comparable study programmes at other higher education institutions as well as admission to a study programme in sports may be based on other or additional evidence demonstrating individual aptitude.

Applicants with a qualification in vocational education and training but without a school-based higher education entrance qualification are entitled to a general higher education entrance qualification and thus to access to all study programmes, provided they have obtained advanced further training certificates in particular state-regulated vocational fields (e.g. Meister/Meisterin im Handwerk, Industriemeister/in, Fachwirt/in (IHK), Betriebswirt/in (IHK) und (HWK), staatlich geprüfte/r Techniker/in, staatlich geprüfte/r Betriebswirt/in, staatlich geprüfte/r Gestalter/in, staatlich geprüfte/r Erzieher/in).

Vocationally qualified applicants can obtain a Fachgebundene Hochschulreife after completing a state-regulated vocational education of at least two years' duration plus professional practice of normally at least three years' duration, after having successfully passed an aptitude test at a higher education institution or other state institution; the aptitude test may be replaced by successfully completed trial studies of at least one year's duration.[10]

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

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- Kultusministerkonferenz (KMK) [Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany]; Graurheindorfer Str. 157, D-53117 Bonn; Phone: +49[0]228/501-0; www.kmk.org; E-Mail: hochschulen@kmk.org
- Central Office for Foreign Education (ZAB) as German NARIC; www.kmk.org; E-Mail: zab@kmk.org
- German information office of the Länder in the EURYDICE Network, providing the national dossier on the education system; www.kmk.org; E-Mail: Eurydice@kmk.org
- Hochschulrektorenkonferenz (HRK) [German Rectors' Conference]; Leipziger Platz 11, D-10117 Berlin, Phone: +49 30 206292-11; 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.

[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 recognised as an academic degree if they are accredited by the Accreditation Council.

[3] German Qualifications 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 16 February 2017).

[4] German Qualifications Framework for Lifelong Learning (DQR). Joint resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany, the German Federal Ministry of Education and Research, the German Conference of Economics Ministers and the German Federal Ministry of Economics and Technology (Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany of 15 November 2012). More information at www.dqr.de

[5] Recommendation of the European Parliament and the European Council on the establishment of a European Qualifications Framework for Lifelong Learning of 23 April 2008 (2008/C 111/01 – European Qualifications Framework for Lifelong Learning – EQF).

[6] Specimen decree pursuant to Article 4, paragraphs 1 – 4 of the interstate study accreditation treaty (Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany of 7 December 2017).

[7] Interstate Treaty on the organization of a joint accreditation system to ensure the quality of teaching and learning at German higher education institutions (Interstate study accreditation treaty) (Decision of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany of 8 December 2016), Enacted on 1 January 2018.

[8] See note No. 7.

[9] See note No. 7.

[10] Access to higher education for applicants with a vocational qualification, but without a school-based higher education entrance qualification (Resolution of the Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany of 6 March 2009).