

STUDENT GUIDELINES

FH Kufstein Tirol, University of Applied Sciences
& International Business School

Discover
fh kufstein
UNIVERSITY OF APPLIED SCIENCES



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This guide is based on documents such as the University of Applied Sciences Studies Act, your study agreement, as well as the statutes of the FH Kufstein Tirol (in particular the General Study and Examination Regulations - hereinafter referred to as ASPO - and the respective study regulations of your degree program, see <https://www.fh-kufstein.ac.at/eng/teaching/Statute-of-the-FH-Kufstein-Tirol>) and is for information purposes only. The guidelines published in the underlying documents are always legally binding.

The currently valid version of the guide for students is available at fh.checkin and is shown on the homepage of the FH Kufstein Tirol <https://www.fh-kufstein.ac.at/eng/study/Study-Infos/Student-Guidelines>. The published version applies.

Version February 2024

1. General information on the University of Applied Sciences Kufstein Tirol and International Business School

1.1. Address

FH Kufstein Tirol Bildungs GmbH and Tel.: +43 5372 71819 0
FH Kufstein Tirol International Business School GmbH
Andreas Hofer-Str. 7 E-Mail: info@fh-kufstein.ac.at
6330 Kufstein E-Mail: Business-School@fh-kufstein.ac.at
Homepage: www.fh-kufstein.ac.at

The house rules of the FH Kufstein Tirol must be observed on the premises. These can be found at <https://www.fh-kufstein.ac.at/eng/study/Study-Infos/house-rules-of-the-fh-kufstein-tirol> or in the fh.checkin in the chapter **Service Areas → Buildings & Facilities**.

1.2. Building opening hours

Monday – Friday 7:45 am – 9:30 pm
Saturday 7:45 am – 6:00 pm

During the semester breaks, the opening times of the FH building are the same as the office hours of the Infopoint.

1.3. Student portal fh.checkin

The student portal **fh.checkin** is your digital information pool and provides you with all the information you need during your studies. Here you can get direct access to services and information as well as to suitable contact persons of all kinds at the University of Applied Sciences Kufstein Tirol. You will find everything you need to know here for a smooth course of study: Semester times and holiday regulations, general information and guides, instructions and forms to download. In addition, you can use fh.checkin to retrieve your appointment and lecture schedules, the room occupancy, your enrolment and deposit confirmations as well as your grades and certificates. You can also view your master data including your personal identification number, matriculation number, substitute registration number, etc. at any time via the fh.checkin and keep your availability up to date. Additionally, you have direct access to the storage space provided for you by the FH Kufstein Tirol.



You can find the student portal fh.checkin set up for you via <https://www.fh-kufstein.ac.at/eng/> Menu Quicklinks → fh.checkin or directly at the address: <https://checkin.fh-kufstein.ac.at/checkin>. For the login, you need your personal identification number and your password (see further information in chapter **4.2 Login to the network for students**).

1.4. FH Kufstein App

We recommend to use the FH Kufstein App For the login, you need your personal identification number and your password. This means that you always have all the information about your studies, such as course dates, with you and you will be informed immediately of any news (course grading, date changes, room changes etc.).

The FH Kufstein App can be reached at <https://fhapp.fh-kufstein.ac.at>. In order to make the best use of all functions of the FH App, we recommend that you install the FH App. Instructions for the installation can be found on the student portal fh.checkin at <https://checkin.fh-kufstein.ac.at/>.

1.5. Lecture rooms and room plan

The FH Kufstein Tirol features modern equipped lecture rooms (HS), an assembly hall and a "Festsaal" (festivities Hall) (building D), which can also be used as a gymnasium. The current room plans can be found in the fh.checkin in the chapter **Service Areas → Building & Facilities**.

You can find the current auditorium layout on the information boards (in the entrance areas) or online (checkin.fh-kufstein.ac.at/infoboard). Available rooms that can be used by students for learning and working are displayed daily on the Infoboard under the name "Studieren und Projektarbeit / **Study and Project Work**".

All lecture rooms are equipped as standard with a whiteboard and a video projector. Any additional **room equipment** required must be requested at least **1 week in advance** by the "Planning & Organization" team on the 1st floor OG/house B or regarding courses at the International Business School via email to business-school@fh-kufstein.ac.at or can be submitted to the **Study Management Team** in fh.checkin via the ticket system in the **menu "Request"** .

We would like to draw your attention to the fact that it is **not permitted to eat or drink in the lecture halls**. We kindly ask you to handle the equipment of the house with care, be it the rooms, the furniture or technical equipment.

On the ground floor, house B, there is a multifunctional WC facility including a **changing table** (assembly hall opposite HS B.0.12).

1.6. Working area for students "In a Brown Study"

The "In a Brown Study" (Room C.0.05) is located on the ground floor/house C of the building. There are about 10 PC workstations available in this room. Two print and copy stations (Minolta C458) can print, copy, and scan in color. To connect notebooks to the network of the FH Kufstein Tirol, you need a standard RJ45 network cable (not crossed). WLAN → offers you more convenience. For more information, refer to chapter **4.3 WLAN**.

Opening times of "In a Brown Study"

Monday – Friday	7:45 am – 9:30 pm
Saturday	7:45 am – 6:00 pm

Closed on Sundays and public holidays (in vacation periods, the FH reserves the right to close the work area).

1.7. Parking in Kufstein

Parking spaces at the University of Applied Sciences Kufstein Tirol

Andreas Hofer-Straße: short-term parking zone with fees for a maximum of 120 minutes, rate according to notice

Underground parking spaces:

Prices per commenced hour for students of the FH Kufstein Tirol

Monday - Sunday	around the clock	€ 0.50
Maximum rate per day (loss of ticket)		€ 15.00

Students also have the option of renting permanent parking spaces in the underground car park at a price of € 75,- (September 2023) per month.

Contact person: **Anita Kronbichler**, Tel.: +43 5372 71819 189, anita.kronbichler@fh-kufstein.ac.at

Parking spaces in the centre of Kufstein:

Public parking spaces and multi-storey car parks are available near the University of Applied Sciences. The access roads to these and other car parks are signposted accordingly. If you have any questions, please contact the team at the Infopoint (ground floor of the FH Kufstein Tirol, house B directly next to the main entrance).

1.8. First aid and fire protection

Please pay attention to the information boards "how to behave in case of fire" and "how to behave in case of accidents", which are installed in all lecture halls in the building. The escape and rescue routes in the building are marked with emergency exit signs. There are plans in the corridors throughout the building, which will help you to find the fastest possible escape route and the location of the nearest fire extinguishers and fire alarms. An evacuation plan for the building can be found in the fh.checkin in the **Service Areas chapter → In case of emergency**.

In the event of a **fire alarm**, please leave the building in a calm and orderly manner but **immediately**, gather in the city park and report to the responsible persons. Please follow the instructions of the supervisors. Contact person for questions:

DI (FH) Bernhard Eidherr, Tel: +43 5372 71819 123; bernhard.eidherr@fh-kufstein.ac.at

You will find trained first aiders in all our service departments, for detailed information please refer to the fh.checkin in the **chapter Service Areas → In case of emergency**. Please use the first aid kits, which are located on all floors near the staircases, and the defibrillator, which is located on the ground floor next to the post office, only in emergencies!

1.9. Smoking ban

Please note that there is an absolute smoking ban on the entire premises of the FH Kufstein Tirol! We kindly ask you to use the designated smoking areas for your smoking break.

1.10. Locker regulations

The FH Kufstein Tirol provides lockable wardrobe lockers (Building D, ground floor) . These can be used freely from the available contingent without further formalities, at most on a weekly basis (Monday to Saturday). No continuous use is intended!

In order to counteract a permanent usage of the lockers, the lockers are opened every Monday at 8 am under the supervision of two employees and any inserted coins are removed. The contents are left untouched in the locker and the locker is closed again. The next time the locker is opened, a new payment is required for further usage.

The FH Kufstein Tirol assumes no liability for deposited objects. No refund of the coins withdrawn will be provided. If you have questions or problems, please contact the Infopoint.

1.11. In-house information offices

The FH Kufstein Tirol offers the following information points for students:

- **Inklusion@FH Kufstein Tirol:** Information about studying with disabilities (physical/mental/chronic limitations); information pages on the web at: www.fh-kufstein.ac.at/Inclusion; contact person: christine.haage@fh-kufstein.ac.at
- **Gender Mainstreaming & Diversity Management:** Information on equality and treatment, discrimination-free university and language, migration and integration, and accompanying training/events (www.fh-kufstein.ac.at/Diversity); contact person: christine.haage@fh-kufstein.ac.at
- **Studying with family:** Information on the family-friendly higher education institution and accompanying services for students with childcare obligations (www.fh-kufstein.ac.at/FamilyFriendliness); contact person: Team Study Management or the respective Director of Studies
- **Data protection:** For information and enquiries about data protection, please contact datenschutz@fh-kufstein.ac.at

2. Infopoint

2.1. Opening hours

The Infopoint on the ground floor of the FH Kufstein Tirol (house B directly next to the main entrance) is your first point of contact. The Infopoint team will deal with your concerns directly or ensure that your request is handled by the right person or department.

The Infopoint is at your disposal regarding lost & found items und supports you in exchanging all kinds of information/documents between you, the Study Management and/or lecturers of the FH Kufstein Tirol.

Tel.: +43 5372 71819 100

Infopoint opening hours during the winter and summer semester

Monday - Thursday	8:00 am – 4:30 pm
Friday	8:00 am – 4:30/6:00 pm*)
Saturday	8:00 am – 12:00 noon*)

At the beginning of each semester, the Infopoint offers extended opening hours on Friday and a Saturday service in order to be able to offer comprehensive support to all students and lecturers, especially at the beginning of the semester. In normal operation, the Infopoint is open Monday to Friday 8:00 am to 4.30 pm and is closed on Saturday.

Infopoint opening hours during semester breaks

Monday - Friday 8 am – 12:00 noon and 1:00 pm – 4:00 pm

Closed on Saturdays

2.2. Information about the Student Card

A digital Student Card will be available to all active students at the FH Kufstein Tirol and also the members of the International Business School programs, provided that the study and ÖH (students' union) fee have been paid. The digital Student Card is your Student ID Card. . Already created and issued analog student ID cards will be renewed semester by semester at the Infopoint until graduation. The renewal of already issued analog Student Cards is preferably handled by the year representatives.

2.3. What functions does the (analog) Student Card support?

Analog student cards were still issued up to and including SS 2023; please continue to use these until the expected end of your studies, even if they are no longer renewed, as the analog student card still supports the following functions:

Student Card: see 2.2.

- Library card: The Student Card is also the library card
- Print-/Copy card: Copying, printing (also in colour), scanning; release for print job list at the respective print terminal; follow-me printing for all devices in the UAS; scan to email with automatic billing function; further information on printing/scanning can be found in **chapter 4.10.** of this guide
- Value card: The Student Card can be loaded with banknotes at the "Cashomat" in the "In a Brown Study", in order to make cashless payments in the diner/Café.04 and/or to make copies. Further information can be found in **chapter 4.10.** of this guide.

Please contact the Infopoint in case of damage or loss of the Student Card, as the Student Card also contains the data stored in the chip from the FH database (surname, first name, date of birth, academic degree, date of issue, ID number, validity).

2.4. Digital Student Card and personalized Chip

The digital student card via the student portal or the fh.app serves as your student ID card. In addition, starting in the 2023/2024 academic year, all first-year students will receive a personalized chip when they begin their studies. With this, you can do the following:

- Library card: The personalized chip is also the library card.

- Print/copy chip: Copying, printing (also in colour), scanning; release for print job list at the respective print terminal; follow-me printing for all devices in the UAS; scan to e-mail with automatic billing function; for more information on printing/scanning, see chapter 4.10. of this guide.
- Prepaid card: The chip is loaded with banknotes at the "Cashomat" in the "In a Brown Study"; further information can again be found in chapter 4.10. of this guide.

When handing over the personalized chip, a stake has to be paid. This deposit will be refunded after the end of the study (exmatriculation) when the chip is returned. In case of loss or damage etc. please contact the Infopoint.

2.5. Replacement of the Student Card

Since students will have a digital student card available via the portal or app from the start of studies in 2023/24, analog student cards will be replaced by a personalized chip in the event of loss / theft / defect / name change. For the personalized chip a fee has to be paid at the Infopoint, which will be returned when the chip is returned.

2.6. International Student Identity Card



This card identifies the holder as an active student and thus enables him:her to take advantage of discounts (museum visits, public transport etc.) at various institutions abroad.

Requirements for applying for an International Student Identity Card, as well as the application itself, can be found at: <http://www.isic.at>

3. Study Management / Office Management International Business School

In all matters concerning your studies, please contact the Study Management Team in the first floor/house B or the International Business School's Office Management Team in house B, Room B.1.21. In order to provide you with the best possible support during your studies, we have set up the student portal fh.checkin for you. There you will find all the information, records and documents you need during your studies.

3.1. Ticket system*



Please use our ticket system in fh.checkin to send us your concerns (sick leave, confirmations, etc.) digitally. You can send your request at <https://checkin.fh-kufstein.ac.at/checkin> → "Request" menu →, Study Management. We ensure prompt processing! As soon as you have chosen the relevant degree program, you can send us a message and

upload documents in common formats. With your personal login, your personal data is visible and does not have to be entered again.

You can also use the fh.checkin ("Request"→ menu) to send direct messages to the library, CAFe.04/Diner, eLearning Center, Facility Services and IT Services.

* This Chapter does not apply for the International Business School

4. eLearning Center / MediaLab

The eLearning Center manages the online learning platform Weblearn (Moodle) which you can access at <https://weblearn.fh-kufstein.ac.at> Weblearn offers special courses for each lecture containing all relevant information, documents and work assignments if necessary. In combination with MS Teams, various courses can be organized as well as online as on site.

In the MediaLab you have the opportunity to create professional video recordings and use video/audio equipment such as green screen recordings, live streams or podcast recordings.

If you have any questions about the online learning platform Weblearn or regarding bookings, please use the ticket system at fh.checkin (→ menu "Inquiries") or the e-mail address elarning@fh-kufstein.ac.at

5. IT Service

5.1. Contact person in IT

If you have any questions, please contact the staff of the IT services in office area B.2.37 - B.2.40/house B on the second floor. You can also access them via the ticket system in the student portal fh.checkin (**menu request**) or via email to itsupport@fh-kufstein.ac.at

5.2. Registration - Network for students of the FH Kufstein Tirol

Your **username** (= personal identification number) and **password** are communicated to you by email before the start of your studies. The password must be changed immediately after the first login to <https://checkin.fh-kufstein.ac.at/checkin>. These access data are valid for all systems on the campus of the FH Kufstein Tirol, except Weblearn and Office 365, where you need the **entire FH email as user name**.

With the study start 2023/24, a 2-factor authentication for the Microsoft account is required, which must be set up immediately. You will need a cell phone and the Authenticator App from Microsoft. You can find instructions in fh.checkin in the menu "Service areas", chapter IT Services. If you have any questions, please contact the IT team

5.3. WLAN

WLAN is available throughout the FH Kufstein Tirol building. A separate **guide for dialling into the WLAN** of the FH Kufstein Tirol is available in the student portal fh.checkin in the "**Service areas**" → **IT Services** menu.

5.4. Storage space


Files that are saved on the local drive (C:) of the FH computers in the lecture rooms are regularly deleted and CANNOT be restored!

As part of the deployment of Office 365, students will also have 1 TB of storage available in Microsoft's OneDrive cloud storage.

5.5. Office 365 for students

Using the link <https://login.microsoftonline.com>, you can obtain Office 365 Pro Plus free of charge for the duration of your studies at the FH Kufstein Tirol. For registration use Personenkennzeichen@stud.fh-kufstein.ac.at and your **personal password**. Further information about this can be found again in the fh.checkin under the chapter **IT Services** in the "**Service Areas**" menu.

5.6. FH email address for students

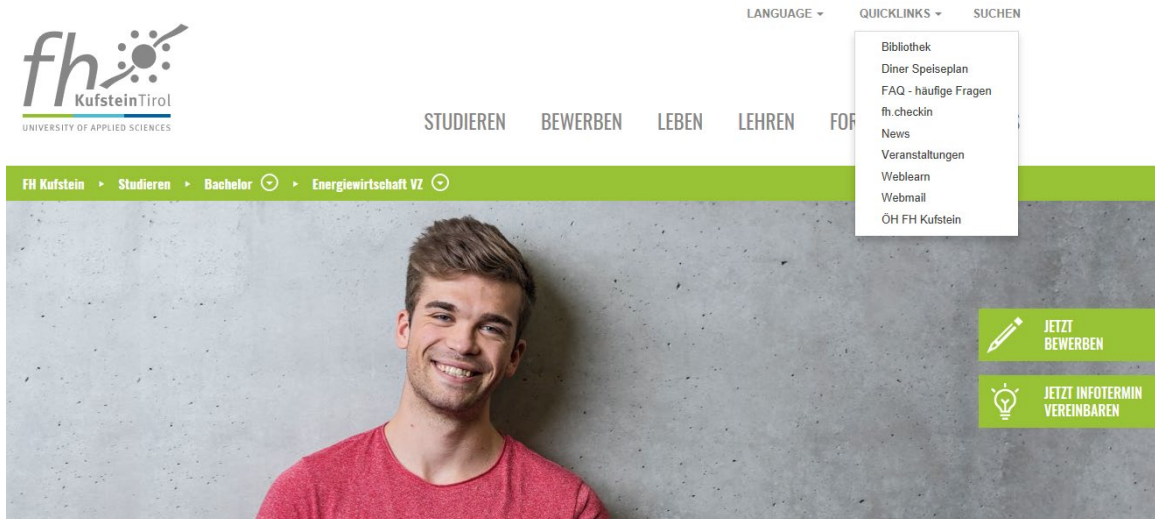
Your email address is: Personenkennzeichen@stud.fh-kufstein.ac.at. The password sent to you by email will also be valid for the email address until you change your password. Please activate your  mailbox via the fh.checkin immediately. You will find "**Start your Mailbox**" on the start page of the fh.checkin.

5.7. Querying the mailbox via mobile phone

In order to be able to retrieve emails from the account of the FH Kufstein Tirol on your mobile phone, please use the instructions on how to do this in the student portal fh.checkin in the menu "**Service areas**" → **IT Services & Software Development**. If there are any questions please contact the IT team.

5.8. Querying emails via webmail

Open the homepage of the FH Kufstein Tirol (www.fh-kufstein.ac.at) via your respective browser.



You can switch from the student portal <https://checkin.fh-kufstein.ac.at/checkin> to Office 365 through Quicklinks/Webmail and manage your emails there.

Note: The maximum storage space for the email account is 50 GB. If this limit is exceeded, you will be notified and no further mails will be forwarded to your account. This means that if you set up a forwarding of the email account to your private email address, you should still make sure that the FH account is regularly maintained to enable messages to be delivered.

Log in as follows:

Username: Personenkennzeichen@stud.fh-kufstein.ac.at

Password: Your personal password

5.9. Forwarding to a private email address

Please note that we exclusively communicate via the FH email address and that the entire online part of your schedule is settled via your FH email address. That's why we strongly advise against forwarding your FH account to a private email address. Nevertheless it is possible and you will find instructions for setting up forwarding your FH email address in the student portal fh.checkin under the **menu "Service Areas", chapter IT Services**. If you have any questions, please contact the IT team (itsupport@fh-kufstein.ac.at).

5.10. Printing and copying

Your analog Student Card /personalized chip allows you to use the print and copy systems equipped with a print terminal. Two Konica Minolta Document Stations are located in the "In a Brown Study" room C.0.05/house C.

Hold the Student Card / Chip against the terminal, after an audible confirmation, the touch screen of the print terminal is released and you can start printing.

At the Konica **Minolta C458 Document Station in the Brown Study**, you can also **scan** after logging on to the terminal. The scan is then automatically sent to you by email as a PDF file.

For scanning instructions, please refer to the copy machines in the Brown Study.

You can top up your print account at the **Cashomat**. The device can be found in the "In a Brown Study" in the printer section on the wall. Hold your analog Student Card / Chip close to the display, an audible signal will sound and your current balance will be shown on the display. You can then recharge your card / your chip. 5, 10, 20 and 50 Euro notes are accepted. Credits should be used before leaving the FH Kufstein Tirol and in any case before the student account is deleted, as they will not be refunded.

Printing and copying costs per page:

A4 black and white	€ 0.05
A4 color	€ 0.15
A3 black and white	€ 0.10
A3 color	€ 0.30
Double-sided A4/A3 black and white	€ 0.10 / 0.20
Double sided A4/A3 color	€ 0.30 / 0.60

5.11. eduroam

The FH Kufstein Tirol is a member of the AConet network and allows you to use the eduroam WLAN at all participating institutions. The procedure for dialling in is similar to the in-house WLAN, except that the user name is Personenkennzeichen@stud.fh-kufstein.ac.at and your regular password.

6. Library

The "kubi" - Kufstein Library for Science and Leisure is a public institution created by the University of Applied Sciences Kufstein Tirol and the city of Kufstein. It serves as a public scientific library for research, teaching and studies as well as for general education, information, training, further education and leisure activities. The area of the scientific library is located in house B on the first and second floor, the area of the public library with fiction, children's and young person's literature in house A on the first floor.

Opening hours during the semester:

Monday - Friday 9:00 am – 8:00 pm

Saturday 9:00 am – 6:00 pm

Closed on Sundays

On the library homepage at <https://www.fh-kufstein.ac.at/library> you can always find up-to-date information about the library. There you have access to our central search engine, with which many databases are searched simultaneously. Online media can be used both within the FH campus network and outside (Log in: your fh e-mail address and your personal password) You can access our extensive

print inventory on site during opening hours. The student Card / personalized Chip is also valid as a library card.

If you have any questions, please feel free to contact the library team at bibliothek@fh-kufstein.ac.at or via the ticket system in the fh.checkin. Suggestions for purchases and other ideas are also always welcome.

7. CAFe.04 and Diner

The CAFe.04 on the ground floor is open for you during lecture times as follows (changes will be posted):

Monday - Thursday	8:00 am – 4:00 pm
Friday	8:00 am – 6:00 pm
Saturday	8:00 am – 3:30 pm
Closed on Sundays	

Please be aware that these opening times are subject to change during semester breaks and holidays. Two daily changing lunch dishes are offered in the diner from 11:30 to 14:00 in addition to the snacks and drinks range.

Vending machines for snacks, drinks and coffee are located on the ground floor behind the staircase/house B, in house A by the library and in front of the student union office (located in Andreas Hofer-Strasse 2). In the event of technical difficulties, please inform the personnel in the CAFe.04 or dial the telephone number attached to the device.

We are also happy to take over the catering for events at the University of Applied Sciences.

Contact person - Management CAFe.04/Diner: **Markus Bucher**, Tel.: +43 5372 71819 183, email: gastro@fh-kufstein.ac.at or via the "Request" menu of the fh.checkin.

8. Career Services

The Career Services of the FH Kufstein Tirol support you in taking your first successful steps into the working world and offer contact opportunities to our extensive network.

During your studies at the FH Kufstein Tirol and beyond, the following offers are available:

- **Career Days** - Event in November: Lectures, workshops and trainings with focus on job application, career entry and career
- **Meet & Match** - Event in March: annual career fair with around 50 exhibiting companies
- **Career platform** - on our exclusive job portal in cooperation with Jobteaser you will find interesting internship and job offers from companies in Austria and abroad, which are especially aimed at students and graduates of the FH Kufstein Tirol.

You can find the platform on the FH Kufstein Tirol website at <https://www.fh-kufstein.ac.at/Career-Platform>. The Alumni & Career Service, Marketing (Corporate Communication & Marketing (UKM), house A, room A.1.10), career@fh-kufstein.ac.at will be happy to help you with any questions you may have.

9. International Relations Office*

The International Relations Office (IRO) of the FH Kufstein Tirol is available to incoming and outgoing students as a contact for all academic and administrative matters.

Range for students the FH Kufstein Tirol

- Tuition-free stay abroad at the partner universities of the FH Kufstein Tirol
- Advice on scholarship opportunities for the semester or internship abroad
- Organisation of various information events (for study abroad, partner universities, about scholarships and grants etc.)

Offer for students from partner universities (incoming students)

- Supervision of all administrative matters concerning the study stay at the FH Kufstein Tirol (academic advice, accommodation search, language courses etc.)
- Organization of various events (orientation days, excursions and trips etc.)
- Organisation and administration of the "International Program" (English-language study program specifically designed for incoming students)

* This Chapter does not apply for the International Business School

10. Further training outside the curriculum

The **Business School of the FH Kufstein Tirol** also offers a further education program for those students of the FH who wish to attend supplementary and in-depth courses in addition to the regular study program. As an innovative extension to the academic education on campus, the offer includes courses on the following topics: Introductory courses for university entrants, foreign languages, specialist courses for certification, as well as preparatory courses and supplementary examinations.

In order to be able to offer you a cost-effective course program, the FH Kufstein Tirol provides generous subsidies. The teaching team is made up of selected, qualified experts and external cooperation partners, who optimally expand the range of courses on offer with tailor-made training courses.

Regular evaluations at the end of the courses ensure a consistently high quality on the one hand and support flexibility in the design of the courses on the other. In order to avoid any overlapping, the course times are based on the lecture plans. Following successful completion of the course, a certificate of attendance is issued.

Do you have an idea for a special course? Would some of your fellow students also like to participate? We would be pleased to support you in organizing individual courses, please contact us at business-school@fh-kufstein.ac.at.

Further information is available at www.fh-kufstein.ac.at/Ueberblick-Postgraduate

11. Degree Program

Your training will be based on the training conditions specified in your study agreement under point **3**. The laws, rules, regulations and ordinances listed in the **contract documents** will be implemented in the currently valid version.

The further information in this guide is based on documents such as the University of Applied Sciences Studies Act, your study agreement, as well as the statutes of the FH Kufstein Tirol (in particular the General Study and Examination Regulations - hereinafter referred to as ASPO - and the respective study regulations of your degree program, see <https://www.fh-kufstein.ac.at/Statute-of-the-FH-Kufstein-Tirol>) are for information purposes only. The guidelines published in the underlying documents are always legally binding.

11.1. Tuition fee

In accordance with the University of Applied Sciences Studies Act, the course-providing body is entitled to collect one tuition fee per semester. The sum of the tuition fee is based on the legal provisions of the University of Applied Sciences Studies Act. The exact amount of your tuition fee as well as information on payment deadlines and extension periods are regulated in the study agreement. The tuition fee must be paid for each semester, this includes semesters in which studies abroad or internships are to be completed. In case of a disability of at least 50 % (proof of disability passport), the FH Kufstein Tirol grants a 50 % waiver of the tuition fee for the duration of the studies.

If the study period at the FH Kufstein Tirol is extended due to a negatively evaluated Bachelor's/Master's thesis or a negative Bachelor's/Master's examination, the tuition fee for this semester must also be paid. Regular enrolment is a prerequisite for admission to the Bachelor/Master examination.

The payment of tuition fees is not applicable for periods in which an interruption of the degree program has been approved in writing by the Director of Studies or the FH Rector.

After the tuition fee has been paid, an application for reimbursement of the tuition fee due to illness can be submitted via the **Social Affairs Office of the ÖH-Kufstein** (Austrian National Union of Students). The decision on whether the tuition fee is refunded is made by the Federal Body of Representatives of the Austrian National Union of Students. Form: <https://oeh.univie.ac.at/tuition-fee>

Participants in the International Business School pay the respective course fees.

11.2. ÖH [students' union] fee

According to § 4 (10) FHG, all regular students are members of the Austrian National Union of Students and are therefore obliged to pay a ÖH (students' union) fee for each semester. The actual sum of the

ÖH (students' union) fee must be announced by the chairperson of the federal representation pursuant to § 38 (3) HSG 2014 by 1 May each year at the latest. The current amount of the ÖH (students' union) fee can be found in your study agreement. The ÖH (students' union) fee must also be paid if students are exempt from paying tuition fees.

If the study time at the FH Kufstein Tirol is extended due to a negatively evaluated Bachelor's/Master's thesis or a negative Bachelor's/Master's examination, the ÖH (students' union) fee must also be paid for this semester.

Under certain conditions, the student union will reimburse the ÖH (students' union) fee. More information can be found here: <https://www.oeh.ac.at/service/%C3%B6h-beitrag>

With the ÖH [students' union] fee, you are insured for accident and liability insurance with Generali Versicherungs AG within the scope of your studies. Details of the insurance can be found on this page: <https://www.oeh.ac.at/service/versicherung>

If you have any questions regarding the contents of the contract - for instance whether a certain case is covered or not - the special student union Info Hotline of Generali Versicherungs AG is at your disposal free of charge from Monday to Friday (09:00 to 18:00) on tel. 0800 204 4400.

11.3. Enrolment

Enrolment for the regular course of study is only completed after receipt of payment of the ÖH [students' union] fee and the tuition fee. You can download your enrolment confirmation independently from the student portal fh.checkin in the **section My Studies** under **Documents**.

11.4. Statistics UStat1 - for first-year students until 15.10.! *

The collection of statistics in the education sector is regulated by law and obligatory for all students. The higher education statistics form UStat1 has to be **filled out online** by first-year students **at the beginning of the semester** (this winter semester for the last time, afterwards the process of data collection changes). Non-Austrian citizens need a substitute licence plate number to fill out these statistics. This number is listed in the fh.checkin under personal data or can be requested at any time at the Infopoint. After sending, you will receive a confirmation that the form has been filled in and sent as a PDF file. **Please hand in this confirmation in printed form, completed with your name and degree program, signed, to the Infopoint by October 15th, at the latest.**



You can find the UStat1 form at: <https://www.statistik.at/ustat1/>

Please refer to the table to find out your study program number:

Key figure	Degree program	Type of study
0337	Energy & Sustainability Management	BA
0345	Facility & Real Estate Management	BA
0341	International Business Studies	BA

0641	Marketing & Communication Management	BA
0339	Sports, Culture & Event Management	BA
0382	Business Management	BA
0653	Web Business & Technology	BA
0642	Industrial Engineering and Management	BA
0350	Corporate Transformation Management	MA
0837	Data Science & Intelligent Analytics	MA
0737	Digital Marketing	MA
0349	ERP Systems & Business Process Management	MA
0338	Energy & Sustainability Management	MA
0346	Facility and Real Estate Management	MA
0342	International Business Studies	MA
0809	Smart Products & Solutions	MA
0340	Sports, Culture & Event Management	MA
0340	Sports, Culture & Events Management	MA
0738	Web Communication & Information Systems	MA

* This Chapter does not apply for the International Business School

11.5. Study regulations and guidelines

The rules and guidelines concerning your studies are derived from the study regulations of the University of Applied Sciences Studies Act (§ 11 to § 21), from the General Study and Examination Regulations (ASPO) <https://www.fh-kufstein.ac.at/eng/teaching/Statute-of-the-FH-Kufstein-Tirol> of the FH Kufstein Tirol and from the study regulations of your degree program.

Elementary topics of ASPO include:

a) Attendance in courses (regulated in chapter 1.3)

In principle, attendance of courses is compulsory. In addition, there is the option for courses to determine a demand-oriented exemption from attendance by the Director of Studies in consultation with the lecturer.

exemption requests can be submitted digitally via the student portal (My Study → Applications). Any request for exemption can only be considered if the relevant evidence is submitted digitally at the same time!

Absences from exams are only accepted in cases for which the students themselves are not responsible (e.g. illness). Here, the Study Support must be informed in advance by telephone or via the ticket system (fh.checkin → Request → Study Management) resp. the International Business School via

E-Mail at Business-School@fh-kufstein.ac.at regarding the absence, and the medical certificate must be received by the FH Kufstein Tirol within 3 days (digital delivery via the ticket system fh.checkin → Request → Study Management).

For students with care obligations for children or relatives in need of care, the regulations described above also apply if an absence is necessary due to a credible illness of the child or the person in need of care or other urgent and non-postponable obligations arising from the care obligation.

b) The allocation of study places abroad in degree programs with a compulsory semester abroad (regulated in ASPO Chapter 1.4.)*

c) The recognition of proven knowledge (regulated in ASPO Chapter 1.5.)

The recognition of proven knowledge is carried out using "My Study → Applications" provided in the student portal. If the application for crediting is approved, this will mean an exemption from attending the course as well as from the performance assessment.

Applications for crediting must be submitted in the previous semester (by 14.08. for the winter semester and by 15.01. for the summer semester). For further details, please refer to the information on the homepage (<https://www.fh-kufstein.ac.at/studieren/studieninfos/allgemeine-studiengangsinformationen/anerkennung-von-vorkenntnissen>), to the information on the student portal and the corresponding factsheet (General Study Infos → All about Applications).

* This Chapter does not apply for the International Business School

d) The repetition and interruption of an academic year (regulated in ASPO Chapter 1.6, 1.7)

In accordance with § 18 (4) of the University of Applied Sciences Act, an academic year can be repeated once if necessary due to a failed examination in front of an examination board. At re-entry after a leave of absence, the course grades from previously passed courses shall be recognized.

Please note: For the payment of scholarships in Tyrol and Austria, courses that have already been successfully completed can only be considered once.

e) Complaints about decisions of the Director of Studies or Course Director (regulated in ASPO Chapter 1.8.)

f) Topics of the general examination regulations (regulated in ASPO Chapter 2.)

These include types of courses and examination modalities; the assessment scheme; certificates; cheating, fraud, breaches of conduct and invalidation of examinations;

g) Special provisions for Bachelor's and Master's studies (regulated in ASPO chapters 3 and 4)

Such as supplementary examinations; bachelor and master thesis; commission bachelor and master examinations and certificates;

h) Special provisions for language courses (regulated in chapter 5.)

11.6. Internship in Bachelor Degree programs*

A professional internship must be completed as part of a Bachelor degree program at the FH Kufstein Tirol. This obligatory element of your studies should give you the opportunity to apply and test what you have already learned in practice.

You will find further information on this topic in the internship guide in fh.checkin and in your Moodle course for the professional internship as soon as you are cleared for it. If you have specific questions about the internship, please contact the Director of Studies or the Study Management. Furthermore, the Career Service supports you in your search for an internship.

* This Chapter does not apply for the International Business School

11.7. Permissibility of sound and film recordings

Image and sound recordings in courses are only permitted with the consent of all those present who could potentially be recorded (i.e. lecturers and students). Such recordings may neither be published nor used commercially.

For commercial photography or filming in the entire area of the FH Kufstein Tirol (regardless of the permission of third parties) the prior consent of the Corporate Communications & Marketing Department (UKM) of the FH Kufstein Tirol Bildungs GmbH is required.

11.8. Data protection

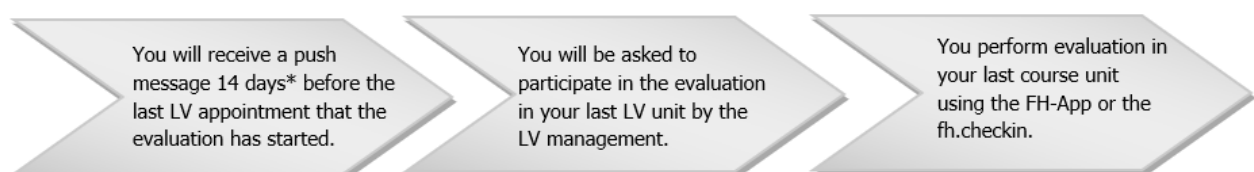
The FH Kufstein Tirol is obliged to comply with the data protection regulations at European level by the DSGVO and the Austrian Data Protection Amendment Act. The data protection statement can be found on the homepage of FH Kufstein Tirol: <https://www.fh-kufstein.ac.at/Data-Privacy-Statement-of-FH-Kufstein-Tirol>.

Questions regarding data protection can be directed to the data protection officer of the FH Kufstein Tirol: datenschutz@fh-kufstein.ac.at.

Further information on the processing of **personal data, data protection and copyright** can be found in your study agreement.

11.9. LV evaluation

In the study agreement, you have **committed** yourself to actively participate in the evaluation measures. We therefore ask you to support us. Course evaluation will be carried out via the FH app or via the fh.checkin.



*except block events: here the evaluation is released on the last LV date and remains for 14 days.

If you have any questions regarding evaluation, please contact evaluierung@fh-kufstein.ac.at or, for technical questions, itsupport@fh-kufstein.ac.at.

12. Examinations

12.1. Supplementary Examinations

Applicants who have completed a 3-year vocational, middle school, a **training in the dual system** or a **subject-relevant German advanced technical college certificate** obtain the entitlement to study at the FH Kufstein Tirol through **supplementary examinations in the subjects German, English and Mathematics**. In the case of the German advanced technical college certificate, the supplementary examination must only be taken in those of the three subjects in which the grade is "inadequate" or worse.

Each academic year, courses are offered in preparation for the supplementary examinations as well as 3 examination dates. All supplementary examinations must be passed before the start of the third semester (in case of a part-time degree program this deadline can be extended). If the supplementary examinations are not taken within the deadline, or failed, this means the termination of the training relationship (www.fh-kufstein.ac.at/Studieren-ohne-Matura-Abitur).

Positively completed examination papers (also partial papers) from other institutions that provide access to a university of applied sciences or university can be credited. The deadlines set in accordance with the conditions of access remain unchanged. Further information can also be found at <https://www.fh-kufstein.ac.at/Bachelor-Master-General-Admission-Requirements>.

12.2. Guidelines to supplement and exemplify the topics

- Assessment Scheme
- Exam dates
- Repetition of Examinations
- Period for saving performance appraisals
- Issue of certificates
- cheating, fraud, breaches of conduct and invalidation of examinations
- Failure and withdrawal from examinations
- Means of Legal recourse

are described in detail in the General Study and Examination Regulations in Chapter 2.

12.3. Appeal procedures for complaints regarding shortcomings in the conduct of an examination

Pursuant to section 21 FHG, no appeal may be lodged against the assessment of an examination. You can lodge a written complaint with the Director of Studies or Course Director against **shortcomings in the conduct of an examination** that was assessed negatively. A complaint must be made in the form of a letter stating the reasons and must be made within two weeks of the examination date.

The further process provides that the Director of Studies or Course Director - or, in the case of an examination in front of an examination board, the examination board - will review the examination procedure with regard to the reasons given in the complaint and, if possible, submit a written statement to you within 2 weeks. If the appeal is upheld, the examination in question is cancelled and repeated.

If the complaint is not upheld, you will be informed that a further complaint can be submitted to the FH Faculty Council (to be submitted to the Rector's office: rektorat@fh-kufstein.ac.at). This complaint must also be made in writing, stating reasons, and must be submitted within two weeks of the original negative opinion being served.

The FH Faculty Council shall decide on the appeal after reviewing the conduct of the examination, if necessary by hearing the persons involved. If the appeal is upheld, the examination in question is cancelled and repeated.

If legal protection is requested for an examination taken by the Director of Studies or Course Director, the complaint must be lodged directly with the FH Faculty Council (to be submitted to the head of the rector's Office: rektorat@fh-kufstein.ac.at).

Until a decision on the appeal is made, you can continue to attend courses and take examinations.

12.4. Inspection and copying option for examination documents

In the sense of fulfilling the right guaranteed in § 13 (6) of the Austrian University of Applied Sciences Studies Act (FHG) to make copies of assessment documents and examination records within 6 months after the announcement of grades, you have the opportunity to take photographs and make photocopies within the framework of the examination inspections practiced in the respective degree programs. Closed questions, in particular multiple choice questions, including the respective answer options, are excluded from the right to reproduction. Please note that publication of the examination papers violates copyright regulations. The copies or photographs made may therefore only be used for personal use. Non-compliance can lead to civil or criminal prosecution. The examination inspection is carried out exclusively on site.

**We wish you
good luck with your studies!**