

APPROVED BY
order No. 01-07-67
of 30 August 2018
of the Rector of ISM University of
Management and Economics

ISM UNIVERSITY OF MANAGEMENT AND ECONOMICS

REGULATION OF BACHELOR STUDIES

I. GENERAL PROVISIONS

1. PURPOSE AND APPLICABILITY

- 1.1. This Regulation defines the process of studies at ISM University of Management and Economics (hereafter - ISM or the University), sets out the rights and obligations of students, and their relations with the University. The Regulation applies to degree and non-degree students of first and second cycle of studies at ISM University of Management and Economics.

2. DEFINITION OF KEY CONCEPTS

- 2.1. **Regulation of studies** – a document defining general and specific rules of studies, the assessment system, the internal quality control system, and the procedure leading to bachelor and master degrees at first and second cycle of studies at ISM.
- 2.2. **ISM community** – ISM's students, alumni, and academic and administrative staff.
- 2.3. **Student** – a person, who studies according to a study programme at ISM, or a person who studies individual courses (modules) from study programmes at ISM. Students fall under the following categories: degree students or non-degree students.
- 2.4. **Degree student** – a person, who studies sequentially according a particular study programme at ISM.
- 2.5. **Non-degree student** – a person, who studies according to the informal adult education programme, or a person, who studies individual courses (modules) from study programmes at ISM.
- 2.6. **Teaching staff member / tutor** – a person, who educates and teaches degree and non-degree students at the University and carries our research.
- 2.7. **Studies** – studying of a person, who has completed at least their secondary education, at the University according to a particular study programme. The mode of studies can be full-time and part-time. Irrespective of the study mode, given the same study programme is completed, the acquired education in both cases is equivalent.
- 2.8. **Study agreement** – a document, signed by an authorised representative of ISM and a student, confirming the agreement between the parties. A study agreement lists the obligations of the parties, the tuition fee and its payment procedure, validity of the document and other provisions.
- 2.9. **Field of studies** – an academic, professional and research field united by a common conception, learning outcomes and means of achieving them (teaching, learning, and assessment).

- 2.10. **Study programme** – a totality of all elements needed to implement studies of a particular study field(s) at the higher education institution, and description of such elements including learning outcomes and content needed to achieve them, learning activities, methods, measures, human and other resources.
- 2.11. **Module** – a unit of volume of a specific number of repeated study credits which has a common goal and expected learning outcomes.
- 2.12. **Course** – a part of study programme, which has a defined objective and is aimed at achieving learning outcomes.
- 2.13. **Course (module) description** – a document that includes general characteristics of a course (module) (course (module) code, title, volume in credits, surname of teaching staff member, mode of studies, prerequisites, language of instruction), a brief description, objective of the course (module), learning outcomes, teaching/learning and assessment ways and methods, course content and scope (topics and number of in-class and self-study hours), the lists of mandatory and additional readings.
- 2.14. **Prerequisite (necessary condition)** – a mandatory preparation for studies of a particular course (module). A requirement of prior knowledge, which is defined by successful completion of a prior course (module).
- 2.15. **Learning outcomes** – student's knowledge, understanding, skills and attitudes gained after completion of a course (module) and / or a complete study programme.
- 2.16. **Study (ECTS) credit** – a unit of the volume of studies, which is used to calculate the average student's working time needed to achieve the learning outcomes. One study (ECTS) credit at ISM corresponds to 27 hours of student's workload.
- 2.17. **Academic failure** – an uncompleted course (module) with final evaluation grade less than 5 or "fail"¹.
- 2.18. **Higher education diploma** – a document certifying a qualification of higher education acquired by a person.
- 2.19. **Diploma supplement** – a document issued as an integral part of a higher education diploma. It contains details on the person's studies and study results.
- 2.20. **Bachelor study programme** – a study programme designed to foster general erudition, to provide the theoretical basis of a study field(s) and to form professional skills necessary for independent work. On completion of Bachelor study programmes at ISM, persons shall be awarded a Bachelor's degree.
- 2.21. **Bachelor thesis** – an independent work which summarises the knowledge, understanding, skills and attitudes gained during the course of studies, and justifies the award of bachelor degree.
- 2.22. **Bachelor degree** – a higher education degree awarded to a person, who successfully fulfilled the requirements of a study programme of the first cycle of university studies at the University.
- 2.23. **Bachelor** – a person, who has been awarded a Bachelor degree upon successful completion of university bachelor studies.
- 2.24. **Master study programme** – a study programme designed for preparation for independent research work or professional activities. On completion of Master study programmes at ISM, persons shall be awarded a Master's degree.
- 2.25. **Master thesis** – an independent analytical work which summarises the knowledge, understanding, skills, and attitudes gained during the course of studies, and justifies the award of master degree.
- 2.26. **Master degree** – a higher education degree awarded to a person, who successfully fulfilled the requirements of a study programme of the second cycle at the University.
- 2.27. **Master of Business Administration (MBA)** is obtained at the completion of the master programme in the field of business studies (MBA).
- 2.28. **Master** – a person, who has been awarded a Master degree upon successful completion of university master studies.
- 2.29. **Additional services pertaining to studies** – courses (modules) offered as extracurricular or repeated courses (modules), courses (modules) studied by non-degree students, exams taken during an early examination period and etc. Fee rate for these services is set in a fee rate list "ISM Prices for Study programmes and services". The University is entitled to unilaterally change the fees for additional services pertaining to studies.

- 2.30. **Individual study plan** – a document listing courses (modules) and their volume in study credits to be studied by a student in a particular semester according to the chosen study programme. The document is based on student's request and approved by the Vice–rector of Studies or other authorised representative.
- 2.31. **Commission of Studies** – an administrative management body, which ensures the quality of implementation of the study process and content at the University.
- 2.32. **Curriculum Committee** – an academic management body of a study programme, which is in charge of a study programme or several study programmes in the same field of studies.
- 2.33. **Commission of Ethics** is composed of representatives of the ISM community, which purpose is to concentrate community members to recognize and foster both main University values and academic values, encourage the University community members to comply with ethical standards.

3. STUDENT RIGHTS AND OBLIGATIONS

- 3.1. Student rights and obligations are defined in the Study Agreement, ISM Statute, ISM Code of Ethics, this Regulation of Studies, and other internal ISM rules.
- 3.2. **All ISM students are entitled to:**
- use classrooms, computer labs, library and other equipment and facilities required for studying during the course of studies;
 - to be introduced with a course (module) syllabus, the assessment system during the semester and the form of the assessment, and other information pertinent to studies;
 - to participate in the evaluation of the quality of studies and to present proposals regarding the improvement of quality of studies;
 - to complete assignments by alternative means, if they have less than 45% working capacity or medium or high disability defined by laws and which prevents them from taking up conventional assignment procedure, whereas the alternative method ensures completion of the defined objectives. To use other rights and benefits defined by the laws and regulations of the Republic of Lithuania;
 - to exercise the academic freedom of thought and word, to express own ideas and beliefs regarding scientific, public and cultural issues, provided this does not contradict to the laws and other legal acts of the Republic of Lithuania and the University's internal documents.
- 3.3. ISM students also have the **right to:**
- to study according to the chosen study programme and obtain education according to the programme indicated in the Study Agreement;
 - to study according to an individual study plan;
 - to participate in the competitions for studies or internship place in international student exchange programmes and in other programmes based on inter-institutional agreements; to file an application to the ISM administration for the recognition of study results from the same or another Lithuanian or foreign higher education institution according to the procedure established at ISM;
 - to take leave of absence without being deprived of the degree student status according to the procedure established at ISM;
 - to be elected or appointed in ISM management bodies, where degree student representative is foreseen;
 - to participate in the self-management of the institution, which is executed by the Students' Association;
- 3.4. **ISM students are obliged to:**
- observe the provisions of the Law of the Republic of Lithuania on Higher Education and Research, Study agreement, ISM Statute, ISM Code of Ethics, this Regulation of Studies, and other rules approved by ISM, follow publicly accepted norms of conduct, as well as protect the property of ISM;
 - execute the Rector's orders and other decisions of the ISM administration;

- observe the principles of general and academic ethics;
- study in accordance with the requirements of a course (module), a study programme or an approved individual study plan;
- independently have an ongoing interest in any information about the course of studies, the rules and procedures for organising studies, and decisions of the administration;
- regularly follow official information conveyed in the form of e-mails sent through the ISM e-mail system, published electronically on the e-learning system (elearning.ism.lt) and on the student portal (my.ism.lt);
- inform about any changes in personal or contact data within the term set in the Study Agreement;
- participate in meetings with ISM administration, when invited;
- upon graduation or termination of studies, perform all obligations to the University according to the established procedure.

4. GENERAL RULES AND RULES OF ACADEMIC ETHICS

- 4.1. The work ethos at ISM is based on the Statute of the University and the provisions of ISM Code of Ethics. Any conduct of a member of ISM community, which violates the provisions of ISM Code of Ethics, shall not be tolerated. ISM Code of Ethics is drafted by ISM's Commission of Ethics and is approved by the Rector of the University.
- 4.2. The relationships among members of ISM community are based on universally accepted principles of academic cooperation and transparency.
- 4.3. Members of ISM community are not permitted to abuse their employment position at ISM.
- 4.4. Ignoring misconduct of members of ISM community is not acceptable, as well as assistance or encouragement of such behaviour. It must be non-anonymously reported to the ISM Commission of Ethics.
- 4.5. Illegal disclosure of personal or other information about a person (such as personal identification number, student identification number, login data to the University's network resources, study results, etc.), which is not disclosed by the University due to internal rules or laws and regulations of the Republic of Lithuania, is unauthorised and is considered a breach of academic cooperation principles and/or violation of internal rules of the University.
- 4.6. Breaches of academic integrity include plagiarism, cheating, falsification, breaches of research ethics and bribing. The terms are defined below:
 - 4.6.1. Plagiarism. Typical incidents of plagiarism are as follows:
 - providing the text of another person (works by other authors, illustrations, data) without citation symbols (quotation marks or any other highlighting, e.g. use of italics or a separate paragraph) and/or without an indication of references to the original text;
 - violation of citation requirements (a citation is an insertion of a short (one to two lines) original text of another author into one's paper to facilitate the expression of their idea); There should be a moderate use of quotes in a paper.
 - 4.6.2. Cheating. Typical incidents of cheating are as follows:
 - attempts to read/copy another student's paper or talking at the time of an exam or other knowledge assessment without a lecturer's permission;
 - use or attempt to use, at the time of an exam or any other student knowledge assessment, any material, information, learning tool or assistance that has not been authorized by the lecturer or is necessitated by the specific assessment tasks;
 - submission of another person's paper under one's own name or use of another student's work or results at times of any knowledge assessment;
 - multiple submission of the same paper (for different courses, etc.);
 - falsifying one's identity at times of an exam or other student knowledge assessment.
 - 4.6.3. Falsification. Typical incidents of falsification are as follows:
 - correction of a graded paper without a lecturer's consent;

- forging a lecturer's signature, certificates, or other documents;
- falsification of data or results of an academic assignment (course papers and other works).
- Breaches of research ethics include the following acts:
 - deliberate concealing of research data that contradicts research hypothesis;
 - deliberately misleading provision of information about empirical research methodology;
 - acts of theft or deliberate damage of empirical research findings, software, samples of empirical material, or manuscripts;
 - plagiarism, i.e. presenting texts, ideas or inventions that belong to another person as one's own;
 - ungrounded co-authorship enforcement on colleagues or subordinates;
 - denial or concealment of contributions to research made by other persons or organizations.
- 4.6.4. Bribing. Offering or giving a reward in exchange for an academic favour (in person or group).
- 4.6.5. Other misbehaviour includes:
 - coming late to a lecture, knowledge assessment or consultation, or leaving the classroom prior to the end of the lecture, knowledge assessment or consultation; except the cases when such permission is granted by the tutor;
 - use of mobile phones during lectures, exams and consultations;
 - use of laptops and other electronic devices for purposes that are not related to the contents of a lecture, knowledge assessment, or consultation;
 - use of mono-lingual dictionaries or electronic devices (e.g. programmable calculators, dictionaries) during knowledge assessments without lecturer's permission;
 - consumption of food or drinks during classes, knowledge assessment, or consultation;
 - impolite behaviour (interrupting the speaker, whispering, concealed or open sneering, etc.) or any other acts that inhibit a lecture, knowledge assessment or consultation;
 - impolite or humiliating mode of oral, written or electronic communication;
 - filming and taking pictures during lectures, examination or consultation without the written permission of a tutor or administrative staff.
- 4.7. Breaches of ethics are considered by the Commission of Ethics according to a procedure set out in the regulations of the Commission of Ethics.
- 4.8. In the case of the breach of points 4.2-4.6 ISM Commission of Ethics takes a decision on the application of sanctions for violation of the general rules and the rules of academic ethics. Sanctions against ISM community members for ethical violations will be discussed and decided by the Commission on Ethics, taking into account the severity of the violation; the ethical punishment (e.g. note, warning, publicity of the resolution of the ISM Commission on Ethics, and the like) and others are imposed under the University Statute and internal regulations.
- 4.9. Under the circumstance a misconduct was performed or might have been performed by several persons together and therefore it is impossible to identify culpable person, respective penalties can be imposed on every person who took part in the misconduct or should have contributed to it, even if personal involvement and/or contribution to the misconduct is not directly identified.
- 4.10. Students are notified of the penalties imposed on them by e-mail message.

5. ASSESSMENT OF LEARNING OUTCOMES

- 5.1. A totality of student's knowledge, understanding, skills and attitudes is assessed according to a system of assessment of learning outcomes defined in this Regulation and in descriptions of courses (modules).
- 5.2. The assessment system valid at ISM University of Management and Economics is based on the following principles:

- 5.2.1. validity (assessment pertains to the objectives of the study programme (course/module) and measures the learning outcomes aimed at fulfilling these objectives);
 - 5.2.2. reliability (assessment information and results shall be unbiased and irrespective of the evaluator);
 - 5.2.3. clarity (the assessment system has to be informative and understandable for both the evaluators and those who shall be evaluated);
 - 5.2.4. utility (assessment has to be positively viewed by those who shall be evaluated and contribute to fulfilment of objectives of the study programme);
 - 5.2.5. fairness (methods of assessment have to be equally applicable to all persons who are evaluated).
- 5.3. Assessment of learning outcomes is comprised of assessment of knowledge, understanding, skills and attitudes.
 - 5.4. Assessment may be individual or collegial. During the collegial type of assessment, students shall be tested by a panel of tutors and experts. Cumulative assessment used at ISM University of Management and Economics means that learning outcomes are assessed through interim assessments.
 - 5.5. A part of cumulative assessment of a course (module) can be obtained as a group work (e.g. project, paper, presentation, etc. as specified in a course (module) description).
 - 5.6. The proportions of different assessments of knowledge, understanding, skills and attitudes depend on the learning outcomes of a course (module) and studies.
 - 5.7. Grades for interim assessments are not rounded up. Negative assessment results are not included when calculating the final cumulative grade.
 - 5.8. A ten-point criterion-based assessment system is used at ISM to assess the learning outcomes. A pass/fail system can be also used to assess a course (module); a student passes when he/she proves that he/she assimilated not less than 50 percent of the required knowledge scope¹.

Required knowledge, %	Calculated evaluation	Grade	Short description	Detailed description of knowledge and understanding	Detailed description of skills	ECTS equivalent	Pass/fail system
$95 \leq x \leq 100$	$9,5 \leq x \leq 10$	10	Excellent, exceptional knowledge and skills	Excellent, exceptional, well-rounded knowledge and its application in solving complex practical problems. Independent studies of additional material. Perfect understanding and use of concepts; ability to analyse them in a wider context. Original and independent thinking. Excellent analytical and assessment skills, insight. Excellent preparation for further studies.	Perfect application of theoretical knowledge. Excellent accomplishment of complicated, non-standard tasks. Impeccable and exceptional performance quality. Excellent skills of expression and presentation. Good understanding of what and why is done.	A	PASS
$85 \leq x < 95$	$8,5 \leq x < 9,5$	9	Strong, good knowledge and skills	Strong, good, well-rounded knowledge and its application in solving complex practical problems. Independent studies of additional material. Perfect understanding of the studied material; adequate use of concepts. Original and independent thinking. Very good analytical, assessment and synthesis skills. Very good preparation for further studies.	Very good application of theoretical knowledge. Easy accomplishment of complicated typical tasks. Very good performance quality. Very good skills of expression and presentation. Understands what methods and techniques are employed and why.	A	
$75 \leq x < 85$	$7,5 \leq x < 8,5$	8	Above average knowledge and skills	Above average knowledge and its application in solving practical problems. Familiarisation with obligatory material. Ability to work independently with additional material. Understanding of concepts and principles and their adequate application. Good reasoning; arguments based on facts. Good preparation for further studies.	Good application of knowledge. Correct accomplishment of tasks of medium and higher complexity. Good performance quality. Good skills of expression and presentation. Knows what methods and techniques should be employed.	B	

$65 \leq x < 75$	$6,5 \leq x < 7,5$	7	Average knowledge and skills, minor mistakes	Average knowledge, minor mistakes. Knowledge is applied for solving practical problems. Familiarisation with basic material. Understanding and use of concepts and principles. Integration of separate essential parts. Fairly good reasoning. Adequate preparation for further studies.	Knowledge is applied based on examples. Good performance quality. Correct accomplishment of tasks of medium complexity. Adequate skills of expression and presentation.	C	
$55 \leq x < 65$	$5,5 \leq x < 6,5$	6	Below average knowledge and skills, mistakes	Below average knowledge; mistakes. Knowledge is applied for solving simple practical problems. Familiarisation with basic material. Satisfactory understanding of concepts; ability to describe received information in their own words. When analysing, focus on several aspects, but inability to integrate them. Satisfactory preparation for further studies.	Knowledge is applied based on examples. Satisfactory performance quality. Ability to act on the analogy. Correct accomplishment of simple tasks, but difficulties with more complicated tasks. Satisfactory skills of expression and presentation.	D	
$50 \leq x < 55$	$5,0 \leq x < 5,5$	5	Knowledge and skills correspond to minimal requirements	Knowledge meets minimum requirements. Knowledge is applied for solving simple practical problems. Simple listing of assimilated concepts; retelling of information. The answer is focused on one aspect. Minimum preparation for further studies.	Minimum problem solving skills based on examples. Ability to act on the analogy. Minimum skills of expression and presentation.	E	
$40 \leq x < 50$	$4,0 \leq x < 5,0$	4	Unfulfilled minimum requirements	Knowledge does not meet minimum requirements.	Skills do not meet minimum requirements	FX	FAIL
$30 \leq x < 40$	$3,0 \leq x < 4,0$	3				F	
$20 \leq x < 30$	$2,0 \leq x < 3,0$	2				F	
$0 \leq x < 20$	$0 \leq x < 2,0$	1				F	

6. MANAGEMENT OF THE QUALITY OF STUDIES

- 6.1. The Curriculum Committees are in charge of study programmes' quality assurance and continuous improvement. The Committees act according to the Curriculum Committee Regulations. Administration of studies and ISM Quality Centre are monitoring the quality assurance process.
- 6.2. The quality of study programmes is assured and improved by:
 - 6.2.1. an external assessment of the quality of a study programme, which is carried out by the Centre for Quality Assessment in Higher Education or other recognised international quality assurance agency; the results of an external assessment of the quality of study programmes is announced publicly;
 - 6.2.2. an internal assessment of the quality of a study programme;
 - 6.2.3. gathering the data on study programmes, analysing them and announcing the results of the analysis;
 - 6.2.4. collecting feedback and acting upon it immediately;
 - 6.2.5. ensuring the adequacy and suitability of material resources necessary for studies;
 - 6.2.6. developing lecturers' competences and qualifications;
 - 6.2.7. monitoring and analysing the course of studies;
 - 6.2.8. improving the management of study programmes;
 - 6.2.9. promoting the use of innovative methods of teaching and assessment of learning outcomes;
 - 6.2.10. renewing study programmes periodically;
 - 6.2.11. promoting best practices;
 - 6.2.12. applying other measures.
- 6.3. Feedback on the implementation of study programmes is collected regularly by carrying out:
 - 6.3.1. a comprehensive survey of students after every course (module). The survey covers evaluation of the following aspects of the quality of a study programme: general opinion about the course (module), clarity of assessment criterion, validity of teaching methods, tutor availability, and if the aims stated in the course (module) description have been reached. Students also provide information about the level of study services, sufficiency of resources and the work carried out by the administrative staff;
 - 6.3.2. a formative evaluation in the middle of a semester. Formative evaluation helps students to identify development/learning prospects, to cooperate with teaching staff, and to participate in the process of assessment decisions. During the formative evaluation, student representatives, in cooperation with Heads of the programmes and other administrative staff, discuss every course (module), its' consistency with the course (module) description, clarity of assessment criterion, procedure of assessments, and variety of teaching methods.
 - 6.3.3. surveys of lecturers. The survey covers the preparation of students for studies, their motivation, facilities, provision of literature, technical equipment and other resources necessary to achieve the learning outcomes of a course (module);
 - 6.3.4. surveys of employers about the alumni readiness for professional activities;
 - 6.3.5. alumni career monitoring and surveys assessing the competences gained during studies in a study programme which they graduated from;
 - 6.3.6. regular self-assessment of study programmes, which is prepared in a joint effort by the ISM Quality Centre, Heads of Study Programmes, lecturers, students, graduates, employers and other social partners.
- 6.4. The general feedback results are discussed at the meetings of the Commission of Studies and the Curriculum Committees. Only summarised information of feedback analysis is announced publicly. The long-term results of feedback analysis are used by the Curriculum Committees in making improvements of study programmes, and by Lecturers' Attestation Commission to assess lecturers' work and to determine the needs for lecturer's competence development.

- 6.5. All information related to the implementation of study programmes, decisions made are announced on the University's website.

7. PROCESSING OF PERSONAL DATA

- 7.1. The University has the right to collect students' personal data in order to carry out tasks defined in ISM's internal rules on processing of personal data, and process the collected data in ways compatible with those tasks. The University acts as data controller and / or data processor in processing students' personal data. In any case, the University, when processing students' personal data, undertakes to ensure the compliance with and implementation of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereafter – General Data Protection Regulation or the Regulation), the Law on Legal Protection of Personal Data of the Republic of Lithuania, and other legislation regulating processing and protection of personal data.
- 7.2. The University processes personal data of data subjects (students) in accordance with the principles relating to processing of personal data as stipulated in the Article 5 of the General Data Protection Regulation. The personal data shall be:
- processed lawfully, fairly and in a transparent manner in relation to the data subject (the principle of lawfulness, fairness and transparency);
 - collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall, in accordance with Article 89(1), not be considered to be incompatible with the initial purposes (the principle of purpose limitation);
 - adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed (the principle of data minimisation);
 - accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay (the principle of accuracy);
 - kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) subject to implementation of the appropriate technical and organisational measures required by the Regulation in order to safeguard the rights and freedoms of the data subject (the principle of storage limitation);
 - processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures (the principle of integrity and confidentiality).
 - processed only by staff members who are granted the permission to do so in order to fulfil their duties.
- 7.3. The University processes students' personal data only if at least one or several criteria on lawfulness of data processing stipulated in the Regulation applies – (i) to ensure the provision of services in accordance with the study agreement (i.e. for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract); (ii) upon the consent of the data subject; (iii) processing is necessary for compliance with a legal obligation to which the University is subject; (iv)

- processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the University; (v) processing is necessary for the purposes of the legitimate interests pursued by the University or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.
- 7.4. Personal data shall be obtained by the University only in accordance with the legislation by obtaining the data either directly from data subjects, or from third party data controllers.
 - 7.5. The University, when processing and storing personal data, uses appropriate technical or organisational measures, which ensure appropriate security of the personal data, including protection against unauthorised or unlawful processing, disclosure or manipulation of personal data, and against accidental loss, destruction or damage. Access to personal data processed by the University is granted only to the University's staff members and providers of ancillary services (data processors), who have to use it to implement their duties or to provide services to the University.
 - 7.6. Data subject (student) has the following rights:
 - 7.6.1. to obtain full information about their data processed by the University; where and how the personal data was collected, and on what basis the data is being processed;
 - 7.6.2. to contact the University with a request to rectify their personal data, restrict its processing, erase the data, if the data is incorrect, incomplete or inaccurate, or if the data is no longer needed for the purpose for which it has been collected. In such case, data subject must submit a request, and then the University shall check the provided information and shall take the necessary actions;
 - 7.6.3. to contact the University with a request to erase their personal data or to restrict its processing, with the exception of storage – in the case when, after accessing their personal data, the student finds that their personal data is processed unlawfully or unfairly;
 - 7.6.4. to object the processing of personal data, when the data is processed or are intended to be processed for the purpose of direct marketing or for the purposes of the legitimate interests pursued by the University or by a third party, to which the personal data is provided;
 - 7.6.5. to withdraw their consent regarding processing of personal data for the purpose of direct marketing at any time;
 - 7.6.6. to exercise of the rights of data subjects as stipulated in the legislation;
 - 7.6.7. in case the data subject is concerned with the University's actions (failure to act), which possibly mean failure to comply with the legislation on data protection, they can address the University's data protection officer via email dpo@ism.lt and receive assistance (free of charge).
 - 7.6.8. where resolution of the issue is not possible with the University, data subject has the right to contact the State Data Protection Inspectorate (www.ada.lt), which is responsible for the supervision and control of enforcement of the legislation regulating the protection of personal data.
 - 7.7. The University processes and stores collected data for the periods set in the University's data processing activities' records journal, with the exception when longer or shorter period of data storage is set in the legislation of the Republic of Lithuania.
 - 7.8. The University has the right to share certain personal data with other universities, public bodies or third parties in the course of cooperation related to the study process and when it is necessary to the interest of a student, or when the University has to comply with the legislative obligations. The University shall inform a student about such provision of their personal data.
 - 7.9. When the personal data is not longer needed for the set purposes of data processing, the data shall be erased, except the cases when the legislation determines the transfer of data to the state archives or the data has to be stored for other purposes defined by the legislation.

II. SPECIAL PROVISIONS

8. BACHELOR STUDY PROGRAMMES

- 8.1. The scope of a study programme and individual courses is estimated in credits. One course shall be worth at least 3 ECTS credits.
- 8.2. The scope of a bachelor study programme, upon graduation of which a bachelor degree is awarded, is 210 or 240 credits.
- 8.3. Courses may be obligatory or elective. Elective courses should be chosen by the student every semester from the offered list of courses within the specified term. In case the elective courses are not chosen by the student, they are assigned by the University according to the places available. Students can change their chosen elective courses not later than one month after the deadline of choosing the courses by submitting a request to the Studies Office. Later elective courses may be changed only when objectively justified and by submitting a request to the Studies Office.

9. ORGANISATION OF THE STUDY PROCESS

- 9.1. The following documents regulate the organisation of the study process: Study agreement, the Regulation of studies, Description of a study programme, Course descriptions and other ISM internal rules.
- 9.2. The language of instruction of bachelor programmes is Lithuanian and/or English.
- 9.3. Aims of a study programme, learning outcomes, teaching / learning and assessment activities are described in the description of a study programme and in course descriptions, which are published in e-learning system (elearning.ism.lt) and on the ISM website (www.ism.lt).
- 9.4. Studies at ISM are divided into semesters according to the academic calendar approved by Rector's order. An academic year has two semesters: fall and spring.
- 9.5. Academic class work, independent work, internship, exams taken during an early exam period, regular exams and their retakes are organised according to announced timetables. Preliminary timetable of classes shall be provided to students not later than one month prior to the start of a semester; the final timetable – a week prior to the start of studies. Timetables of exam periods are scheduled taking into account wishes expressed by representatives of courses, and are announced not later than one month prior to the start of an exam period. ISM has the right to make changes in the timetables during the course of a semester.

10. TUITION FEES, SCHOLARSHIPS AND INCENTIVES FOR STUDENTS

- 10.1. Students of ISM University of Management and Economics shall pay tuition fee in accordance to the Procedure of paying tuition fees at ISM University of Management and Economics.
- 10.2. Degree students may apply for a scholarship from ISM Fund according to the Achievement scholarship award procedure.
- 10.3. Degree students, who have outstanding achievements in academic, public or creative fields, or have contributed significantly to ISM community may be incentivized with a scholarship, present, certificate of gratitude.

11. CHANGE OF A STUDY PROGRAMME

- 11.1. A degree student, who has submitted a request before the beginning of a new semester, may be transferred from one ISM Bachelor study programme to another by order of the Rector. An individual study plan shall be prepared for such degree student. The transfer is made according to the following principles:
- All obligatory courses passed by the degree student, which are the same for both study programmes, shall be recognised regardless of the language of instruction;
 - A degree student transferred from one study programme to another shall eliminate any differences in obligatory courses between the study programmes;
 - Elective courses are recognised without any restrictions.
- 11.2. Upon changing a study programme, a degree student must confirm an individual study plan, which is developed according to the Individual study plan development procedure and must sign a new version of special provisions of their Study Agreement.
- 11.3. In case of study programme change, tuition fee shall be applied according to a Price list for ISM study programmes and services, that is in force at the time of the programme change.

12. TERMINATION OF STUDIES

- 12.1. Termination of studies is carried out by order of the Rector.
- 12.2. Studies may be terminated on the following grounds:
- 12.2.1. upon mutual consent of the parties of the agreement;
 - 12.2.2. by the decision of the Commission of Ethics, approved by order of the Rector on expulsion from the University for breaches of academic and/or general ethics and violation of the provisions of documents regulating general rules at the University;
 - 12.2.3. pursuant to articles 13, 15 and 16 of the Regulation of Studies.
 - 12.2.4. in case of non-compliance with the terms and conditions of the Study Agreement by the student;
 - 12.2.5. in other cases, that are specified in the Study Agreement.
- 12.3. A student shall be informed about the decision to remove them from the list of students through the ISM e-mail system within 15 calendar days as of the entry into force of this decision.
- 12.4. Persons, whose studies were terminated, shall not be reimbursed the tuition fee, except cases specified in the Study Agreement and in the Procedure of paying tuition fees.

13. LEAVE OF ABSENCE

- 13.1. Degree students have the right to take a leave of absence. The leave of absence shall be granted not before the first semester of studies is completed, not having financial indebtedness to the University. The end of the leave of absence shall always coincide with the start of fall or spring semester. Duration of the leave of absence:
- 13.1.1. due to illness – for a period recommended by the doctor or by the consulting commission of doctors;
 - 13.1.2. due to pregnancy or maternity leave – for a period defined by the Law, but no longer until the child reaches the age of three years;
 - 13.1.3. due to work placement, part of studies or internship abroad, and due to other reasons – up to two years during the whole period of studies.

- 13.2. A bachelor degree student, who is unable to continue their studies, and who submits a request at least two weeks prior to the start of the respective semester, has the right to take a leave of absence.
- 13.3. Issues related to the payment of tuition fee by the degree students, who have been granted a leave of absence by order of the Rector, shall be dealt with according to the Procedure of paying tuition fees at ISM University of Management and Economics.
- 13.4. Upon return from their leave of absence, but not later than two weeks prior to the start of the relevant semester, a degree student shall submit a request for permission to resume studies. Failure to submit a request leads to the expulsion from the ISM by order of the Rector and termination of Study Agreement.
- 13.5. If changes occurred in the study programme during the student's leave of absence, decisions regarding credit transfer from the old programme and an individual study plan shall be made in compliance with the Procedure for recognition of study results and credit transfer and the Procedure for development of individual study plans.
- 13.6. Upon return from their leave of absence, a degree student shall pay tuition fee at the terms and conditions provided in the Study Agreement and in accordance to the Procedure of paying tuition fees at ISM University of Management and Economics that is in force at the time.
- 13.7. During their leave of absence, degree students shall not take part in International student study exchange programmes.
- 13.8. In case of objective reasons to suspend studies, a degree student can submit a substantiated request for a leave of absence during the course of a semester. In such case the decision on granting the leave of absence and payment of tuition fee is made by the Commission of Studies.

14. INTERNATIONAL MOBILITY OF DEGREE STUDENTS

- 14.1. ISM provides degree students with an opportunity to participate in international student exchange programmes. Dissemination of information about exchange possibilities for studies and their selection criteria shall be carried out by the staff members of the International Studies Office. Selection of candidates for international student exchange programmes for studies shall be carried out by the staff members of the International Studies Office. Dissemination of information about international internship and selection of candidates for it shall be performed by the staff members of the Career Centre.
- 14.2. International student exchange programmes and international internships are defined and regulated by the Regulations on the international mobility activities of students and staff.

15. ASSESSMENT OF STUDENTS

- 15.1. **Interim assessments** – assessments organised during the course of a semester. These assessments are listed in a course description, as well as the procedure of such assessments, which is defined by the tutor. Interim assessments are not retaken or additionally organised.
- 15.2. **Exam** – final assessment of a course, the aim of which is to make an objective assessment of the level at which a student has reached the defined learning outcomes. An exam may be in written form or in written and oral form, and is held after the completion of the course at the time specified in the timetable of examinations. Exams during an early exam period are organised according to the Procedure for Organising an Early Examination Session.
- 15.3. **A proportion of a retake examination** grade in the final grade constitutes of a proportion of a grade for an exam and/or sum of proportions of interim assignments, unless stated otherwise in a course description.

- 15.4. All assessments (interim, exams, retakes) are held according to the procedure defined in the Examination taking procedure.
- 15.5. The level at which the course has been mastered is given a “pass/fail” or a final grade, which is calculated according to the cumulative grade formula, unless stated otherwise in a course description. Only positive (not less than 5) non-rounded grades of semester’s assessments and exams are calculated:

$$P = \sum_{i=1}^n (D_i \times S_i) + E \times S_e, \text{ where}$$

P - final grade;

n - number of interim assessments during a semester;

D_i – grade for an i th assessment during a semester (non-rounded);

S_i – weight / proportion of an i th assessment during a semester;

E – exam grade;

S_e – weight / proportion of exam grade.

- 15.6. Study results are published to the students on the student portal (my.ism.lt) during the course of five working days from the day of an assessment.
- 15.7. Students acquire the right to a retake only if the final grade for a course is negative or “fail” or if they did not participate in examination, and if they submit a request to the Studies Office not later than 2 working days after the examination.
- 15.8. Students who participated in the examination and received a positive final grade for a course, have no right to retake the whole course.
- 15.9. Students have the right to submit an appeal on the grounds and procedures described in the Order on Submitting and Analysing Appeals.
- 15.10. The Commission of Studies has a right to cancel an exam (interim assessment) in the case of violation of the process of studies. In such case another date for the repeated exam (interim assessment) shall be announced. Results of the repeated exam (interim assessment) shall be considered to be final. The reasons for the annulment of exam (interim assessment) shall be announced to ISM community by the administrative staff of studies.
- 15.11. In the case student is repeating a failed course (academic failure) they have to pay the tuition fee that covers the volume of credits allotted for the course. The repeated course is considered as additional studies and its credit fee is calculated based on the credit rate for additional services pertaining to studies approved by ISM for each academic period.
- 15.12. Students, who do not pass an elective course and want to choose another elective course instead of a failed one, shall submit a request to change an elective course prior to the subsequent semester.
- 15.13. Degree students, who return from international exchange programmes with academic failures shall eliminate them. For these course credits student pays according to the rate per study credit of additional studies.
- 15.14. After a semester is completed, Bachelor degree students who have failed at least three courses during the respective period of studies shall submit a request to develop an individual study plan. An individual study plan shall be prepared on student’s request according to the Individual study plan development procedure. A request to develop an individual study plan should be submitted until 15 July after the spring semester, and until 1 February after the fall semester. An individual study plan shall be developed according to the Regulations of Drafting Individual Study Plans. A degree student who failed three and more courses during the respective period of studies and haven’t submitted a request regarding the development of an individual study plan in line with the deadlines, shall be considered a failing student and shall be removed from the list of students by the Order of the Rector. In such case the Study Agreement shall be terminated.

16. COMPLETION OF UNIVERSITY STUDIES

- 16.1. Study programme is completed by assessment of degree-student's knowledge, understanding, skills and attitudes during the process of thesis defence.
- 16.2. Defence of bachelor thesis is possible only after meeting of all requirements of a study programme.
- 16.3. Degree students, who have failed to fulfil study programme's requirements, have the right to prepare thesis, but may not defend it. Defence of the thesis may take place not earlier than next semester, under the circumstances that the corresponding study programme's thesis defence process is organised by the University during that semester, or one year later after complete fulfilment of all study programme's requirements. No additional fee is required, if the final thesis meets requirements set in the requirements for writing thesis.
- 16.4. Student, who has failed to prepare final thesis, to submit their thesis to the Studies Office on time or whose thesis does not comply with the requirements set in the requirements for writing thesis shall not be allowed to defend it.
- 16.5. Degree students, who have failed to submit their thesis or who terminated thesis writing process upon the decision of the Commission of Studies, did not attend thesis defence, or failed to defend their thesis must submit a request to the Studies Office to write and defend thesis during the subsequent semester given that the corresponding study programme's thesis defence process is organised by the University during that semester, or one year later. The request must be submitted during the period of 5 working days after the thesis defence (results of thesis defence have been announced). If degree students fail to submit a request, their Study Agreement is terminated by order of the Rector. Degree students who want to repeat thesis writing and defence process shall pay tuition fee for the number of thesis credits. Tuition fee is set according to the rate per study credit of additional studies.
- 16.6. Thesis is defended in public meeting of the Thesis defence commission. Decisions passed by the Thesis defence commission are final and indisputable.
- 16.7. Bachelor degree shall be awarded and the diploma, testifying the fact, shall be issued together with the diploma supplement. The degree is awarded and both documents are issued upon the proposal of the Thesis defence commission and the order of the Rector.
- 16.8. Diploma and its supplement are issued to a student only upon their full fulfilment of obligations to the University.
- 16.9. Detailed information on the bachelor thesis writing and defence procedure is provided in the Regulations of bachelor thesis.

17. NON-DEGREE STUDENTS

- 17.1. A non-degree student must sign a Study Agreement and pay tuition fee according to the Procedure of paying tuition fees at ISM University of Management and Economics.
- 17.2. Courses to be studied by a non-degree student in a particular semester shall be approved by the Manager of studies, responsible for admission to the corresponding study programme.

Amendments:

¹ ORDER NO. 01-07-03 OF 25 JANUARY 2019 OF THE RECTOR OF ISM UNIVERSITY OF MANAGEMENT AND ECONOMICS REGARDING AMENDMENT OF ORDER NO. 01-07-67 OF 30 AUGUST 2018 OF THE RECTOR OF ISM UNIVERSITY OF MANAGEMENT AND ECONOMICS