



Dear Applicants, dear Students,

Lauder Business School is a public University of Applied Sciences and offers accredited academic Graduate and Undergraduate Programs, with research focus on diversity-induced chaos in management situations.

Like in all Austrian Universities of Applied Sciences each accredited study place is financed by the Austrian Ministry of Science except the tuition fee that you have to pay which adds up to approximately 10% of the real study costs (if you finish your studies on time as required), costs of living and housing in Vienna not included.

One other unique feature of Universities of Applied Sciences is the fact, that academic programs are designed to foster employability of the respective graduates: thus the Bachelor Program comprises one Professional Practical Training Semester, the sixth semester.

Soon you will be, or you already are member of our academic community and the present Students Handbook contains the most important information necessary to plan, conduct and complete your studies at LBS.

You will find rules and regulations stated in this handbook, some of them are in force by law and some others have been formulated to ensure your time at LBS will be productive, successful, motivating and cheerful, however, to obey all of them is mandatory - unless you want to say good bye to LBS.

Remember whatever you do as a student or graduate of Lauder Business School - you are influencing your and our academic reputation.

Thank you for your support in incorporating the academic spirit,

Mag. Silvia Kucera  
Dean  
Lauder Business School

Table of contents

1	General information.....	4
1.1	The Austrian System of Higher Education .....	4
	Overall Structure of University Level Higher Education .....	4
	Bachelor Degree Program (Bachelorstudium) .....	4
	Master Degree Programs (Masterstudium) .....	5
	Doctoral Degree Programs (Doktoratsstudium) .....	5
1.2	Evaluation of performance and grading system .....	5
1.3	LBS Academic Programs .....	7
	Undergraduate Program: Bachelor in Intercultural Business Administration .....	7
	Graduate Program: Master in Intercultural Management and Leadership .....	7
	Organisation of Study Programs .....	7
	ECTS.....	8
	Diploma Supplement (DS).....	9
2	STUDYING IN THE BACHELOR PROGRAM.....	10
2.1	Program structure of the Bachelor in Intercultural Business Administration .....	10
	Business Administration Modules .....	10
	Law Modules .....	10
	Economics Modules .....	10
	IT Modules.....	10
	Psychology & Philosophy Modules .....	10
	Language Modules .....	10
	Professional Practical Training Module .....	11
	Special Business Administration Modules.....	11
	The ECDL (European Computer Driving Licence) .....	11
2.2	APPLICATION & ADMISSION PROCESS .....	12
	Admission requirements .....	12
	Steps of the Application & Admission Process:.....	12
	Entry and Visa formalities/Residence Permits .....	13
2.3	Registration .....	14
	Important points .....	14
	Student ID card.....	14
	Statistic Austria .....	14
2.4	Examinations.....	14
2.5	Examination regulations.....	15
	Merit Assessment, Testing Procedures .....	15
	The Determination of Success in Studies.....	15
	Deadlines for Scoring Exams .....	16
	Retake Examinations .....	16
	Grade Reports .....	18
	Validity and Invalidity of Examinations .....	19
	Legal Guidelines for Examinations .....	19
2.6	Lecture feedback.....	20
2.7	Bachelor Theses .....	20
	First Bachelor thesis.....	20
	Second Bachelor thesis.....	20
	Commission Bachelor Examination .....	21
	GRADUATION.....	21
2.8	Definitions of Important Terms and Phrases .....	22
2.9	Important Rules and Regulations .....	23
2.10	Internet and Network Usage Policy.....	26
	Authorized Use .....	26
	FH Access and Disclosure .....	27
	Examples of Improper Use.....	27
	Improper Use Penalties .....	27
	Limitation of Liability .....	28
3	Studying in the Master Program .....	29
3.1	Program structure of the Master in Intercultural Management and Leadership.....	29
	Career Management & Personal Development Modules.....	29
	Research Modules .....	29

Management and Leadership Modules .....	29
Advanced Concepts of Business Administration Modules .....	30
Career Management and Personal Development Modules .....	30
Project Management and Framework Modules .....	30
Creativity and Innovation Management Modules .....	30
Geopolitical, Economic and Legal Environment Modules .....	30
Research Modules .....	30
Applied Business Administration and Management Modules .....	30
3.2 APPLICATION & ADMISSION PROCESS .....	31
Admission requirements .....	31
Qualifications and Competences Profile .....	31
Steps of the Application & Admission Process .....	31
Entry and Visa formalities/Residence Permits .....	32
3.3 Registration .....	33
Important points .....	33
Student ID card .....	33
Statistic Austria .....	33
3.4 Examinations .....	33
3.5 Examination regulation .....	34
Merit Assessment, Testing Procedures .....	34
The Determination of Success in Studies .....	35
Deadlines for Scoring Exams .....	35
Retake Examinations .....	36
Grade Reports .....	37
Validity and Invalidity of Examinations .....	38
Legal Guidelines for Examinations .....	38
3.6 Lecture feedback .....	38
3.7 Master Examinations (FH Master Degree Programs) .....	39
Master Thesis .....	39
Timeframes and Deadlines .....	39
Commission Master Examinations .....	40
GRADUATION .....	41
3.8 Important Rules and Regulations .....	41
3.9 Internet and Network Usage Policy .....	43
Authorized Use .....	43
FH Access and Disclosure .....	44
Examples of Improper Use .....	44
Improper Use Penalties .....	44
Limitation of Liability .....	45
4 The premises of Lauder Business School .....	46
4.1 LBS campus .....	46
Parking .....	46
Other Equipment: AV Shuttle, Beamer, Overhead .....	47
Copying, Printing and Scanning Services .....	47
4.2 Library Rules and Regulations .....	47
4.2.1 Membership .....	48
4.2.2 Borrowing .....	48
4.2.3 Penalties .....	48
4.2.4 General regulations .....	49
4.3 Computer Lab .....	50
4.4 Intranet .....	50
4.5 Events .....	51
4.6 Students Representatives .....	51
4.7 Responsibilities .....	51
4.8 Dissemination of Information .....	52
4.9 Academic Calendar/Schedule .....	53
4.10 Office Hours .....	53
4.11 Emergency Telephone Numbers .....	53
4.12 Useful sites and addresses .....	53
4.13 How to reach the Lauder Business School .....	53

# 1 GENERAL INFORMATION

## 1.1 The Austrian System of Higher Education

The Austrian post-secondary University Level Sector (Hochschulsektor) consists of:

- ❖ Universities (Universitäten), maintained by the state;
- ❖ Maintainers of University of Applied Sciences Degree Programs (Fachhochschul-Studiengänge) incorporated upon the basis of private or public law and subsidised by the state, with state accreditation;
- ❖ Private Universities (Privatuniversitäten), operated by private organisations with state accreditation;
- ❖ University Colleges of Education (Pädagogische Hochschulen) maintained by the state or operated by private organisations with state accreditation;
- ❖ Universities of Philosophy and Theology (Philosophisch-Theologische Hochschulen), operated by the Roman Catholic Church

The following text addresses exclusively the University Level sector.

### Overall Structure of University Level Higher Education

There are currently two different systems of degree programs in Austria: the old system which does not refer to the Bologna process and the new one which refers to it.

The new system (relevant for LBS Programs) is based on the distinction between undergraduate and graduate studies.

Upon successful completion of an Undergraduate Program (Bachelor Studies at Universities; Fachhochschul-Bachelorstudiengang; Studiengang at university colleges of education; 180 ECTS credits), a Bachelor's Degree (designation: „Bachelor of/in ...“ ) is awarded.

Upon completion of a Graduate Program (Master Studies at Universities comprising 120 ECTS credits or, respectively, Fachhochschul-Masterstudiengang comprising 60 to 120 ECTS credits), a Master's Degree (designation: „Master of/in ...“ ) is awarded.

Graduates who are awarded these diploma degrees from the old system or a master's degree from the new system (including the ones awarded in both cases by the Universities of Applied Sciences) are entitled to enrol in Doctoral Degree Programs (Doktoratsstudium) at Universities. A Doctoral Degree (Doktorgrad with the designation Doktor/in“) is awarded after a course of study consisting of 120 ECTS credits; while the academic title of “Doctor of Philosophy”, abbreviated as “PhD,” is awarded after a research intensive course of study consisting of 180 to 240 ECTS credits.

In addition to the degree programs (ordentliche Studien) described above, non-degree programs (außerordentliche Studien) exist consisting of Certificate University programmes for further education (Universitätslehrgänge) and individual courses in scientific subjects, both at Universities, Certificate University of Applied Sciences programs for further education (Lehrgänge zur Weiterbildung) at Universities of Applied Sciences, and Certificate University College programs for further education (Hochschullehrgänge) at University Colleges of Education.

### Bachelor Degree Program (Bachelorstudium)

Admission to a Bachelor Degree Program is granted upon the basis of the Austrian higher secondary school leaving certificate (Reifezeugnis)/its foreign equivalent, or the successful completion of a special university entrance qualification examination (Studienberechtigungsprüfung). Students of compulsory lower schools who have completed additional schooling in the form of apprenticeships as skilled workers may take a vocationally based examination acknowledged as equivalent to the

higher secondary school leaving certificate (Berufsreifeprüfung). Admission to Bachelor Degree Programs in the arts is based on aptitude ascertained by admission examinations.

Admission to the University of Applied Sciences Bachelor Degree programs may also take place upon the basis of previous vocational or technical experience and qualifications of applicants. In some fields of study (in particular university of applied sciences bachelor degree programs and study programs at university colleges of education) admission is based on a selective admission process.

Areas/Modules of study (Fächer/Module) are listed in the curricula. As a rule, two substantial bachelor's papers or projects (Bachelorarbeiten) must be completed in the process of completing degree program requirements. University of Applied Sciences bachelor degree programs and some bachelor degree programs at Universities include an internship or practical training. The program concludes with a bachelor's examination (Bachelorprüfung).

### Master Degree Programs (Masterstudium)

Admission to a Master Degree Programs is granted on the basis of the successful completion of an Austrian Bachelor Degree Program (Bachelorstudium), or a comparable post-secondary degree acknowledged as being its equivalent. Areas/Modules of study (Fächer/Module) are listed in the curricula. A main emphasis is the composition of a master's thesis (Masterarbeit). This degree program concludes with a master's examination (Masterprüfung). The approval of the master's thesis (Masterarbeit) is a prerequisite for admission to this examination.

No master degree programs are offered at University Colleges of Education.

### Doctoral Degree Programs (Doktoratsstudium)

Admission to a Doctoral Degree Program at a University is granted on the basis of the successful completion of an Austrian diploma or Master degree program, or a comparable post-secondary degree acknowledged as being their equivalent.

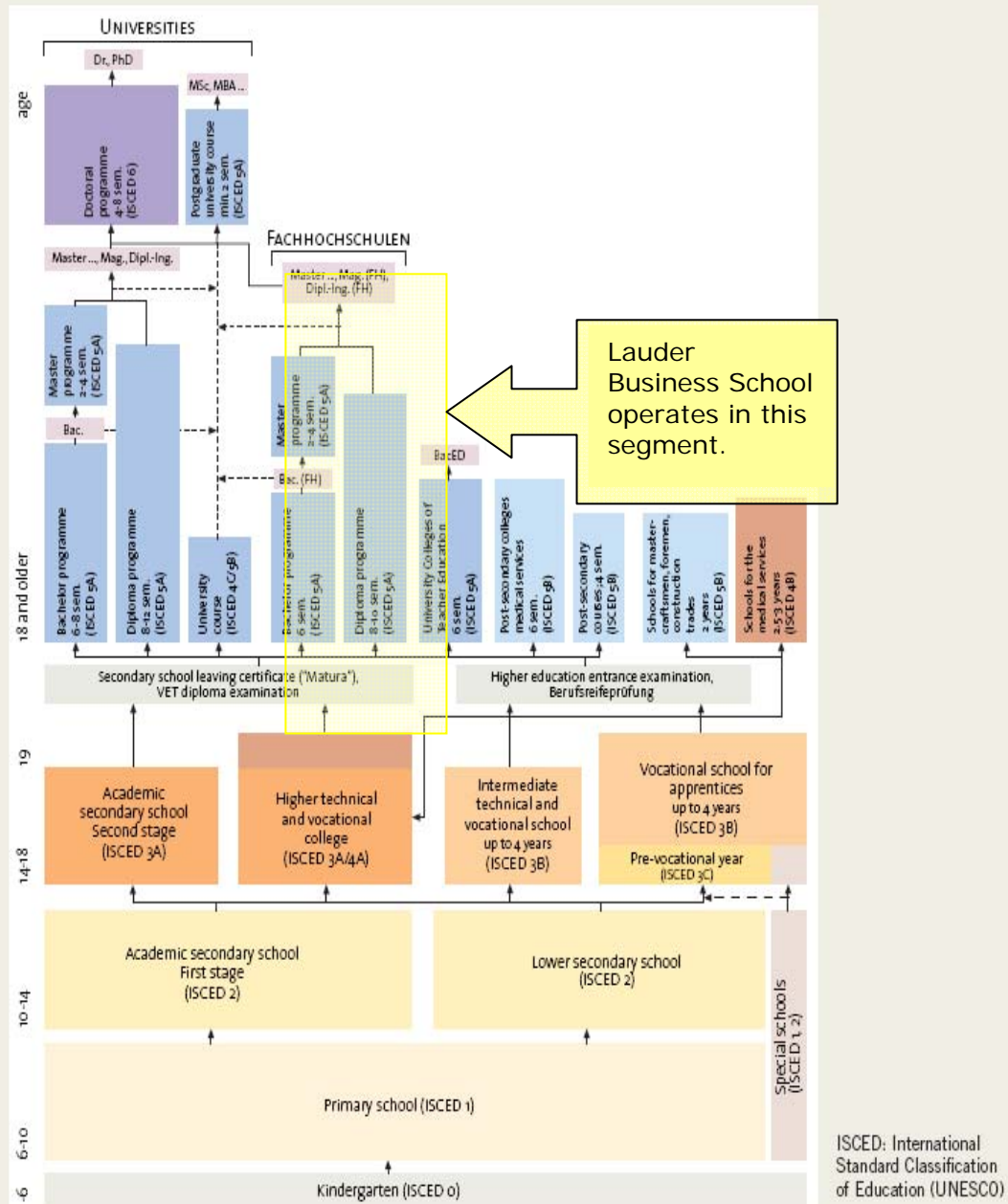
Contents and requirements of study are listed in the curricula. The focus lies with the drafting of a dissertation as the result of self-guided research performance. This degree program concludes with the approval of the dissertation and with a comprehensive doctoral examination (Rigorosum) or a defensio.

No Doctoral Degree programs are offered at Universities of Applied Sciences and at University Colleges of Education.

## 1.2 Evaluation of performance and grading system

According to the modalities for examinations outlined in the curricula, achievement may be evaluated upon the basis of oral and written exams or project related work. In principle oral examinations are open to the public.

Grades for examinations taken in individual courses:	positive:	1 = sehr gut 2 = gut 3 = befriedigend 4 = genügend mit Erfolg teilgenommen 5 = nicht genügend
	negative:	ohne Erfolg teilgenommen mit Auszeichnung
Grades for comprehensive examinations covering materials from various subjects:	positive:	bestanden bestanden
	negative:	nicht bestanden



**Full Address of the Lauder Business School**  
Lauder Business School (LBS), University of Applied Sciences  
Hofzeile 18-20  
1190 Vienna  
Austria  
Tel: +43 (0) 1 369 18 18  
Fax: +43 (0) 1 369 18 17  
e-mail: [office@lbs.ac.at](mailto:office@lbs.ac.at)  
web: [www.lbs.ac.at](http://www.lbs.ac.at)

Since October 2007, the Lauder Business School (University of Applied Sciences) offers two Study Programs, an Undergraduate Bachelor Program in *Intercultural Business Administration*, and a Graduate Master Program in *Intercultural Management & Leadership*.

LBS (University of Applied Sciences) is a public educational institution, accredited and subsidised by the Austrian government, the structure and organisation of study programs at Austrian Fachhochschulen- Universities of applied sciences, are laid down in the Fachhochschul Studies Act (Fachhochschul-Studiengesetz, FHStG).

The Lauder Business School does not constitute a private University.

## 1.3 LBS Academic Programs

### Undergraduate Program: Bachelor in Intercultural Business Administration

The academic program stresses an international, competitive education in the field of business administration with a strong focus on practical application.

Together with a solid intercultural education (including one foreign language) graduates are specifically prepared for employment in organisations and enterprises with an international, multicultural focus where cultural diversity is an important issue.

Graduates of this program are qualified to continue their studies at the graduate level.  
Key Features:

- Full-time Course of Study, attendance mandatory
- 6 Semesters, 180 ECTS
- One Practical Training Semester (22 Weeks, Semester 5)
- Academic Degree: Bachelor of Arts in Business
- Language of Instruction: English

### Graduate Program: Master in Intercultural Management and Leadership

This educational program strives both to broaden knowledge in applied business administration and to develop management and leadership skills. Graduates will be qualified for upper management positions in international companies. Basics of executive management such as decision-making and strategizing within complex organizational structures form the program's focus. The LBS's training is shaped by the most advanced contemporary learning and teaching methods (e.g. project based learning).

Key features:

- Full-time Course of Study, attendance mandatory,
- 4 Semesters, 120 ECTS
- Academic Degree: Master of Arts
- Language of Instruction: English
- 

### Organisation of Study Programs

All FH degree programs have a clearly defined regular study period, which is regulated in the approved applications for accreditation as FH degree program. Basically, the study program must be completed in the period stated in the curriculum (Regelstudienzeit).

The curriculum of an FH degree program is designed corresponding to professional and vocational requirements. It must be ensured that capabilities of meeting the requirements of the relevant vocational fields of activity according to the latest academic findings and the requirements of working life are imparted. When designing the curricula, it has to be considered that the workload is manageable. The fact has to be taken into consideration that the annual workload of a student must not exceed 1,500 hours (cf. section 3 sub-sections 2 no 4 FHStG as amended). Whether the curriculum is manageable or not, is determined by the workload measured based on the European Credit Transfer System.

The European Credit Transfer System (ECTS, 253/2000/EC, Official Gazette no. L28 of 3 February 2000) postulates, that credits are allocated to the individual courses (30 credits are given for each semester and 60 for each academic year). In this context, placements and diploma theses are considered equivalent to courses.

## ECTS

What is a credit system?

A credit system is a systematic way of describing an educational program by attaching credits to its components. The definition of credits in higher education systems may be based on different parameters, such as student workload, learning outcomes and contact hours.

What does the ECTS stand for?

The European Credit Transfer and Accumulation System is a student-centred system based on the student workload required to achieve the objectives of a program, objectives preferably specified in terms of the learning outcomes and competences to be acquired.

How did ECTS develop?

ECTS was introduced in 1989 and is the only credit system which has been successfully tested and used across Europe. ECTS was set up initially for credit transfer. The system facilitated the recognition of periods of study abroad and thus enhanced the quality and volume of student mobility in Europe. Recently ECTS is developing into an accumulation system to be implemented at institutional, regional, national and European level. This is one of the key objectives of the Bologna Declaration of June 1999.

What are the key features of ECTS?

- ECTS is based on the principle that 60 credits measure the workload of a full-time student during one academic year. The student workload of a full-time study program in Europe amounts in most cases to around 1500-1800 hours per year and in those cases one credit stands for around 25 to 30 working hours.
- Credits in ECTS can only be obtained after successful completion of the work required and appropriate assessment of the learning outcomes achieved. Learning outcomes are sets of competences, expressing what the student will know, understand or be able to do after completion of a process of learning.
- Student workload in ECTS consists of the time required to complete all planned learning activities such as attending lectures, seminars, independent and private study, preparation of projects and examinations.
- Credits are allocated to all educational components of a study program (such as modules, courses, placements, dissertation work, etc.) and reflect the quantity of work each component requires to achieve its specific objectives or learning outcomes in relation to the total quantity of work necessary to successfully complete a full year of study.

- The performance of the student is documented by a local/national grade.
- The Transcript of Records documents the performance of a student by showing the list of courses taken, the ECTS credits gained, local or national credits, if any, local grades and possibly ECTS grades awarded. In the case of credit transfer, the Transcript of Records has to be issued by the home institution for outgoing students before departure and by the host institution for incoming students at the end of their period of study.

### Diploma Supplement (DS)

The Diploma Supplement is a document attached to a higher education diploma providing a standardised description of the nature, level, context, content and status of the studies that were successfully completed by the graduate.

The Diploma Supplement provides transparency and facilitates academic and professional recognition of qualifications (diplomas, degrees, certificates).

## **2 STUDYING IN THE BACHELOR PROGRAM**

### **2.1 Program structure of the Bachelor in Intercultural Business Administration**

All currently offered programs at LBS are full time study programs - meaning classes may be scheduled between 8.00 and 21.00 during the week. In general it is neither possible and nor recommended to combine working and studying.

The published academic calendar is binding and includes important dates such as the start and the end of the academic year respectively of the semesters, holidays and breaks.

Be aware that the schedule (rescheduling of the classes) is always tentative and subject to change.

Pursuant to section 3 sub-section 2 § 1 of the Fachhochschule Studies Act (Fachhochschul-Studiengesetz, FHStG) as amended; an FH study program is to be designed in such a way that it can be completed in the prescribed time. Principally, attendance is obligatory for all courses unless this is precluded by the teaching method. For this reason, only one FH degree program can be attended at a time.

The curriculum is composed of several modules as listed below:

#### **Business Administration Modules**

The Business Administration modules, which are offered on a rolling basis, cover Introduction to Business Administration and Specialized Business Administration. They comprise 36% of the entire Bachelor's Degree Study Program.

#### **Law Modules**

Law modules, covering 5% of the entire Study Program, include Introduction and Specialized Law.

#### **Economics Modules**

The Economics modules, which cover 5% of the entire Bachelor's Degree Study Program, cover Introduction to Economics and Specialised Economics.

#### **IT Modules**

The IT modules of Information Technology comprise 8% of the entire Bachelor's Degree Study Program, and span the Basics of IT to IT Specialised Applications.

#### **Psychology & Philosophy Modules**

The modules of Psychology/Philosophy for Business Administration, which cover 13% of the entire Bachelor's Degree Study Program, span Social & Cultural Psychology to Philosophy.

#### **Language Modules**

Language modules, such German, French, Hebrew, Russian, and Spanish, are taught consecutively in semester 1-5 and comprise 17% of the entire Study Program. Although intercultural issues are implicitly part of all courses, the modules Psychology & Philosophy and Languages are explicitly designed to develop intercultural competences.

Note: Students are required to choose at least one language.

Language must be selected before the beginning of the first semester. Once selected, a language cannot be dropped or changed in the following semesters. All languages start in the first semester at beginner's level with the aim to reach advanced level (standards of European Reference Frame) by the end of the fifth semester.

A certain language (course) can only be offered if at least 12 students are enrolled.

English, being the language of instruction at LBS Business English will not be thought as foreign language. The course Business English aims at improving writing (e.g. academic writing style) and speaking proficiency on a higher level.

## Professional Practical Training Module

Professional Practical Training, takes place in the last semester, covers 17% of the entire Bachelor's Degree Study Program. The main focus of the practical professional training lies on the learning experience of the student. During the internship the student is insured through Lauder Business Schools' casualty insurance which covers work accidents during the internship and/or on the way to/from the office.

## Special Business Administration Modules

Important: At the end of the third semester, students have to choose either Special Business Administration A (SBA) Marketing, Procurement, Supply - or Special Business Administration B (SBB) - Banking, Finance Investment. Once the decision is taken, it is considered as final.

The courses offered in SBA - Marketing, Procurement, Supply are Sales Management, Product Management, Channel Management, Specialised Business Law and IT specialized. Applications in the fourth semester and in the fifth semester: Supply Chain Management, Customer Relationship Management, Specialised Economics, Specialised Business Law 2, IT specialised 2.

The courses offered in SBB - Banking, Finance Investment are Corporate Finance, Riskmanagement, Financial Institutions, Specialised Business Law and IT specialized Applications in the fourth semester and in the fifth semester: Corporate Finance 2, Financial Markets, Project Finance, Specialised Economics, Specialised Business Law 2, IT specialised 2.

ATTENTION: We strongly recommend NOT to select one specialisation just because of "nice lecturers, short reading or literature list, but according to your interest, talent and future career plans.

## The ECDL (European Computer Driving Licence)

European Computer Driving Licence (ECDL), known as ICDL outside Europe, is a global standard in end-user computer skills, offering Candidates an internationally recognised certification that is supported by governments, computer societies, international organisations and commercial corporations globally.

ECDL / ICDL is the world's largest end-user computer skills certification program, with more than 7 million Candidates in 148 countries.

ECDL / ICDL raises the level of ICT and computer skills and also improves job prospects by providing an internationally recognised qualification. With a superior syllabus - uniquely validated to ensure that it is always relevant, up-to-date and meaningful - Candidates can be confident that ECDL / ICDL offers a certification of unrivalled quality.

ECDL / ICDL is a test of practical skills and competencies and consists of seven separate modules covering computer theory and practice. To achieve an ECDL / ICDL certification, the Candidate must successfully pass a test in all seven modules.

Students of the Bachelor program must either provide the ECDL or pass all ECDL Modules by the end of the 1<sup>st</sup> semester.

Be aware that the ECDL Exams and the respective skills card - being prerequisite of an international certificate - must be paid by students each. However, LBS administration organizes in house exams at special conditions and prices for LBS registered students.

More and detailed information in English at [www.ecdl.org](http://www.ecdl.org), and in German at [www.ecdl.at](http://www.ecdl.at)

## 2.2 APPLICATION & ADMISSION PROCESS

Begin of the Application Process: November (Fall Term)

End of the Application Process: June/July (Spring Term)

### Admission requirements

The general matriculation standard (cf. section 4, sub-section 3 FHStG, as amended) is to be documented by one of the following certificates:

- Austrian school-leaving certificate (Maturazeugnis, Reifeprüfungszeugnis); another type of Austrian certificate documenting the candidate's right to attend the relevant FH degree program. This includes a university entrance certificate and a certificate documenting a completed vocational education;
- A foreign certificate equivalent to one of these Austrian certificates, based on an agreement under international law; a recognized decision made by the head of the domestic FH degree program on a case-by-case basis;
- A certificate documenting the successful completion of at least three years of study at a recognized domestic or foreign post-secondary educational institution. This must be an educational institution offering programs that last at least six semesters, requiring the general matriculation standard pursuant to this federal statute for admission, and known as a post-secondary educational institution pursuant to the legislation of the country where it is located.

The Application Form as well as the Checklist on the required application documents can be downloaded directly from the LBS website, under Academic Programs, Bachelor.

### Steps of the Application & Admission Process:

- Applicants may register their willingness to study at LBS through the website contact form
- Applicants may download from the LBS website ([www.lbs.ac.at](http://www.lbs.ac.at)) the Application Form as well as the Checklist of the required application documents
- The Application Package should then be submitted to Mag. (FH) Rokselä Miha ([roksela.miha@lbs.ac.at](mailto:roksela.miha@lbs.ac.at)) either per post, via e-mail or fax
- Once the Application Package has been received, the next steps of the admission process may follow
- Substantial part of the Admission Process is the Admission Interview. All Bachelor Applicants may either attend a personal Admission Interview at the Lauder Business School in Vienna, or a Telephone Admission Interview (for all who can not make it to be present at the Admission Interview in Vienna, because of either visa problems or economical reasons). All applicants who are willing to have a telephone admission interview should consider the fact that the presence of a supervisor (Rabbi, Teacher) is compulsory. However, we highly recommend the participation in the admission interview which takes place at the LBS in Vienna.

- All applicants will be informed via e-mail regarding the outcome of their Admission Interview. In case the applicant is approved as a student of the LBS, he/she will be informed about all the steps which have to be taken until the first day of the Academic Year.
- Important Note: All accepted students who need a visa to come to Austria should start the visa application process as soon as they receive the Official Enrollment Package from the LBS. Please bear in mind that the visa application process takes one to two months. The Checklist of the required visa application documents can be downloaded individually by all applicants from the LBS website. For all questions regarding this subject, please contact Dr. Roberta Blum, [roberta.blum@lbs.ac.at](mailto:roberta.blum@lbs.ac.at)

The Academic Administration of the Lauder Business School as well as the Admission Office will individually guide and give any necessary support to all potential applicants of the Bachelor Study Program in Intercultural Business Administration.

## Entry and Visa formalities/Residence Permits

All International Students should always carry a valid passport/ID card during their stay in Austria.

Formalities applicable to EU citizens:

- EU citizens do not need a visa to travel and stay in Austria
- They must register at the Municipal Authority of the respective district where they are accommodated in Vienna (Meldezettel)
- Additionally the registration must be done at the Magistrat within the first 3 months of their stay and they receive a confirmation of registration
- Documents required for this registration:
  - Valid identification card or passport
  - Proof of health insurance
  - Confirmation of studies at the LBS
  - Signed registration form (Meldezettel)

Please note that in the case you ignore these regulations, a severe fine may be imposed to any of you!!!

Formalities applicable to non EU citizens:

- The non EU citizens need to apply and be granted a residence & travel visa D+C for Austria
- Application for this type of visa must be done at the Austrian Embassy in their home country once they have been granted the approval to study at LBS
- The granting of this visa may take 1-2 months
- It is highly recommended to apply as soon as you are approved as a student of the LBS
- Documents required for the visa application:
  - Fully completed and signed application form for a residence permit for study purposes (available from the Austrian diplomatic authorities and the embassy)
  - A passport photo
  - A copy of a valid passport
  - Birth certificate - certified translation
  - Notification of admission from the University of Applied Sciences (enrolment letter)
  - Proof of financial means to finance one's stay or proof of the granting of a scholarship
  - Proof of accommodation in Austria
  - Police record certificate of good conduct - certified translation, not older than 3 months
  - Proof of health insurance

All documents must be submitted in original and photocopy. Documents have to be submitted together with a certified German or English translation, and Apostille.

Once the student is accepted, he/she will receive a Checklist on the visa application documents per e-mail that are provided from LBS and the ones from him/her individually.

For more information on this subject, please contact Dr. Roberta Blum, [roberta.blum@lbs.ac.at](mailto:roberta.blum@lbs.ac.at)

Important Note: None of the non EU students can travel to Austria without a visa

## 2.3 Registration

### Important points

- All students must pay the tuition fee (363,36€ per semester, 726,72€ per Academic Year) within the deadline set by the LBS
- Students may contact the Administrative Office to make cash payments for tuition, dining and housing fees as well as to pick up mail, register complaints regarding IT issues and make general inquiries.
- All information regarding check in and registration in the LBS Dormitory will be given by Mrs. Dagmar Kreuzer ([dagmar.kreuzer@lbs.ac.at](mailto:dagmar.kreuzer@lbs.ac.at)), Office of the Jewish Heritage Center
- Welcome & Orientation
  - Hold on the first day of the Academic Year
  - All freshman will receive a folder with detailed information and instructions to follow
- Students may contact the Academic Administration Office for:
  - Granting the Official Enrolment Confirmation of Studies (with this confirmation you can open a bank account in Austria, get a public transportation ticket, register for health insurance, register in Austria, etc.)
  - Information regarding the schedule, books, Health Insurance Application, Application for the visa, different announcements, rules & regulations of LBS

### Student ID card

Every student will receive the Student ID card at the beginning of the Academic Year. Individual pictures are needed for the card and shall be provided by the students.

This Student ID card must be presented when going in for the exams, for access to the library, to borrow books, get discounts in different museums, discounts on transportation tickets, etc.

### Statistic Austria

It is a legal requirement for all new students to register for the Statistics Austria. This registration is done via Internet, and it is organized by the Academic Administration in co-operation with the students. A date will be scheduled during the 3<sup>rd</sup> week of October in which the registration for the Statistic Austria will take place and will be announced to all the students. Once this registration is successfully completed, all students may receive their Educational Training Contract as well as their personal Student ID card.

## 2.4 Examinations

Regulations for all Exams are stated in the Exam Regulations which you can find in the following chapter.

Students have to complete all subjects of the respective semester with positive grades in order to be transferred to the next (higher) semester.

Exams must be taken when scheduled - all major exams must be scheduled in cooperation with the academic administration. A retake is the exemption, not the rule.

The commission exam is one last chance - students should not challenge their luck too often!

The Dean and all members of the faculty of LBS strictly enforce an academic code of conduct - thus no form of cheating will be tolerated.

The attempt to cheat, even the suspicion of having cheated, leads to strict measures (first measure is a Warning - which is entered into the students file and communicated to the faculty, the warning is usually in effect until the end of the respective semester. If a student breeches the code of conduct and/or the educational contract once more during the period of the warning, the educational contract will be terminated.).

In order to participate in the exam, students must have with them in the examination room/seminar room the followings: an ID, a pen/a pencil, beverage (in plastic bottle), and an eraser if necessary.

Absolutely no cellular phones, I-pods, palm pilots, lap tops, etc.!

The suspect of cheating is enough to take away the exam paper and ask the respective student to leave the examination room.

## 2.5 Examination regulations

for FH Bachelor degree programs

### Merit Assessment, Testing Procedures

The Lauder Business School's assessment of merit in the FH-Bachelor "Intercultural Business Administration," and FH-Master "Intercultural Management and Leadership" degree programs is structured so that all exams take place within the prescribed framework of the respective courses. In this manner the degree conferral is ensured within the prescribed timeframe.

The Spectrum of Merit Assessment ranges from courses with comprehensive final exams to courses with an inherent exam character (merit assessment comprises a combination of partial requirements, e.g. presentations, projects, homework, etc). The type of merit assessment is to be set in the syllabus of the respective course, which should lay out not only objectives for, but also the pedagogical and didactic features of the course. With the exception of the master examination, all exams are individual testing.

Students will be informed about examination regulations, time limits, and dates by means of posted announcements, publication in the Campus Handbook, and via the Internet (e-mail).

### The Determination of Success in Studies

follows the examination guidelines as stated on the syllabus of the respective course, as determined by the instructor responsible for the course. Individual examination achievement is assessed with grades, as prescribed by the Austrian grading system:

1 / Excellent	100-91% of possible points for course
2 / Good	<91-81% of possible points for course
3 / Satisfactory	<81-71% of possible points for course
4 / Passing	<71-60% of possible points for course
5 / Not passing	less than 60% of possible points for course

An exam is considered "passed" when a grade of "passing" or higher given. A course with inherent exam character is considered "passed" when the combined total of all partial requirements (as stated in the syllabus) exceeds 60% of the possible points for all combined total requirements of the course. Should a course be taught by multiple instructors (multiple components, substantively differentiated), the comprehensive grade comprises the individual grades from the respective components (distribution pursuant to the course syllabus). The course is considered "passed" when each component receives a grade of "passed".

The curriculum may also contain courses for which grade-based assessment is neither required nor possible (e.g. courses on character-building), but which can be allotted ECTS credits. Such courses will be graded with "credit/no credit".

If participation in the course is not possible at the scheduled time, the course must be made up at a later date, or the course instructor must verify that the student made up the content of the course in question on an individual basis outside of the class.

The successful completion of the internship (FH Diploma and FH Bachelor degree programs) is based on the achievement of all mandatory and specified partial requirements. In exceptional cases the Dean may give written permission for extensions of deadlines. Repeating internships due to a not passing grade is not possible, and the guidelines regarding repeat and commission examinations are not applicable in this case. The student may submit a written petition to repeat the entire academic year (in which the internship was to be completed), and such a request may be granted, based on perceived potential for successful completion of the program.

## Deadlines for Scoring Exams

Results of written examinations and grade assessment in courses with inherent exam character are to be disclosed in writing to the school administration no later than two weeks after the exam was held or, respectively, after the course in question has ended. Students will be notified of their grades by the administration.

The result of oral examinations is to be given to the students by the end of the day of the exam.

Unexcused failure to appear for an exam on a predetermined examination date will be graded as “not passing.”

Once the grades are announced, at least one date will be provided for all students to review the written exam. The instructor’s presence is required at the time of the exam review.

In the case of a “not passing” grade, the date for exam inspection must be at least *two weeks before the retake examination*.

Should the student fail to follow the attendance regulations (attendance regulations are specified in the respective Syllabus at the beginning of the respective academic year), and course merit thus not be ascertainable, the course is to be graded as “not passing.”

Successful completion of all courses for which a student is registered in an academic term will be confirmed in writing (Grade Report) with the student once the term ends.

## Retake Examinations

A missed or not passed course final examination may be retaken twice (once as a retake and once as a commission exam). The examiner for a retake examination is the instructor of the respective course. Should the course instructor be unable to conduct the examination, the Dean (or the Chair of the Examination Commission) will appoint an expert substitute.

The first retake examination follows the examination guidelines (i.e. either written or oral) outlined in the syllabus. The results of written examinations must be submitted to the school administration no later than one week after the exam takes place.

The second retake examination, the commission exam covers the content of the whole semester, comprises an oral and a written part. The examination committee is made up of one Chair and two committee members, whereby all members of the examination committee are required to be present for the entire duration of the oral exam.

A maximum of three days may separate the written part from the oral part of the commission retake examination.

The commission retake examination is considered “passed” when the sum of the grades from both parts consists of at least 60%. The final, overall grade is determined by the average (mean) percentage of the two parts. The student must be informed of the grade following the exam, and he/she has the right to view the examination protocol.

The first retake examination in a course with inherent exam character is also to be given in the form of a written exam. Should the first retake examination not be passed, a second retake examination in the form of a commission examination will be held as explained above.

Should an assigned written project, paper, or report in a course be given a grade of “not passing,” the student shall be granted a reasonable extension in which to resubmit the required assignment. A second grade of “not passing” of an assignment leads automatically to a commission exam, in which the written component is comprised of the assigned project and the oral part which covers the course’s theoretical material.

As a rule, retake exams (both first and commission retake exams) in foreign languages contain oral and written components.

Should a student fail to pass the second retake examination, he/she will not be allowed to continue his/her studies.

Should a commission retake examination be “not passing,” the student may submit a written petition to the Dean to repeat the entire academic year. Such requests may be granted at the Deans’ discretion and are based on perceived potential for successful completion of the program.

### Dates and Deadlines for Retake Examinations

will be published to the students at least two weeks before the exam date. The following rules apply:

- The first retake examination is to be taken within the first weeks of the following semester.
- If necessary, the commission examination is to be scheduled within four weeks following the first retake exam.

Exceptions to this policy may be made in exceptional cases at the discretion of the Dean.

The length of time between a final semester exam and a first retake exam or between a first retake exam and a commission exam must be at least two weeks. Retake exams generally must take place in the beginning of the following semester.

In the case when the exams are taken in the semester immediately preceding the internship and graded as “not passing,” the retake examinations can be held at the beginning or in the course of the internship semester in adherence to the prescribed regulations, should the student request such a retake and based on the examiner’s availability. In other cases, retake examinations automatically take place at the beginning of the semester immediately following the internship semester.

### Formal Guidelines

The proceedings of oral retake exams are to be recorded in writing. The form can be obtained in the Administration office.

The protocol must contain the following details:

- Date, time, and length of exam
- Examiner name or member of exam committee
- All exam questions (including supplementary questions)
- Grade basis/grounds for assessment of merit.

Oral examinations are open for public attendance to those who show interest. The number of auditors is limited to the available audience space.

### Examination Protocols

The Chair of the Examination Commission must keep a written record of the exam. The protocol should contain:

- Examination subject
- Names of all members of the Examination Commission
- Student’s name
- All exam questions, and the grade
- Grade basis/grounds for assessment

The exam protocol has to be signed by the examiner or by the chair of the Examination Commission and will be archived along with all examination materials for at least one year following the release of the exam results.

## Grade Reports

At the end of each semester a grade report containing all individual course grades for the previous semester will be issued. The formal specifications for a grade report are as follows:

- Name and identification number of the degree program
- Semester for which the transcript is being issued
- Students’ first and last name
- Students’ identification number and date of birth
- Course title and code
- Grade and ECTS credits for the course
- Date, institutional seal, and Dean’s signature

Original grade reports will be distributed to the students, and copies of the reports will be retained in students' files.

In addition, grades for individual courses, examination dates, and ECTS credits will be recorded in transcripts, which will be distributed to each student either upon successful completion of or upon termination of studies. Grade reports are strictly issued in the language of instruction of the University, and the official copy is granted only once.

## Validity and Invalidity of Examinations

Examinations and research papers can be announced as invalid if proof is provided that a student used unauthorized assistance during an exam or if the student is proven not to have followed the course instructor's prescribed guidelines.

In both cases, the student may immediately be expelled from the exam.

The validity/invalidity of examinations is decided by the instructor in consultation with the Dean. A grade of "n.b./n.c." on the grade sheet stands for "nicht beurteilt/no credit," the grade equals to "not passing". The guidelines for exam retakes and for failed exams apply to invalid exams.

## Legal Guidelines for Examinations

Appeals against the results of an examination may not be made.

If the exam was not conducted according to prescribed guidelines (e.g. time limits were not adhered to), the student may submit a petition for grade cancellation (plausibly documenting the breach of guidelines) to the Dean within two weeks from the release of the results.

Supporting documentation for merit assessment (e.g. corrected/scored versions of written exams, written exams, and reports) must be archived for at least six months following the publishing of the grades. Examination protocols are to be archived for at least one year following the publishing of the grades.

**Amendment to the Examination Regulation of the Lauder Business School for the FH Bachelor Program 'Intercultural Business Administration' and the FH Master Program 'Intercultural Management and Leadership'**

### Timeframe and Deadlines

In case the unbound copy of the bachelor work/master thesis has not been submitted within the announced deadline (min. 60 days prior to the first day of the commission examination) without a written statement of the candidate about the reasons for not submitting it, the same regulation is applicable as a non-approval of a bachelor work/master thesis.

If the candidate did not submit the unbound copy within the deadline, but explained in writing the causes for not handing in the work to the coach or the dean, he/she shall be granted the possibility to hand in the unbound copy within the respective deadlines of the successive 12 month (winter and summer semester).

If the candidate did not submit the bound copy within the deadline, he/she shall be granted the possibility to hand in the bound copy of the bachelor work/master thesis within the respective deadlines of the successive 12 months (winter and summer semester). In case the work has not been handed in at either of these two deadlines the candidate will be ex-matriculated.

## 2.6 Lecture feedback

Standardized and regular feedback about the lectures is an important instrument to design and improve the curriculum and the respective lectures. Therefore students are asked to participate once a semester to give structured feedback about the lectures. An invitation to participate with the respective link to the electronic survey tool will be sent via e-mail. To grant anonymity of the participants and highest data protection possible, students need to draw random numbers like in a lottery - this drawing will be organized by the respective class representatives. These random numbers function as the passwords for the feedback. After analysis of the data, the results will be discussed between the Dean and the respective lecturer in person to derive results from this feedback process. Any other lecture feedback is highly welcome and should be brought forward to the lecturer or Dean through the class representative.

## 2.7 Bachelor Theses

The Bachelor of "Intercultural Business Administration" degree program comprises two Bachelor theses.

These papers should be relevant to the students' degree program and should demonstrate the students' ability to independently treat a topic relevant to his/her career or education while adhering to academic standards and methods (as published in the manual "Requirements and Academic Standards for Scientific Papers" for LBS students). The papers should be substantive (20-25 pages each) and completed in a timely manner (deadlines to be announced).

### First Bachelor thesis

The first Bachelor thesis must be written in the fifth semester on an elective topic (from Module SBA or Module SBB) within the business administration field of specialization. Additionally, the student must draw on supplementary course content from one of the following Modules: IT Specialized Applications (ITS), Specialized Economics (SEC) or Specialized Business LAW (SBL).

The instructors of the relevant courses in business administration are responsible for advising and grading the papers.

The following general timeframe is to be adhered to (the exact dates will be announced to students either via bulletin-board posting or in the relevant courses at the beginning of the semester in question).

By the end of the second week of November, the student has to inform the course instructor of the topic and to submit an abstract. The completed paper is to be submitted to the course instructor at latest by the end of the second week of January.

The deadline for scoring papers is two weeks; in all cases, the grading process should be completed by the last day of the semester.

### Second Bachelor thesis

The second Bachelor thesis is to be conceived as an insightful, theoretical practical paper or project.

The topic of this paper/project should reflect on one hand the area of specialization (Specialized Business Administration A/SBA or Specialized Business Administration B/SBB - but should be conceived independently of the first Bachelor's thesis); on the other hand, it should also focus on the chosen field of the internship (under guidance of the advisor for the internship semester; Course = Repetitorium, Collateral Revision Course).

The instructors of the relevant courses in Business Administration or the internship semester advisor are responsible for advising and grading the papers/projects.

The following general timeframe is to be adhered to (the exact dates will be announced to students either via bulletin-board posting or in the relevant courses at the beginning of the semester in question):

By the end of the second week of March, the student must inform the course instructor of the topic and to submit an abstract. The completed paper has to be submitted four weeks before the date of the commission Bachelor examination at the latest. The deadline for scoring papers is two weeks.

The rules for courses according to the Examination Regulations also apply here to grading guidelines and the possibility of repeating the assignment.

## Commission Bachelor Examination

The Bachelor examination is a commission exam in front of an expert examination committee comprised of:

- the Dean
- one course instructor from each business administration specialization area (2)
- one course instructor from an intercultural course
- the student's advisor (teaching or research personnel) for the internship semester

The prerequisites for taking the final degree-conferring Bachelor examination are

- approval of both bachelor's theses
- passing grades in all fifth-semester courses
- Successful completion of the internship semester

The Chair of the examination committee must keep a protocol of the exam.

### Evaluation of the Bachelor Examination

adheres to the following criteria for merit assessment:

Failed	not passing exam (or exam component/s)
Passed	minimum passing grade in all exam components
Passed with credits	average grade $\leq 1.4$
Passed with honors	average grade $\leq 1.2$

A "failed" or "no credit" commission Bachelor examination may be retaken twice.

Failing to appear at the scheduled time for an exam - without acknowledged written grounds before the beginning of the exam - will be treated as a "failed" examination.

The decision on the suitability of grounds for failing to appear relies solely on the Dean's discretion.

The student must be informed regarding the criteria for assessment and the results of the Bachelor exam following completion of the exam.

Students from international partner universities are subject to the valid examination regulations in currently published form.

## GRADUATION

The graduation ceremony is one of the most attended events of the students' years. It is a joyful and unforgettable day not only for all the graduates, but as well as for their relatives, professors, members of this educational institution and guests of honour.

This academic ceremony takes place at the LBS Auditorium accompanied by presentations, speeches, student videos, and most of all by the happy atmosphere created by all the participants.

All students attending LBS are very welcome to contribute to organizing this event; their ideas and collaboration are highly appreciated and expected. Please contact your class representatives or Ms. Seebohm at the Administrative Office.

## 2.8 Definitions of Important Terms and Phrases

### Accreditation

of a course is the granting of credit for the course, corresponding to the credits (ECTS) earned for that course, generally at another institute of higher education.

The students who are willing to apply for accreditation on a respective course are kindly asked to fill out the Accreditation Application Form

- add the respective proof that the credits have already be earned for the subject at an other academic institute of higher education,
- discuss the issue with the respective lecturer (based on the respective papers)
- provide the agreement of the respective lecturer (signature on the paper)
- finally hand in all documents at the Academic Administration Office prior to the deadline of Accreditation (which will be announced at the beginning of the semester).

In case of not meeting those (see above) formal requirements - the accreditation application will not be processed and the consequence is no accreditation.

The status on the individual accreditation will be given in writing within two weeks from the accreditation application date.

### ATTENTION:

- o Accreditation can only be granted if the number of grade points (ECTS) of the respective course is not higher than the number of points accumulated by previous learning.
- o Accreditation can only be granted for a course if its language of instruction has been English
- o Courses that have been passed, respectively credit points that have been earned longer than five years ago (Bachelor) cannot be accredited.
- o Be aware that the programs offered at LBS are designed in a consecutive manner, so one course may provide special knowledge - a basis on which the successive course in the next semester will be built on - please consider before you request accreditation.
- o Accreditation of language is based on a mandatory entrance examination in the selected language. Notice that all offered languages start on beginner level - students may not select a language when having a higher proficiency in the respective language than a beginner, thus accreditation in a language usually will only be granted in the first semester.
- o Courses of the higher semesters cannot be subject to accreditation!

### Commission Examinations

are exams held in front of an examination committee. In case of failure, students may not continue their studies any further; but they may reapply for the upcoming Academic Year.

### Comprehensive Examinations

are exams that assess merit in more than one subject area

### Course Examinations

are exams that assess knowledge and skills imparted in a particular course

### Courses with Inherent Examination Character

are courses in which merit assessment does not rest on a single examination. Instead, multiple written and/or oral components (presentations, projects, homework etc.) form the grade basis.

### ECTS Credit Points

are awarded according to the European Credit Transfer System. They serve as inter-nationally comparable standards to evaluate the work of students at post-secondary educational institutions.

### Modules/Core Courses/Specializations

are core areas of study in the degree program, to which courses are assigned as outlined in the curriculum guidelines.

### Elective Required Courses (Language)

Have to be selected according to regulations outlined in the curriculum. Following selection, the courses become compulsory and are treated as required courses.

### Examination Assignments

are theoretical, and/or experimental, and/or practically-oriented written exercises that must be completed during an examination.

### Individual Examinations

are conducted on a one-on-one basis.

### Internship/Practical Semester

is carrying out vocational training/employment in the professional field, as outlined by the applicable degree program and curriculum. Among other things, the internship semester challenges students to practically apply the theoretical knowledge and skills they have acquired, to further develop key competencies, and to assess their own intellectual and vocational skill sets.

### Oral Examinations

are exams during which questions are answered orally

### Required Courses

are compulsory courses for the degree program and curriculum

### Subjects

are areas of study in which concepts and methods are imparted through multiple, related courses.

### Subject Examinations

are exams that assess merit in a particular subject. Subject exams are major exams when the exam grade comprises 50% or more of the course's final grade.

### Written Examinations

are exams in which questions are answered in writing

### Educational Training Contract

All accepted Bachelor Students will receive the Educational Training Contract together with the Official LBS Enrollment Documents. This Contract legally binds two parties, meaning the Lauder Business School, University of Applied Sciences, and the respective student. If the student violates the terms of this contract, he/she will be faced with the consequence of leaving this Educational Institution. All students will receive the signed copy of the Educational Training Contract from the Dean and the Managing Director once they have completed the registration for the Statistic Austria.

### ÖH Beitrag

Compulsory membership to the Austrian National Students Union (ÖH) - Pick up the payment slip at the Administration Office at the beginning of every semester or ask Ms. Seebohm for further details.

## 2.9 Important Rules and Regulations

This is a very comprehensive summary of the applicable rules and regulations when studying at a University of Applied Sciences, respectively at Lauder Business School

### Admission procedure

LBS can only offer 60 study places (BA Program) per each academic year, so all applicants have to take part in an admission interview, the best candidates will be accepted.

### Attendance

in classes is mandatory (by law). Students can miss a certain percentage (please check the Syllabus of the respective course) of the weekly amount of hours indicated in the study program. Block seminars must be attended 100%. A course is considered a block seminar when it has more than four hours a day. Violation of the rule of attendance leads to an incomplete in grading which is equal to "not passed".

### Consecutive program

all courses of each semester must be passed positively in order to continue with the next upcoming semester

### Code of conduct

Students must act according to the educational contract. Students shall behave in a way that does not harm the reputation and interests of LBS. Professional - according to business standards - communication is required, at all times: personally, on the phone and in writing.

### Dress code

students are required to dress accordingly, meaning no short pants (male and female), no tank tops, no beach or clubbing attire, no jogging outfits, no pajamas and slippers (yes, it happened!). No shirts with religious or political slogans that may be insulting to others.

### No food or drinks

in classrooms but beverages in plastic bottles. NO ALCOHOL on Academic CAMPUS!

### NO SMOKING IN BUILDINGS

Only in designated areas - outside where ashtrays are placed. Please remember: An ashtray is an ashtray (not a garbage can!)

### No littering

on premises. Once you leave a classroom, any public area (inside or outside), take all papers and empty bottles with you and/or to the next garbage can.

### Punctuality

We at LBS are on time! It is a matter of politeness to be on time. If students are late to class it may result in missing one hour, depending on when the lecturer takes attendance!

### No leaving class

except during the break as announced by the lecturer. Whatever you have to do - checking e-mails, taking a phone call, writing an SMS, having a coffee, going to restrooms, ... do it before the classes, during breaks and after classes.

### No cellular phones

in classes. Turn off your cellular phones.

### Lap tops

may only be used in classes when required. Follow the instructions of your lecturer.

### No damage of property

(e.g. disposing your chewing gum under the table is considered damage).

### Visitors on campus

students can invite guests to show the campus, but in order to make these visits legal, the visitors must register at the administration. Remember: each person is fully responsible for his/her guest.

### Parking

Students are not allowed to park their cars on the premises (sorry, but we simply do not have enough space). Parking lot is reserved for staff and faculty.

**E-mail**

Every student is assigned an e-mail account, and should check it as often as possible. Empty your mail box when full (or better before). The Administration often imparts vital information to the student body via email and each student is held responsible for keeping him/herself informed.

**ID**

In case you failed a commission exam or are expelled from LBS due to other reasons you must return your ID.

**Participation**

Students are encouraged to actively participate in classes, and should help to build and improve our academic community. Suggestions for improvement are always welcome.

**LBS Logo, Stationary**

can only be used by authorized persons. Students are not allowed to use the logo, or stationary or any official papers of LBS. If the logo should be applied to projects or presentations, authorization by the Dean is required.

## 2.10 Internet and Network Usage Policy

This document constitutes a FH-wide policy for the appropriate use of all LBS computing and network resources. It is intended to provide effective protection for individual users, as well as equitable access and proper management of those resources. These guidelines should be interpreted broadly and are intended to supplement, not replace, all existing laws, regulations, agreements and contracts, which currently apply to those resources.

Access to the LBS networks and computer systems is a privilege and not a right. Access is granted subject to FH policies and local, state and federal laws. The contents of all storage media owned or stored on FH computing facilities are the property of the FH. Appropriate use should always be legal and ethical, reflect academic honesty, conform to Community Life Standards and the mission of the institution as stated in the FH catalogue, and show restraint in the consumption of shared resources. Users should demonstrate respect for intellectual property rights; ownership of data; system security mechanisms; and individuals' rights to privacy, freedom of speech and freedom from intimidation, harassment and annoyance.

The FH is not responsible for the illegal, unacceptable or unethical use of the information technology environment including computer and computer networks or electronic communication systems.

### Authorized Use

Authorized use of LBS-owned computing and network resources is that which is consistent with the education, research and service mission of the FH and with this policy.

The FH's networks and computer systems are maintained for use by users in connection with FH-related matters. Authorized users are any currently enrolled students, active or adjunct faculty members, and full-time or part-time employees. Each user will be authenticated periodically to verify these requirements. While the FH will attempt to respect academic freedom in the use of its information technology environment to achieve academic objectives, any user may be denied access to these resources for any reason. No denial of access shall be interpreted as any attempt to control academic freedom.

It is the user's responsibility to be aware of the potential for any possible effects of manipulating information and to continuously verify the integrity and completeness of information. Users are responsible for the security and integrity of FH information stored on FH-owned equipment.

## FH Access and Disclosure

Authorized access to data or information entails both privilege and responsibility, not only for the user, but also for the FH. While the FH will treat information stored on its equipment as confidential, the FH cannot guarantee confidentiality of stored data. Users should be aware that use of data networks such as the Internet and electronic mail and messages will not necessarily remain confidential from third parties outside the FH in transit or on the destination computer system, as those data networks are configured to permit fairly easy access to transmissions. However, there is no expectation of privacy or confidentiality for documents and messages stored on FH-owned equipment. Additionally, e-mail and data stored on LBS's network of computers may be accessed by the FH for the following purposes:

- Creating backup copies of media
- Troubleshooting unauthorized access and system misuse
- Retrieving business-related information
- Investigating reports of violation of this policy or local, state or federal law
- Complying with legal requests for information
- Rerouting or disposing of undeliverable mail

Users of electronic mail systems should be aware that, in addition to being subject to authorized access, electronic mail in its present form cannot be secured and is vulnerable to unauthorized access and modification by third parties. The FH retains the right to monitor and restrict users for any reason that degrades performance of the information technology environment. Because of the open nature of the Internet, the FH cannot be held responsible for what content the user might encounter. The FH reserves the right to inspect electronic mail usage by any person at any time without prior notice as deemed necessary to protect business-related concerns of the FH to the full extent not expressly prohibited by applicable statutes.

## Examples of Improper Use

Though not exhaustive, the following list is provided to emphasize that these activities are NOT allowed on the LBS networks or computer systems: hacking; unauthorized use of facilities, account access codes, privileges or information; using the Internet for purposes outside of academic, administrative and research activities; any activity that violates the laws, regulations and rules, whether federal, state, local or FH; wilful destruction or damage to computers or data; unauthorized monitoring of communications equipment; violation of network security or attempts to break password restrictions; use of network or computer environment for private enterprise; any use for any private commercial enterprise, monetary gain or business outside of the FH; use of another user's password or any access code; use of electronic mail for the distribution of unsolicited information or advertising; violations of any software licenses or any copyright; violation of any person's or entry's right of privacy creation or forwarding of chain letters; sending universal or spammed mail; defamation or any conduct that is offensive or threatening to any individual or group; accessing obscene pornographic or hate-based material or web sites; accessing hacker or cracker material or sites; posting, sending or acquiring sexually explicit or sexually oriented material, hate-based material and hacker-related material; creating, installing or spreading computer viruses of any type; attempting system crashes; sharing a user account with another; and unauthorized access to private information or any information belonging to another.

## Improper Use Penalties

The FH retains the right to unilaterally limit access to the information technology environment for improper use or for any other reason. All procedures, hearings, evaluations and investigations are at the discretion of the FH and need not be provided in any particular situation. Neither the following subsections nor this policy grant users any right to access LBS computers and network systems under its control or any right to a review by hearing or investigation when the FH denies access to its information technology environment.

- Any violation of these policies should be reported to the Network Administrator. If the Administrator is not available, report the violation to one of the following: Academic Office or the Administration Office.
- In the situation of a student violation, the Student Affairs Office will be contacted for possible disciplinary action under these guidelines.
- LBS recognizes the occasional use of network and computer systems for personal matters; however, this should be limited to not more than 10 percent of business usage per IRS rules and regulations. In the situation of employee violations, the Human Resources Office will be contacted.
- Any employee who violates these policies may be subject to discipline, up to and including termination.
- Wilful attempts to bypass security will bring immediate and indefinite termination of access to the information technology environment.
- Any user whose use of LBS computers and network resources has been limited or terminated or who has been denied use and desires to have such action reviewed should make such a request in writing to the chief information officer of the FH.

### Limitation of Liability

Although the FH tries to provide a stable and accurate computing environment, from time to time hardware and/or software errors or errors of other types may arise. The FH does not warrant the accuracy of its computers, hardware, software, network, communication systems or any part of it, including documentation, advice or consultation. The FH does not guarantee access to the information technology environment. The FH shall not be liable for any incidental, consequential or actual damages, even if advised of the possibility thereof. In no event shall the FH, or any employee or department, be liable for the failure to provide access to the information technology environment.

## 3 STUDYING IN THE MASTER PROGRAM

### 3.1 Program structure of the Master in Intercultural Management and Leadership

All currently offered programs at LBS are full-time study programs - meaning classes may be scheduled between 8.00 and 21.00 during the week. In general it is neither possible nor recommended to combine working and studying.

The published academic calendar is binding and includes important dates such as start and end of the academic year respectively the semesters, holidays and breaks.

Be aware that the schedule (rescheduling classes) is always preliminary and subject to change.

Pursuant to section 3 sub-section 2 § 1 of the Fachhochschule Studies Act (Fachhochschul-Studiengesetz, FHStG) as amended, an FH study program must be designed in such a way that it can be completed in the prescribed time. Principally, attendance is obligatory for all courses unless this is precluded by the teaching method. For this reason, only one FH degree program can be attended at a time.

The curriculum is composed of several modules (as described below):

the Curriculum is structured following the process of decision making, and this process consists of:

- Prerequisites for Decision Making
- Process of Decision Making
- Planning, implementing and control, until the 3<sup>rd</sup> semester, are conducted as project-based-learning; meaning study work in two to three real projects in co-operation with Companies. The acquisition of knowledge is student-centred and related to the prerequisites they need.

All taught courses and project work are of utmost significance for successfully completing a master thesis.

#### Career Management & Personal Development Modules

In these modules, meaning during the entire study program, there is a follow-up through Feedback, Assessment Methods, Coaching and Mentoring. Knowledge and ability/skills are gained with regard to self control and effectiveness, drawing ideas on their future career steps while studying and after completion of their studies. The list of courses covering this module ranges from Personal Assessment to Personal Development and Strategies.

#### Research Modules

Gained, respectively absorbing the practical & methodological competences for scientific work with special focus on empirical research. There will be trained specifically the abilities/skills of inter-disciplined combination of field of knowledge and the consideration of intercultural dimensions, which are bound to the influencing factors and research design. The list of courses covering this module ranges from Scientific Methods and Tools, Intercultural Dimensions of Research and Method Workshops.

#### Management and Leadership Modules

Absorption of practical and methodological knowledge in the area of Management or Leadership, Leading concepts and implementation; Decisions and Acting concepts as a Leading competence

(operating, deciding, taking responsibilities); social and particular intercultural competences with regard to planning, controlling, and delegating); ability to be critical, reflexive argumentation of the problems of (multicultural) leading (self management, team management, etc.). List of courses covering this module ranges from Introduction to Management & Leadership to Dimensions of Leadership.

### **Advanced Concepts of Business Administration Modules**

This module aims at gaining ability in decision-making in strategic and operational management, as well as the ability to transfer knowledge, risk analyses, resources, and process planning. The list of courses covering this module starts from Contemporary Concepts of Finance and Investment to Knowledge Management.

### **Career Management and Personal Development Modules**

Further development of personal, respectively leading competences, with assistance through Coaching, Mentoring, methodological and practical competence in Assessment area and self assessment; Decision making competence with regard to planning and executing; systemic competence, constructive input on giving feedbacks, critical reflection and input from acting alternatives (and transfer to the LBS Alumni association). The lists of courses covering this module range from Performance Management to Personal Audit.

### **Project Management and Framework Modules**

Absorption of practical and methodological knowledge in Project Management, training of social competences (intercultural communication) and self competences (acting, leading, and learning) from planning, leading, and evaluation of general projects applied in special cases of the module "Applied Business Administration". The lists of courses covering this module start from Project Set-up to Project Finalization.

### **Creativity and Innovation Management Modules**

Absorption of practical and methodological knowledge, building up personal competences (creativity, working style, way of thinking), as well as management - from innovation to technology and intellectual work in companies. The lists of courses covering this module start from Management of Innovation to Management of Intellectual Property.

### **Geopolitical, Economic and Legal Environment Modules**

- Gaining knowledge of the geopolitical, economic, and legal frameworks and their influence to the internationally operating companies.
- The ability to interpret economic and political development, as well as build up legal guidelines.

The lists of courses covering this module start from Geopolitical Relations to Economic and Legal Framework.

### **Research Modules**

The lists of courses covering this module start from Scientific Research for Master Thesis to Method Workshops.

### **Applied Business Administration and Management Modules**

Implementation of operational strategies, responsibility, self management and team leadership, oriented process learning, further development of social competences in communication, in

relationship with intercultural topics, problem fields, and conflict handling; management of personal resources (time, knowledge, productive efficiency, creativity).

## 3.2 APPLICATION & ADMISSION PROCESS

Begin of the Application Process: November (Fall Term)

End of the Application Process: June (Spring Term)

### Admission requirements

#### Relevant Bachelor's degree and equivalent post-secondary diploma

The prerequisite for admission to a FH Master's degree program (cf. section 4, sub-section 2 FHStG, as amended) is a completed FH Bachelor's degree program in the same field or a completed equivalent program at a recognized domestic or foreign post-secondary educational institution. This must be an educational institution offering programs that last at least six semesters, requiring the general matriculation standard pursuant to this federal statute for admission, and known as a post-secondary educational institution pursuant to the legislation of the country where it is located. In the case of Bachelor's programs not regulated by accreditation, the head of the degree program or the FH teaching board will decide whether it fulfils the relevant admission requirement. Information about which Bachelor's or post-secondary programs qualify as relevant admission requirement for certain FH Master's degree programs is available from administrators or heads of degree programs.

The academic and pedagogical basis for a FH degree program is centered on practical training. Applicants should have a minimum of one year's work experience (with a minimum of 22 weeks continuous employment).

### Qualifications and Competences Profile

- Qualified to lead in the defined occupation areas
- Competences in understanding different operational fields as well as solving different problems
- Qualified to deal with moderating, creativity techniques, time management, self marketing (career management), intercultural communication, target orientation, decision making

The Application Form as well as the Checklist of the required application documents can be downloaded directly from the LBS website, under Academic Programs, Master.

### Steps of the Application & Admission Process

Applicants can apply to study at LBS through the website contact form

Applicants can download from the LBS website ([www.lbs.ac.at](http://www.lbs.ac.at)) the Application Form as well as the Checklist of the required application documents.

The Application Package should then be submitted to Mag. (FH) Roksela Miha ([roksela.miha@lbs.ac.at](mailto:roksela.miha@lbs.ac.at)) either per post, via e-mail or fax.

Once the Application Package has been received, the Admission Process commences.

The Admission Process consists of a Master Assessment, which takes place at the Lauder Business School in Vienna. The attendance of this Master Assessment is obligatory for all master applicants. The Master Assessment may take 3-4 hours, depending on the number of persons in the group. All

the group work, brainstorming session, on the spot marketing ideas, elaboration of case studies, etc., will help in evaluating the skills and competences of the applicant.

In case the applicant is approved as a student of the LBS, he/she will be informed about all the steps which have to be taken until the first day of the Academic Year.

**Important Note:** All accepted students who need a visa to come to Austria should start the visa application process as soon as they receive the Official Enrollment Package from the LBS. Please bear in mind that the visa application process takes one to two months. The Checklist of the required visa application documents can be downloaded individually by all applicants from the LBS website. For all questions regarding this subject, please contact Dr. Roberta Blum, [roberta.blum@lbs.ac.at](mailto:roberta.blum@lbs.ac.at)

The Academic Administration of the Lauder Business School as well as the Admission Office will individually guide and provide any necessary support to all potential applicants of the Master Study Program in Intercultural Business Administration.

## Entry and Visa formalities/Residence Permits

All Students should always carry a valid passport/ID card during their stay in Austria.

### Formalities applying to EU citizens:

- EU citizens do not need a visa to travel and stay in Austria
- They must register at the Municipal Authority of the respective district where they are accommodated in Vienna
- The registration must be done within the first 3 months of their stay with receipt of a confirmation of registration
- Documents required for this registration:
  - Valid identification card or passport
  - Proof of health insurance
  - Confirmation of studies at the LBS
  - Signed registration form (Meldezettel)

Please note that if you ignore these regulations a severe fine may be imposed on you!!!

### Formalities applying to non-EU citizens:

- Non-EU citizens must apply for and be granted a residence- & travel visa D+C for Austria
- Application for this type of visa must be done at the Austrian Embassy in their home country after acceptance to study at LBS
- The granting of this visa may take 1-2 months
- It is highly recommended to apply as soon as you are accepted as a student at the LBS
- Documents required for the visa application:
  - Fully completed and signed application form for a residence permit for study purposes (available from the Austrian diplomatic authorities and the embassy)
  - A passport photo
  - A copy of a valid passport
  - Birth certificate - certified translation
  - Notification of admission from the University of Applied Sciences (enrolment letter)
  - Proof of financial means to finance one's stay or proof of the granting of a scholarship
  - Proof of accommodation in Austria
  - Police record certificate of good conduct - certified translation, not older than 3 months
  - Proof of health insurance

All documents must be submitted in original and photocopy. Documents have to be submitted together with a certified German or English translation, and Apostille.

Once the student is accepted, he/she will receive a Checklist on the visa application documents per e-mail that are provided from LBS and the ones from him/her individually.

For more information on this subject, please contact Dr. Roberta Blum, [roberta.blum@lbs.ac.at](mailto:roberta.blum@lbs.ac.at)

Important Note: None of the non EU students can travel to Austria without a visa

### 3.3 Registration

#### Important points

- All students must pay the tuition fee (363,36€ per semester, 726,72€ per Academic Year) within the deadline set by the LBS.
- Students may contact the Administrative Office to make cash payments for tuition, dining and housing fees as well as to pick up mail, register complaints regarding IT issues and make general inquiries.
- Students may contact Ms. Dagmar Kreuzer ([dagmar.kreuzer@lbs.ac.at](mailto:dagmar.kreuzer@lbs.ac.at)) at the Office of the Jewish Heritage Center regarding check-in and registration at the LBS Campus as well as all issues to do with the dormitory and the mensa.
- Welcome & Orientation
  - Hold on the first day of the Academic Year
  - All freshman will receive a folder with detailed information and instructions to follow
- Students may contact the Academic Administration Office for:
  - Granting the Official Enrolment Confirmation of Studies (with this confirmation you can open a bank account in Austria, get a public transportation ticket, register for health insurance, register in Austria, etc.)
  - Information regarding the schedule, books, Health Insurance Application, Application for the visa, different announcements, rules & regulations of LBS

#### Student ID card

Every student will receive the Student ID card at the beginning of the Academic Year. A picture will be taken individually of everyone on a prescheduled date.

This Student ID card must be presented when going in for the exams, to gain access to the library, borrow books, get discounts in different museums, discounts on transportation tickets, etc.

#### Statistic Austria

It is a legal requirement for all new students to register for the Statistics Austria. This registration is done online, and it is organized by the Academic Administration in co-operation with the student. A date will be scheduled during the 3<sup>rd</sup> week of October in which the registration for the Statistic Austria will take place and will be announced to all the students. Once this registration has been completed, all students are given their Educational Training Contract as well as their personal Student ID card.

### 3.4 Examinations

Regulations for all Exams are stated in the Exam Regulations which you will find in the following chapter.

Students must finish all subjects of the respective semester with positive grades in order to be transferred to the next (higher) semester.

Exams must be taken when scheduled - all major exams must be scheduled in cooperation with the academic administration. A retake is the exemption, not the rule. The commission exam is the last chance - students should not challenge their luck too often!

The Dean and all members of the faculty of LBS strictly enforce academic code of conduct - thus no form of cheating will be tolerated.

The attempt to cheat, even the suspicion of having cheated, leads to strict measures.

In order to participate in the exam, students must have with them in the examination room/seminar room the following: an ID, a pen/a pencil, (beverage in plastic bottle), and an eraser if necessary.

**Absolutely no cellular phones, I-pods, palm pilots, lap tops, etc.!**

The suspicion of cheating is enough to take away the exam paper and ask the respective student to leave the examination room.

### **3.5 Examination regulation**

for FH Master programs

#### **Merit Assessment, Testing Procedures**

The Lauder Business School's assessment of merit in the FH Diploma "International Marketing and Management" (discontinued), FH-Bachelor "Intercultural Business Administration," and FH-Master "Intercultural Management and Leadership" degree programs is structured so that all exams take place within the prescribed framework of the respective courses. In this manner the degree conferral is ensured within the prescribed timeframe.

The Spectrum of Merit Assessment ranges from courses with comprehensive final exams to courses with an inherent exam character (merit assessment comprises a combination of partial requirements, e.g. presentations, projects, homework, etc). The type of merit assessment is to be set in the syllabus of the respective course, which should lay out not only objectives for, but also the pedagogical and didactic features of the course. With the exception of the diploma examination, all exams are individual testing.

Students will be informed of examination regulations, time limits, and dates by means of posted announcements, publication in the Campus Handbook, and via the Internet (e-mail).

## The Determination of Success in Studies

follows the examination guidelines as stated on the syllabus of the respective course, as it is determined by the instructor that is responsible for the course. Individual examination achievement is assessed with grades, as prescribed by the Austrian grading system:

1 / Excellent	100-91% of possible points for course
2 / Good	91-81% of possible points for course
3 / Satisfactory	81-71% of possible points for course
4 / Passing	71-60% of possible points for course
5 / Not passing	less than 60% of possible points for course

An exam is considered “passed” when a grade of “passing” or higher is given. A course with inherent exam character is considered “passed” when the combined total of all partial requirements (as stated in the syllabus) exceeds 60% of the possible points for all combined total requirements of the course. Should a course be taught by multiple instructors (multiple components, substantively differentiated), the comprehensive grade comprises the individual grades from the respective components (distribution pursuant to the course syllabus). The course is considered “passed” when each component receives a grade of “passed”.

The curriculum may also contain courses for which grade-based assessment is neither required nor possible (e.g. courses on character-building), but which can be allotted ECTS credits. Such courses will be graded with “credit/no credit”.

If participation in the course is not possible at the scheduled time, the course must be made up at a later date, or the course instructor must verify that the student made up the content of the course in question on an individual basis outside of class.

The successful completion of the internship (FH Diploma and FH Bachelor degree programs) is based on the achievement of all mandatory and specified partial requirements. In exceptional cases the Dean may give written permission for extensions of deadlines. Repeating internships due to a not passing grade is not possible, and the guidelines regarding repeat and commission examinations are not applicable in this case. The student may submit a written petition to repeat the entire academic year (in which the internship was to be completed), and such a request may be granted, based on perceived potential for successful completion of the program.

## Deadlines for Scoring Exams

Results of written examinations and grade assessment in courses with inherent exam character are to be disclosed in writing to the school administration no later than two weeks after the exam was held or, respectively, after the course in question has ended. Students will be notified of their grades by the administration.

The result of oral examinations is to be given to the students by the end of the day of the exam. Unexcused failure to appear for an exam on a predetermined examination date is to be graded as “not passing.”

Once the grades are announced, all students will be provided with at least one date for reviewing the written exam. The instructor’s presence is required at the time of the exam review.

In the case of a “not passing” grade, the date for exam inspection must be at least *two weeks before the retake examination*.

Should the student fail to follow the attendance regulations (attendance regulations are specified in the respective Syllabus at the beginning of the respective academic year), and course merit thus not be ascertainable, the course is to be graded as “not passing.”

Successful completion of all courses for which a student is registered in an academic term will be confirmed in writing (Grade Report) with the student once the term ends.

## Retake Examinations

A missed or not passed course final examination may be retaken twice (once as a retake and once as a commission exam). The examiner for a retake examination is the instructor of the respective course. Should the course instructor be unable to conduct the examination, the Dean (or the Chair of the Examination Commission) will appoint an expert substitute.

The first retake examination follows the examination guidelines (i.e. either written or oral) outlined in the syllabus. The results of written examinations should be submitted to the school administration no later than one week after the exam takes place.

The second retake examination, the commission exam, comprises an oral and a written part. The examination committee is made up of one Chair and two committee members, whereby all members of the examination committee are required to be present for the entire duration of the oral exam.

A maximum of three days may separate the written part from the oral part of the commission retake examination.

The commission retake examination is considered “passed” when the sum of the grades from both parts consists of at least 60%. The final, overall grade is determined by the average (mean) percentage of the two parts. The student must be informed of the grade following the exam, and he/she has the right to view the examination protocol.

The first retake examination in a course with inherent exam character is also to be given in the form of a written exam. Should the first retake examination not be passed, a second retake examination in the form of a commission examination will be held as explained above.

Should an assigned written project, paper, or report in a course be given a grade of “not passing,” the student shall be granted a reasonable extension in which to resubmit the required assignment. A second grade of “not passing” of an assignment leads automatically to a commission exam, in which the written component is comprised of the assigned project and the oral part which covers the course’s theoretical material.

As a rule, retake exams (both first and commission retake exams) in foreign languages contain oral and written components.

Should a student fail to pass the second retake examination, he/she will not be allowed to continue his/her studies.

Should a commission retake examination be “not passing,” the student may submit a written petition to the Dean to repeat the entire academic year. Such requests may be granted at the Deans’ discretion and are based on perceived potential for successful completion of the program.

### Dates and Deadlines for Retake Examinations

will be published to the students at least two weeks before the exam date. The following rules apply:

- The first retake examination is to be taken within the first three weeks of the following semester.
- If necessary, the commission examination is to be scheduled within four weeks following the first retake exam.

Exceptions to this policy may be made in exceptional cases at the discretion of the Dean.

The length of time between a final semester exam and a first retake exam or between a first retake exam and a commission exam must be at least two weeks. Retake exams generally take place in the following semester.

In the case when the exams are taken in the semester immediately preceding the internship and graded as “not passing,” the retake examinations can be held at the beginning or in the course of the internship semester in adherence to the prescribed regulations, should the student request such a retake and based on the examiner’s availability. In other cases, retake examinations automatically take place at the beginning of the semester immediately following the internship semester.

### Formal Guidelines

The proceedings of oral retake exams are to be recorded in writing. The form can be obtained in the Administration office.

The protocol must contain the following details:

- Date, time, and length of exam
- Examiner name or member of exam committee
- All exam questions (including supplementary questions)
- Grade basis/grounds for assessment of merit.

Oral examinations are open for public attendance to those who show the interest. The number of auditors is limited to the available audience space.

### Examination Protocols

The Chair of the Examination Commission must keep a written record of the exam. The protocol should contain:

- Examination subject
- Names of all members of the Examination Commission
- Student’s name
- All exam questions, and the grade
- Grade basis/grounds for assessment

The exam protocol has to be signed by the examiner or by the chair of the Examination Commission and will be archived along with all examination materials for at least one year following the release of the exam results.

## Grade Reports

At the end of each semester a grade report containing all individual course grades for the previous semester will be issued. The formal specifications for a grade report are as follows:

- Name and identification number of the degree program
- Semester for which the transcript is being issued
- Students’ first and last name
- Students’ identification number and date of birth
- Course title and code
- Grade and ECTS credits for the course
- Date, institutional seal, and Dean’s signature

Original grade reports will be distributed to the students, and copies of the reports will be retained in students' files.

In addition, grades for individual courses, examination dates, and ECTS credits will be recorded in transcripts, which will be distributed to each student either upon successful completion of or upon termination of studies. Grade reports are strictly issued in the language of instruction of the University, and the official copy is granted only once.

### Validity and Invalidity of Examinations

Examinations and research papers can be announced as invalid if proof is provided that a student used unauthorized assistance during an exam or if the student is proven not to have followed the course instructor's prescribed guidelines.

In both cases, the student may immediately be expelled from the exam.

The validity/invalidity of examinations is decided by the instructor in consultation with the Dean. A grade of "n.b./n.c." on the grade sheet stands for "nicht beurteilt/no credit", the grade equals to "not passing". The guidelines for exam retakes and for failed exams apply to invalid exams.

### Legal Guidelines for Examinations

Appeals against the results of an examination may not be made.

If the exam was not conducted according to prescribed guidelines (e.g. time limits were not adhered to), the student may submit to the Dean a petition for grade cancellation (plausibly documenting the breach of guidelines) within two weeks from the release of the results.

Supporting documentation for merit assessment (e.g. corrected/scored versions of written exams, written exams, and reports) have to be archived for at least six months following the publishing of the grades. Examination protocols are to be archived for at least one year following the publishing of the grades.

**Amendment to the Examination Regulation of the Lauder Business School for the FH Bachelor Program 'Intercultural Business Administration' and the FH Master Program 'Intercultural Management and Leadership'**

#### Timeframe and Deadlines

In case the unbound copy of the bachelor work/master thesis has not been submitted within the announced deadline (min. 60 days prior to the first day of the commission examination) without a written statement of the candidate on the reasons for not submitting it, the same regulation is applicable as a non-approval of a bachelor work/master thesis.

If the candidate did not submit the unbound copy within the deadline, but explained the causes for not handing in the work in written to the coach or the dean, he/she shall be granted the possibility to hand in the unbound copy within the respective deadlines of the successive 12 months (winter and summer semester).

If the candidate did not submit the bound copy within the deadline, he/she shall be granted the possibility to hand in the bound copy of the bachelor work/master thesis within the respective deadlines of the successive 12 months (winter and summer semester). In case the work has not been handed in at either of these two deadlines, the candidate will be ex-matriculated.

## 3.6 Lecture feedback

Standardized and regular feedback about the lectures is an important instrument to design and improve the curriculum and the respective lectures. Therefore students are asked to participate once a semester and give structured feedback about the lectures. An invitation to participate with the respective link to the electronic survey tool will be sent via e-mail. To grant anonymity of the participants and highest data protection possible, students need to draw random numbers like a lottery - this drawing will be organized by the respective class representatives. These random

numbers function as the passwords for the feedback. After analysis of the data, the results will be discussed between the Dean and the respective lecturer in person to derive results from this feedback process. Any other lecture feedback is highly welcome and should be brought forward to the lecturer or Dean through the class representative.

### 3.7 Master Examinations (FH Master Degree Programs)

The Master examination, which completes the course of study at the University of Applied Sciences, is a comprehensive exam. It is comprised of a Master thesis and an oral commission exam. The approval of the thesis is a prerequisite for the student's authorization to participate in the commission component of the Master examination.

#### Master Thesis

In the course of the Master thesis, the student must independently treat either a conceptual issue relevant on an institutional level or a topic relevant to professional training. The student should thus demonstrate that he/she is capable of carrying out tasks relevant to the chosen career or field within the degree program as well as of reflecting on contemporary research, of devising a sound research design, of using appropriate scientific methods, and of addressing practical concerns from the relevant academic field.

It is allowed that a group of students collaborate on a project. However, arising from the project each collaborator has to hand in an individual master thesis, which has to be in compliance with all stated requirements.

The timeframe for topic approval and scope of work are to be structured so that the course of study can be completed at the earliest possible date for the master examination.

The Master thesis must be composed in English. In case of commissioned or contract theses, the Dean may approve composition in another language, provided the evaluation of the thesis and a defense of the work by the Master examination commission pursuant to the examination regulations is guaranteed.

Professors and part-time instructors in the degree program are available for academic advising during the thesis-writing process. Final approval of the topic, methodology and feasibility follows a consultation with the Dean and approval by her.

The following documentation is necessary for approval and must be submitted to the Administration - by the end of the second semester for the FH Master degree program (the exact deadline will be announced by the Administration):

- 'Master Thesis Application Form' specifying working title, field, research question, methodology, feasibility, and thesis advisor (completed and signed by student and advisor)
- thesis proposal (~3 pages, plus a preliminary bibliography)

The Administrations' signature is binding. Following approval, the thesis topic is formally assigned to the student, and he/she can start writing of the thesis.

Changes to a thesis topic already approved by the Dean are possible only in well-founded, exceptional cases.

Should a modification of the topic occur, the student must submit a written petition to the Dean after first consulting with the thesis advisor. This petition must be handed in four weeks after the beginning of the the third semester of the Master degree program at the latest.

#### Timeframes and Deadlines

The dates and deadlines detailed in the Guidelines for Master Students are compulsory for all degree candidates. The Guidelines for Master Students are published every year at the beginning of the academic year and contain all the relevant dates and deadlines regarding Master theses and Master examinations.

A bound copy of the thesis with a signed declaration must be submitted to the Administration on an annually set date before the first day of commission Master examinations at the latest. Advisors

(coaches) must submit their approval decision regarding approval or non-approval of the thesis within an annually set timeframe following the fixed thesis submission deadline.

The evaluation of the Master thesis is published (made available) in the form of a written report. An unapproved (negatively assessed) thesis can be revised and resubmitted for re-evaluation only once and that within an established timeframe. In such cases, a change of topic is not permitted.

Upon submission of the Master thesis, the author is authorized, by filling in a written form, to restrict access by third parties for a maximum of five years.

This request will be granted if the student can provide demonstrable evidence that the students' own legal or financial interests and/or those of the corporation under whose mandate the thesis was written are at risk.

After the lock flag has been placed on the thesis, only the thesis advisor, the Dean, and, in certain cases, the client, are authorized to access the thesis for the specified timeframe.

## Commission Master Examinations

Authorization to proceed with the commission part of the Master examination is contingent on fulfillment of all prerequisites described in the curriculum, on passing all courses described in the curriculum, and on the writing and approval of the Master thesis.

Students must be notified in due time about permission to proceed with the commission exam as well as about dates for this exam. The commission portion of the Master exam takes place in front of an examination committee which is composed of members of the degree-program faculty. The entire committee is present for the duration of the examination and reaches a decision by collegial resolution.

*The examination committee consists of the following members:*

*For commission Master Examinations (FH Master Degree program)*

- the chair of the examination committee/the Dean
- the thesis advisor
- one course instructor from each business administration project (3)
- one course instructor from an intercultural course module.

The commission examination for the Master degree program consists of a presentation/defense of the thesis and of an exam discussion, which explores intersections between the thesis or project topic (third semester) and relevant subjects from the curriculum. Examiners will place particular emphasis on the proper use of scientific methods.

The evaluation of the Master examination as a comprehensive examination adheres to the following criteria for merit assessment:

Failed	not passing exam (or exam component/s)
Passed	minimum passing grade in all exam components
Passed with honors	average grade $\leq 1,4$
Passed with high honors	average grade $\leq 1,2$

A "failed" or "no credit" commission Master examination may be retaken twice.

Failing to appear at the scheduled time for a Master exam - without acknowledged written reasons before the beginning of the exam - will be treated as a "failed" examination.

The decision of the acceptance of the reasons in failing to appear depends solely on the Dean's discretion.

The student must be informed about the criteria for assessment and the results of the Master exam soon after the completion of the exam.

Students from international partner universities are subject to the valid examination regulations on the currently published form.

## GRADUATION

The Graduation Ceremony is one of the most attended events of the study years. It is a joyful and unforgettable day not only for all the Graduates, but as well as for their relatives, professors, members of this educational institution, and guests of honour.

This breathtaking ceremony takes place at the LBS Auditorium, accompanied by presentations, speeches, student videos, and most of all by the happy atmosphere created from all the participants.

All students who are still studying at the LBS are welcome to contribute to the organizing of this event. Their ideas and collaboration will be expected and highly appreciated.

### 3.8 Important Rules and Regulations

This is a very comprehensive summary of the applicable rules and regulations when studying at a University of Applied Sciences, respectively at Lauder Business School

#### Admission procedure

LBS can only offer 60 study places (BA Program) per each academic year, so all applicants must take part in an admission interview, the best candidates will be accepted

#### Attendance

in classes is mandatory (by law). Students can miss 3 times the weekly amount of hours indicated in the study program. Block seminars must be attended 100%. A course is considered a block seminar when it has more than four hours a day.

#### Consecutive program

all courses of one semester must be passed positively in order to continue with the next upcoming semester

#### Code of conduct

Students must act in accordance with the educational contract. Students shall behave in a way that does not harm the reputation and interests of LBS. Professional - according to business standards - communication is required, at all times: personally, verbally (via phone) and in writing.

#### Dress code

students are required to dress accordingly, that is no short pants (male and female), no tank tops, no beach or clubbing attire, no jogging outfits, no pajamas and slippers (yes, it happened!). No shirts with religious or political slogans that may be insulting to others.

#### No food or drinks

in classrooms (except beverages in plastic bottles)

#### NO SMOKING IN BUILDINGS

Only in designated areas - outside where ashtrays are placed. Please remember: An ashtray is an ashtray (not a garbage can!)

#### No littering

on premises. Once you leave a classroom, any public area (inside or outside), take all papers and empty bottles with you and deposit in the nearest garbage can.

#### Punctuality

We at LBS are on time! It is a matter of politeness to be on time. If students are late to class it may result in missing one hour, depending on when the lecturer takes attendance!

#### Not leaving class

except during the break as announced by the lecturer. Whatever you have to do - checking e-mails, taking a phone call, writing an SMS, having a coffee, going to restrooms... do it before class, during breaks or after class.

**No cellular phones**

in class. Turn off your cellular phones.

**Lap tops**

may only be used in class when required. Follow the instructions of your lecturer.

**No damage of property**

(e.g. disposing your chewing gum under the table is considered damage).

**Visitors on campus**

students can invite guest to show the campus, but in order to make these visits legal - the visitors must register at the administration. Remember: each person is fully responsible for his/her guest.

**Parking**

Students are not allowed to park their cars on the premises (sorry, but we simply do not have enough space). The parking lot is reserved for staff and faculty.

**E-mail**

Every student is assigned an e-mail account, and must check it as often as possible. Empty your mail box when full (or better beforehand).

**ID**

In case you failed a commission exam or are expelled from LBS due to other reasons, you must return your ID.

**Participation**

Students are encouraged to participate in class actively, and shall help to build and improve our academic community. Suggestions for improvement are always welcome.

**LBS Logo, Stationary**

can only be used by authorized persons. Students are not allowed to use the logo, or stationary or any official papers of LBS. If the logo is to be applied to projects or presentations, authorization by the Dean is required.

### 3.9 Internet and Network Usage Policy

This document constitutes a FH-wide policy for the appropriate use of all LBS computing and network resources. It is intended to provide effective protection for individual users, as well as equitable access and proper management of those resources. These guidelines should be interpreted broadly and are intended to supplement, not replace, all existing laws, regulations, agreements and contracts which currently apply to those resources.

Access to the LBS networks and computer systems is a privilege and not a right. Access is granted subject to FH policies and local, state and federal laws. The contents of all storage media owned or stored on FH computing facilities are the property of the FH. Appropriate use should always be legal and ethical, reflect academic honesty, conform to Community Life Standards and the mission of the institution as stated in the FH catalogue, and show restraint in the consumption of shared resources. Users should demonstrate respect for intellectual property rights; ownership of data; system security mechanisms; and individuals' rights to privacy, freedom of speech and freedom from intimidation, harassment and annoyance.

The FH is not responsible for the illegal, unacceptable or unethical use of the information technology environment including computer and computer networks or electronic communication systems.

#### Authorized Use

Authorized use of LBS-owned computing and network resources is that which is consistent with the education, research and service mission of the FH and with this policy.

The FH's networks and computer systems are maintained for use by users in connection with FH-related matters. Authorized users are any currently enrolled students, active or adjunct faculty members, and full-time or part-time employees. Each user will be authenticated periodically to verify these requirements. While the FH will attempt to respect academic freedom in the use of its information technology environment to achieve academic objectives, any user may be denied access to these resources for any reason or for no reason. No denial of access shall be interpreted as any attempt to control academic freedom.

It is the user's responsibility to be aware of the potential for any possible effects of manipulating information and to continuously verify the integrity and completeness of information. Users are responsible for the security and integrity of FH information stored on FH-owned equipment.

## FH Access and Disclosure

Authorized access to data or information entails both privilege and responsibility, not only for the user, but also for the FH. While the FH will treat information stored on its equipment as confidential, the FH cannot guarantee confidentiality of stored data. Users should be aware that use of data networks such as the Internet and electronic mail and messages will not necessarily remain confidential from third parties outside the FH in transit or on the destination computer system, as those data networks are configured to permit fairly easy access to transmissions. However, there is no expectation of privacy or confidentiality for documents and messages stored on FH-owned equipment. Additionally, e-mail and data stored on LBS's network of computers may be accessed by the FH for the following purposes:

- Creating backup copies of media
- Troubleshooting unauthorized access and system misuse
- Retrieving business-related information
- Investigating reports of violation of this policy or local, state or federal law
- Complying with legal requests for information
- Rerouting or disposing of undeliverable mail

Users of electronic mail systems should be aware that, in addition to being subject to authorized access, electronic mail in its present form cannot be secured and is vulnerable to unauthorized access and modification by third parties. The FH retains the right to monitor and restrict users for any reason that degrades performance of the information technology environment. Because of the open nature of the Internet, the FH cannot be held responsible for what content the user might encounter. The FH reserves the right to inspect electronic mail usage by any person at any time without prior notice as deemed necessary to protect business-related concerns of the FH to the full extent not expressly prohibited by applicable statutes.

## Examples of Improper Use

Though not exhaustive, the following list is provided to emphasize that these activities are NOT allowed on the LBS networks or computer systems: hacking; unauthorized use of facilities, account access codes, privileges or information; using the Internet for purposes outside of academic, administrative and research activities; any activity that violates the laws, regulations and rules, whether federal, state, local or FH; wilful destruction or damage to computers or data; unauthorized monitoring of communications equipment; violation of network security or attempts to break password restrictions; use of network or computer environment for private enterprise; any use for any private commercial enterprise, monetary gain or business outside of the FH; use of another user's password or any access code; use of electronic mail for the distribution of unsolicited information or advertising; violations of any software licenses or any copyright; violation of any person's or entry's right of privacy creation or forwarding of chain letters; sending universal or spammed mail; defamation or any conduct that is offensive or threatening to any individual or group; accessing obscene pornographic or hate-based material or web sites; accessing hacker or cracker material or sites; posting, sending or acquiring sexually explicit or sexually oriented material, hate-based material and hacker-related material; creating, installing or spreading computer viruses of any type; attempting system crashes; sharing a user account with another; and unauthorized access to private information or any information belonging to another.

## Improper Use Penalties

The FH retains the right to unilaterally limit access to the information technology environment for improper use or for any other reason. All procedures, hearings, evaluations and investigations are at the discretion of the FH and need not be provided in any particular situation. Neither the following subsections nor this policy grant users any right to access LBS computers and network systems under its control or any right to a review by hearing or investigation when the FH denies access to its information technology environment.

- Any violation of these policies should be reported to the Network Administrator. If the Administrator is not available, report the violation to one of the following: Academic Office or the Administration Office.
- In the situation of a student violation, the Student Affairs Office will be contacted for possible disciplinary action under these guidelines.
- LBS recognizes the occasional use of network and computer systems for personal matters; however, this should be limited to not more than 10 percent of business usage per IRS rules and regulations. In the situation of employee violations, the Human Resources Office will be contacted.
- Any employee who violates these policies may be subject to discipline, up to and including termination.
- Wilful attempts to bypass security will bring immediate and indefinite termination of access to the information technology environment.
- Any user whose use of LBS computers and network resources has been limited or terminated or who has been denied use and desires to have such action reviewed should make such a request in writing to the chief information officer of the FH.

### Limitation of Liability

Although the FH tries to provide a stable and accurate computing environment, from time to time hardware and/or software errors or errors of other types may arise. The FH does not warrant the accuracy of its computers, hardware, software, network, communication systems or any part of it, including documentation, advice or consultation. The FH does not guarantee access to the information technology environment. The FH shall not be liable for any incidental, consequential or actual damages, even if advised of the possibility thereof. In no event shall the FH, or any employee or department, be liable for the failure to provide access to the information technology environment.

## 4 THE PREMISES OF LAUDER BUSINESS SCHOOL

### 4.1 LBS campus

- There is a clear differentiation between the academic facilities and the LBS dormitory & dining hall (“mensa”)
- The Entrance to the Dormitory is clearly defined - **DO NOT WALK THROUGH THE CLASSROOM IN ORDER TO REACH YOUR ROOM IN THE DORMITORY**
- Entrance from the back office is not allowed, unless permission is granted
- Non-kosher food is prohibited on campus
- No food or beverages (except water or soft drinks in plastic bottles or cans) in classrooms. Deposit your empty bottles and trash to the nearest garbage can.
- Smoking is strictly prohibited in all buildings of LBS. The prohibition of smoking extends to all interior rooms and spaces, including hallways. Smoking is allowed near the outdoor ashtrays **ONLY**. Faculty and staff are authorized to enforce this policy.
- Garbage to be placed in garbage cans, cigarette ends in ash trays (and not the other way round). The park must be kept clean and cultivated as it is considered a biotope.
- Please respect all “weather warnings” published all over the campus and the academic facilities.

#### Parking

- due to limited parking spaces, students are neither allowed to park cars in the parking lot at Hofzeile nor in the parking space at Pyrkergrasse
- no bicycles on campus! Bicycle stands are available for student use at both the Hofzeile and the Pyrkergrasse access points; but riding, wheeling or parking your bike on the LBS campus itself is strictly prohibited.

#### Campus Security Rules

- If you invite guests on campus, please inform the Administrative Office beforehand as any unaccompanied strangers will be asked to leave the premises. No non-LBS-affiliated persons may enter the dormitory.
- Please do not leave items unattended on campus as they will be removed for security reasons.
- Should you notice any suspicious objects or persons on campus, please inform the Administrative Office immediately.
- The doors in the dormitory hallways are fireproof and may therefore not be left open at any time under any circumstances. Any open hall doors represent a fire hazard and the students responsible will be fined.
- The campus doors, located at Hofzeile 18-20, are locked Monday through Friday from 10:30pm to 8:30am as well as on weekends.
- In case of emergency after business hours, please call: 0043 676 831 81 810. This number is to be used only for emergencies!

## Other Equipment: AV Shuttle, Beamer, Overhead

The use of other LBS equipment is reserved for class room instruction only. The use by students outside of class is not allowed unless it was specifically planned and permitted by the Dean or instructor. Equipment and keys to equipment may only be given to instructors and must be returned by the instructor to the office after use.

## Copying, Printing and Scanning Services

The copy machine is available for students and faculty to make copies or printouts using their code obtained from the IT staff. Books may be taken to the copy room from the library, must be handled carefully when copying, and be returned immediately to the library and re-shelved in their proper place. (see also section Library). If there are any problems with the copy machine, the Administrative Office should be informed immediately. It is prohibited to refill paper or remove paper jams.

The machine can print & copy in colour:

Prices:	A4 black/white	EUR 0,05.- (100 Pages for 5 Euro)
	A4 color	EUR 0,25.- (20 Pages for 5 Euro)

You cannot combine print- and copy accounts. When buying credit for your copy account, you must choose between colour and B/W each time:

Payment #1	Printouts (B/W & Color)
Payment #2	Copies (B/W)
Payment #3	Copies (Color)

Cash only payments can be made at the Administrative Office during office hours.

To scan, please read the Guide in the Printing Room.

Setting up the printer on your account:

- 1, Click on 'Start' => 'Settings' => 'Printer and Faxes' => 'Add Printer'
- 2, Click 'Next'
- 3, Select 'A network printer, or a printer attached to another computer'.
- 4, Click 'Next'
- 5, Choose 'Connect to this printer' (2nd) and type in  
\\192.168.1.18\WorkCentre
- 6, Log on with your Username and Password from the computer lab.

In case of difficulty please contact Mr. Felinger.

## 4.2 Library Rules and Regulations

The LBS library supports academic teaching and research by making available materials recommended by faculty members specifically for their classes. In addition, the administration assists LBS students to connect with library services available at other institutions in Vienna.

Required as well as recommended readings will be purchased for the library and students will be informed of textbooks required prior to the beginning of the semester. Students are responsible for purchasing required class texts!

If possible, copies of required textbooks will be available at the library. Please be aware of the fact that textbooks are for the use of all students, and should never be taken just for individual purposes. Do not forget - you are not the only one who needs the respective book.

Each book, as well as other materials, can be looked up in the OPAC (Online Public Access Catalogue) or ask the shifter on duty at the library.

### 4.2.1 Membership

All users of the university library must sign an undertaking to observe these library regulations and to observe the special regulations relating to any library site which they may use.

Membership to the Lauder Business School Library shall be available to all staff, faculty and students of the LBS.

Each active student will receive an LBS library card, necessary for borrowing and returning books. This card will remain valid until graduation.

Notices are normally sent by the administration by electronic mail. Email notices are sent to the student mail service address of students, who are responsible for checking their mail. Any notice sent to the email address of a user is deemed to have been duly sent. Users are responsible for informing the administration of every change of address or email address at home or at work, whether permanent or temporary.

### 4.2.2 Borrowing

The library of Lauder Business School is basically a reference library.

Only staff, faculty and students holding a LBS library card are eligible to borrow items from the library.

You must bring the items you wish to borrow or remove for copying purposes to the shifter on duty for electronic processing or the alarm will sound.

When returning items you must bring them to the shifter and make sure they are electronically removed from your library account to avoid false fines. If you simply leave items on tables or return them to shelves they will remain registered to your account and you will still be fined.

Reference books such as encyclopaedias, dictionaries etc. cannot be borrowed or removed from the premises. All other books or discs can be borrowed for one day during the week or over the weekend (Saturdays and Sundays), or over holidays (except for winter, spring and summer breaks).

You can reserve an item on the WebOPAC through the intranet. This reservation is only valid for one week.

### 4.2.3 Penalties

Students will be charged € 1.00 per day exceeding the return date of each borrowed item (e.g. two books returned three days late will cost € 6.00)

Students who have not returned items for 21 days or who have damaged library books or other property will be charged the replacement cost (purchase of a new edition by the administration) of each lost or damaged item.

Students will be charged a fine of € 10.00 in the case of lost library cards, without which items cannot be borrowed from the library.

Students causing litter, stains or spills (food, beverages, wet umbrellas or coats etc.) on library premises will be charged a € 5.00 cleaning fee.

Manipulating the security system or causing repeated false alarms by attempting to remove items without permission will be fined in accordance with the General Manager.

Repeated violations resulting in penalties will be reported to the Dean and the General Manager. The administration may impose fines on users, or suspend or withdraw their membership of the library in whole or in part if they contravene these regulations.

#### 4.2.4 General regulations

Users must leave library premises immediately in emergencies and when requested to do so by the shifter.

Users must comply with the provisions of any relevant legislation as, for example, laws relating to a) intellectual property rights including copyright and b) data protection. In relation to a), users must comply with the terms of any license agreement between the university and a third party which governs photocopying, photography, and the use of software and access to data.

Care must be taken of all library items and materials. No user may mark, mutilate or annotate books and any marking or damage found must be reported to the shifter.

Eating and drinking are strictly prohibited in any part of the Library to avoid damage to library stock and equipment, and disturbance to other users (except bottled beverages).

Smoking and the use of matches or lighters are strictly prohibited in any part of the library.

The use of music players and mobile telephones or any other kind of noise is not permitted in the library to avoid disturbance to other users. Mobile telephones must be switched off in the library.

The use of laptops in libraries is permitted, provided they are not a nuisance to other users.

The use of the library IT facilities and other equipment is restricted to the shifter on duty. It is not permitted for anyone (including shifters) to install software or documents onto this computer via download or USB stick. It is not permitted to unplug existing connections to this computer.

Misuse of library facilities, abuse of staff, or conduct prejudicial to the proper use of the library by others, particularly as a quiet place for reading and study, is forbidden. Any person behaving inconsiderately or inappropriately on university library premises may be required to leave immediately by the staff.

Locked library facilities (such as lockers) may be inspected from time to time by the administration and items stored inappropriately may be removed.

Personal belongings should not be left unattended or used to reserve seats. Unattended items may be removed by the administration.

Coats, bags and umbrellas must be placed in lockers before entering the library. Keys are available with the shifter on duty, your library card will be held by the shifter until the locker key has been returned.

All items must be electronically checked out by the shifter on duty. Otherwise the alarm will sound and the administrative staff will be alerted.

### 4.3 Computer Lab

The computer lab is available for class instruction in Information Technology, preparation of class-related assignments, use of on-line and internet resources and use of the LBS email system for communication among students, faculty and staff. Access to computing and networking resources is only for Lauder Business School students and for approved purposes only. Any violation of rules and laws leads to consequences.

### 4.4 Intranet

All LBS students may access the LBS Intranet through their personal username and password. The log-in can be found on the first page of [www.lbs.ac.at](http://www.lbs.ac.at). Usernames and passwords can be changed by the user after the first log-in, by clicking on the name on the grey bar. Through the Intranet they are informed regarding their schedule, grades, and syllabi of the respective courses. Students will only have access to information related to their specific semester and individual grades.

## 4.5 Events

All official events organized by the Lauder Business School - presentations, graduation ceremonies, invitation of guest speakers, and others - will be published first on LBS Website (this does not refer to Events organized by non academic organizations like JHF, JLP, etc.). All students are very welcome to get involved in the organizing of these events.

## 4.6 Students Representatives

The student's representative is the spokesperson of the respective cohort (e.g. 2007\_iba). He/she collects and distributes information and functions as a link between the Dean, Management, Administration, Lecturers and other cohorts (through their representatives).

## 4.7 Responsibilities

- Representation of the interest of the cohort in front of the Dean, Management, Lecturers, Administration and other cohorts.
- Participation in the co-ordination of the schedule and exams dates.
- Election of the subsequent student's representatives (for their cohort).
- Distribution of information necessary and relevant to the members of the cohort.
- Organizing the Dean's Corner in co-operation with the program's administration.

Attention: The student's representative represents all members of the respective cohort - thus representatives have to collect the opinion of all colleagues and represent the majority!

Students representatives will be elected by relative majority of at least 51% of the students of the cohort need to be present during the election.

Student's representatives will be elected for one year starting with the respective winter-semester.

The process of election:

- Until the date communicated by the Dean, nominees must be announced to the Academic Administration. Nominees apply for the election voluntarily and must announce their first- and surname. Furthermore a written statement must be attached to the application, describing the motivation to apply for student's representative.
- Statement of nominees will be distributed via e-mail to all members of the cohort.
- The election date will be appointed by the Academic Administration

- The election will be held:
  - Registration of attendance of the election observer (member of faculty or administration). The observer must declare the quorum of this election, or otherwise postpone this election (less than 50% of the cohort members are present at the election)
  - Introduction of nominees by the election observer and confirmation of their nomination with the exact words: “Do you (candidate’s name) confirm the nomination for election of the (cohorts starting year) (study programme) students’ representative?”
  - After the confirmation of the nominees an additional opportunity is given to those who want to apply immediately. Therefore the observer asks: “Is there anybody who would like to nominate him-/herself here and now?” All nominations need to be written down by the observer. Time needs to be given to additional nominees to state their motivation for applying.
  - The actual election is conducted with pre-prepared, standardized cards, which only contain a field for one nominee’s name.
  - The cards are collected in a ballot box.
  - The cards are opened by the election observer and the names written on the cards are spoken out loud and registered on the whiteboard and on the election protocol. Invalid statements/names on the ballots are not spoken out, but identified, communicated and registered as invalid.
  - Total valid votes are counted.
  - The nominee with the highest valid number of votes will be asked by the observer if he/she will accept the election for students’ representative for this very cohort until the end of the respective academic year. If the nominee denies, the nominee with the second most votes will be asked to accept. In case of denial one more attempt will be made, asking the nominee with the third most votes to accept, if he/she denies, this election will be declared invalid.
  - If two or more nominees all have the highest votes, a run-off ballot must be conducted, those two or more nominees being the only ones to vote for.
  - The student’s representative and his/her deputy will be announced on the board, the LBS homepage and via e-mail to all students, members of the faculty and management.
  - If a valid election can not be conducted 3 times due to the above described reasons, this cohort will not have a student’s representative with all the effects in terms of communication and co-operation.

Due to the curricular design of the program “International Marketing and Management”, the student’s representative and his/her deputy of the 5<sup>th</sup> and 6<sup>th</sup> semester will remain representatives for semesters seven and eight.)

## 4.8 Dissemination of Information

All students must get used to checking their LBS e-mail account as often as possible and emptying it when needed. This way of communication is considered the primary one. Email notices are sent to the Student Mail Service address of students, who are responsible for checking their mails. Any notice sent to the last reported address or email address of a user is deemed to have been duly sent. Users are responsible for informing the Academic Administration of every change of address or email address at home or at work, whether permanent or temporary.

Besides the e-mails, students are kindly asked to check their pigeonholes as well as the board next to the Academic Administration Office. All information sent via e-mail or published on the board from the Academic Administration Office is official.

## 4.9 Academic Calendar/Schedule

The Academic Calendar will be published on the LBS website well before the beginning of the new Academic Year.

Oriented into building a European Unique Academic Jewish Institution, the LBS respects all Jewish Holidays. For this reason, taking into consideration all the holidays, the schedule is very tight.

This schedule will be published on the board as well as on the Intranet. Please check the schedule constantly, as it is subject to change.

## 4.10 Office Hours

Dean's Office - on appointment only

Academic Administrations' Office Hours may be subject to change (depending on holidays, schedule, etc.). Therefore, please refer to the office hours which are either published on the board or internet. For any other urgent matters please set an appointment by writing an e-mail to [zvia.dem@lbs.ac.at](mailto:zvia.dem@lbs.ac.at)

General Manager's Office - on appointment only

Administrative Office Hours:

- Monday through Thursday - 9:00 - 16:30
- Friday - 9:00 - 13:00

## 4.11 Emergency Telephone Numbers

- |                       |     |
|-----------------------|-----|
| ▪ Police              | 133 |
| ▪ Fire department     | 122 |
| ▪ Ambulance           | 144 |
| ▪ Euro emergency call | 112 |

## 4.12 Useful sites and addresses

- |  |  |
|--|--|
| ▪ Austrian Train Service                         | <a href="http://www.oebb.at">www.oebb.at</a>                     |
| ▪ Austria National Tourist Office                | <a href="http://www.austria.info">www.austria.info</a>           |
| ▪ Vienna International Airport                   | <a href="http://www.viennaairport.com">www.viennaairport.com</a> |
| ▪ Vienna Transportation (Tram & Urban)           | <a href="http://www.wienerlinien.at">www.wienerlinien.at</a>     |
| ▪ Information on Vienna                          | <a href="http://www.wien.gv.at">www.wien.gv.at</a>               |
| ▪ Registration Health Insurance                  | Heiligenstädterstrasse 31, 1190 Vienna                           |
| ▪ Registration at the Municipality (Meldezettel) | Gatterburggasse 14, 1190 Vienna                                  |
| ▪ Registration at the MA35                       | Dresdnerstrasse 91, Block C, 1200 Vienna                         |

## 4.13 How to reach the Lauder Business School

### Address:

Lauder Business School  
Hofzeile 18-20, A-1190 Vienna  
Tel: + 43 1 369 18 18  
Fax: + 43 1 369 18 17

**BY CAR:**

In order to make it easier for you to reach the Lauder Business School by car, please find attached a short route description.

Soon after leaving the highway, follow the signs to the center, "Zentrum". Continue in this direction until you are almost leaving Vienna again. Then take the direction "Döbling" (the district in which LBS is located) and cross the Danube Canal using the following streets: Gunoldstrasse, Barawitzkagasse, Ruthgasse.

Follow Ruthgasse till the end, and then turn left on the Silbergasse. Once you are on Silbergasse, you will find Hofzeile the second street to the left, which is a short one-way street starting at Silbergasse (please see map CA2V016B).

**FROM THE AIRPORT:**

Once you arrive at the Vienna Airport, you can take a bus or train to the U-Bahn Station "Landstrasse Wien Mitte".

There is a direct City Air Terminal shuttle from the Airport to the "Landstrasse Wien Mitte". It leaves every 6 to 36 minutes, seven days a week. The first train leaves at 6:06am, while the last one leaves at 23:36.

Another way is taking the Shuttle bus Nr. 1185 (direction City Air Terminal to Landstrasse Wien Mitte) or the train "S7" direction Wien Nord.

Once you are in Landstrasse Wien Mitte, take the "U4" direction Heiligenstadt. Get off at Heiligenstadt and take the Bus Nr. 39A direction Sievering, or the Bus Nr. 10A direction Niederhofstrasse, and get off at Silbergasse Station. You can also take the 37 tram to "Pokornygasse".

From there it is only 3-5 minutes walk to the LBS campus.  
Cross the street Silbergasse, and follow the Hofzeile to nr. 18-20, where LBS is located.