

VOCATIONAL DEGREE

ACADEMIC REGULATIONS

Applicable as from academic year 2020 / 2021

FIELD: LAW, ECONOMICS, MANAGEMENT

DEGREE: VOCATIONAL DEGREE **LEVEL:** L3

Specialisation: *Insurance, Banking, Finance: customer service manager*

Programme of study: *Financial management and marketing of services*

Training system / Modes: (tick as applicable)

System: initial training off-the-job training

Modes: presence-based; distance training; agreement

sandwich course: professional training or apprenticeship

DATE OF THE ACCREDITATION ORDER BY THE MINISTRY: 11 July 2016

DEGREE PROGRAMME DIRECTOR: Nadira BELAID

HEAD OF THE YEAR: Nadira BELAID

MANAGER: Suzanne HAVA

I – General provisions

Article 1 – Aims and skills acquired during the training

The *Insurance, Banking, Finance: customer service manager* vocational degree is designed to train customer service advisors and managers (private and public sector), so that they become versatile with advancement potential particularly on account of the broad variety of transactions addressed and the sales skills that are acquired by the students.

The course is intended to validate:

- Thorough knowledge of the economic and legal environment in the banking and insurance sectors,
- The technical skills of the profession,
- Interpersonal and sales skills.

Article 2 – Training organisation and procedures

The training course is organised over the period of one year (60 ECTS credits).

Number of hours of training per year: 15 weeks of training (525 hours, including 84 hours of tutored projects).

II - Organisation of studies

Article 3 – Composition of the courses: Course units, weighting and ECTS credits

Refer to the **Knowledge and Skills Assessment Procedures table of the programme.**

Comments on certain items of the Knowledge and Skills Assessment Procedures Table:

Foreign languages::

Language taught: English:

Number of hours: Lectures: ____ Seminars: 28h

- mandatory
- optional

■ Work placement period

The work-study, apprenticeship and professional training contracts last for 12 months. Every 15 days per month students alternate periods of training in a company with periods of academic learning (15 weeks), apart from exceptional cases.

Internship report / Tutored projects / Dissertation:

- Internship report:

None

- Tutored projects:

Tutored projects are planned throughout the training course. The deadline date for submitting the reports is at least 7 days before the viva voce, the date of which is set by the programme director.

- Dissertation:

Deadline date for submitting the report: at least 7 days before the viva voce, the date of which is set by the programme director.

III - Skills and knowledge assessment

Article 4 – Test methods

4.1 - Test procedures

Refer to the Knowledge and Skills Assessment Procedures table.

4.2 - Course attendance

During lectures: During seminars:	Students must attend all classes, lectures, practical work and professional conferences. Any student who is absent more than two times without a valid reason, may receive a 0/20 grade for the continuous assessment of the class in question.
Attendance exemption:	As an exception, students may be exempted from regular attendance at certain classes. In this case, a learning contract will be signed between the director of academic programmes, the programme director and the student at the start of the year.

Article 5 – Validation, pass by compensation, recognition and accumulation	
5.1 – General rules and pass by compensation	
Year	Passing grade of 10/20 or more for all course units, including the tutored projects and the internship and a passing grade of 10/20 or more for the tutored project and internship combined.
Semester	Not applicable
Course units	Weighted average of the course components or subjects $\geq 10/20$
Course component or subject	Weighted average of the examinations $\geq 10/20$
Pass by compensation	The pass by compensation between the components of a course unit, on the one hand, and the course units, on the other hand, takes place without any failing grade.
Coefficient	The institution allocates a coefficient to the course units as well as the course components. It may vary between 1 and 3.
5.2 - Recognition	
Recognition of the elected student representative's community involvement	<p>Compensating the commitment of elected student representatives (extract from the regulations for student representation voted at the meeting of the Education and Student's Life Board (CFVU) on 01 December 2016):</p> <p>In order to give value to the major commitment made by a student representative, the university has implemented an extra credit system for which the rating was voted by the CFVU on 13 July 2017. In order to ensure independence of student representatives, these extra credits shall be granted to all student representatives who have physically attended at least half of the meetings of the boards and work groups to which they have been elected and/or appointed. These credits cannot be accumulated with an ETC credit that is also awarded for involvement in a UGA board.</p> <p>Caution: The elected student representative cannot combine the benefit of the extra credits system for the same semester with any other arrangement recognising the student's community engagement (ETC "involvement in voluntary work and student representation activities", ad hoc measures implemented by the components, etc.)</p>
Recognition of the student's involvement in student associations, social and professional activities	<p>Act No. 2017-86 of 27 January 2017 lays down a principle for validation, under the course of study, of the skills, knowledge and abilities acquired by a student during his or her involvement in volunteer work, civic, cultural or professional activities.</p> <p>In addition, arrangements may be made in the organisation and conduct of the studies in order to allow the student to reconcile his or her studies and these activities.</p> <p>The activities covered by these arrangements are as follows:</p> <ul style="list-style-type: none"> - Working students (on average 10 hours per week over a minimum period of 3 months) - Students who are members of the executive committee of an association - Civic services - Volunteer firefighters - Operational military reserves - Army volunteers <p>At UGA, the procedures for recognition of student's community involvement may be as follows:</p> <ul style="list-style-type: none"> - Validation in connection with the awarding of the degree <ul style="list-style-type: none"> • Allocation of ECTS credits via the existing optional cross-disciplinary courses (ETC) • Or allocation of extra credits (0.5) applied to the general average and determined in the learning contract.

	<p>The same activities can only give rise to a single validation per training cycle and are not necessarily associated with the current academic year.</p> <ul style="list-style-type: none"> - Recognition: The student's community involvement is integrated into the supplement to the degree - Arrangements: <ul style="list-style-type: none"> • An organisation of the time table (selection of seminars / practicals groups) • Total or partial exemption from classes • Authorisation of absence with regard to the community involvement • Arrangements for examinations • Arrangements for the duration of the curriculum <p>These arrangements are made by taking into account the specific characteristics of the various programmes and degrees within the institution.</p> <p>A learning contract will be drawn up at the end of the discussions between the student and the teaching staff. It will set out the nature of the arrangements made and/or the validation procedures.</p>
Extra credit	None
5.3 - Accumulation	
<p>When the student has not obtained the vocational degree, the course units and course components where the student has received the passing grade of 10/20 will be accumulated. A certificate will be issued by the institution in relation to these course units (Article 10 of the LPro order of 17/11/1999).</p> <p>The subjects that have no credits cannot be accumulated.</p>	
5.4 – Validation of past experience	
None	

IV - Examinations

Article 6 - Examination conditions	
Management of absence during examinations	
Absence during continuous assessments	<p>Students who are absent with a valid reason are given zero for the continuous assessment, unless they can be proposed a resit examination.</p> <p>Students who are absent without a valid reason are considered as defaulting the continuous assessment in question.</p>
Absence during the final examinations	<p>Students who are absent with a valid reason during the 1st session are considered as defaulting for the final examination in question.</p> <p>Students who are absent with a valid reason during the resit examination, may, where feasible, be allowed to sit an examination of equivalent nature and duration, provided that the head of the year consents thereto. If this is not possible, they will receive zero for the final examination in question.</p> <p>Students who are absent without a valid reason are considered as defaulting for the final examination in question.</p>
Article 7 - Organisation of the resit session (if implemented)	
<p>Students who do not pass the 1st session, are entitled to do the resit examinations for the course units for which they did not receive the passing grade of 10/20 or more.</p> <p>Irrespective of the grade received during the resit session, it replaces the session-1 grade.</p>	

Transfer of the session 1 grade to the session 2	Transfer of the continuous assessment grade to the resit session: There is no transfer of the continuous assessment grade to the resit session (refer to the knowledge and skills assessment procedures table).
Article 8 – Review committee	
<p>The degree is awarded upon the proposal of a committee appointed in accordance with Articles L. 613-1 and L. 613-4 of the French Education Code. At least a quarter and maximum a half of the members are professionals from the sectors covered by the vocational degree (Article 11 of the LPro order).</p> <p>The decisions of the review committee, with regard to the grades and the final result, are final and irrevocable. The committee has sole authority and may or may not, via a special decision, allocate “jury points” to allow the student to pass.</p>	
Article 9 – Communication of the results	
The results are posted at the location of training and/or on the student’s digital work environment (ENT).	

V - Results

Article 10 – Repeating a year
Repeating a year is not by right.
<p>Upon request, students may retain the benefit of the course units for which they received a grade of 8/20 or more. The components which can be accumulated (which grant ECTS credits) are definitively acquired and are therefore taken into account for the repeat year. They may not be taken again.</p>
Article 11 – Awarding of the degree
11.1 – Vocational degree certificate
The vocational degree is awarded to students who have obtained both a general passing grade of 10/20 or more in all course units, including the tutored project and the internship, as well as a passing grade of 10/20 or more for the tutored project and internship combined (<i>art. 10 of the order dated 17 November 1999 regarding vocational degrees</i>).
11.2 - Rules for awarding honours as applicable
<p>Honours are calculated based on the general average of the degree, whether it is obtained in session 1 or in the resit session.</p> <p>Average ≥ 10 and < 12: Pass Average ≥ 12 and < 14: Lower Second Class honours Average ≥ 14 and < 16: Upper Second Class honours Average ≥ 16 : First Class honours</p>

VI - Miscellaneous provisions

Article 12 – Travel
As part of their schooling, students may have to make trips to take part in activities outside of the university premises.
Article 13 – Study abroad
None
Article 14 – Arrangements for individuals with specific needs (<i>excluding the measures mentioned in Article 5.2</i>)

for students involved in community and civic activities)

Arrangements in the organisation and conduct of studies are made based on the specific characteristics of the training and the possibilities of the teaching staff for the following individuals:

- Students involved in several courses of study
- High-level athletes (refer to the high-level sports charter)
- High-levels artists
- Students with disabilities
- Students with family responsibilities, pregnant students
- Reserves of the national education system

These adjustments and arrangements are specified in the learning contract.

Article 15 – General discipline

Refer to the framework regulations of studies and examinations for the Bachelor's cycle.

Article 16 --Specific provisions for the training (if necessary)

None

Article 17 – Transitional measures

None