**Recognition of learning outcomes and ECTS credits**

Novi Sad School of Businesses ensures full academic recognition for outgoing students guarantying that study period abroad replaces a comparable period of study in Home institution. Full academic recognition means that the study period abroad (including examinations or other forms of assessment) replaces a comparable period of study at Home Institution. Depending on the study programme, students will have the possibility of replacing an existing course or of including the course units abroad as elective courses. ECTS credits and grades for the courses taken at the receiving institution are recognized in accordance with the study Programme at the home institution. If there is a discrepancy between the grading systems used at a home and a host institution, grades are converted into the grades of the home institution by comparing the distribution of grades in accordance with ECTS Grading Table issued by the European Commission. If grades cannot fit into home institution’s grading system they are entered in the original form and are not included in the average grade calculated at the end of the studies. When selected courses are compatible with the study programmes of the home institution, they are automatically recognized in learning agreement. If the courses are not equivalent, the home institution must report the data on the exams passed and the ECTS credits earned in the Diploma Supplement. Information about traineeship is always entered in the Diploma Supplement. Recognized subjects, credits, grades and traineeship are also recorded in a student’s document issued by the home institution. If a student has attended a course but has not passed the exam at the receiving institution, the home institution will allow the student to sit an exam in a related subject upon their return, without the obligation to re-attend lectures and to repeat exams.

The main contact point for outgoing and incoming students regarding recognition procedure is International Office Mobility Coordinator. Before students are departing, Mobility Coordinator prepares "Recognition Sheet" based on course plan in learning agreement ensuring that full academic recognition by Home institution is confirmed. Recognition sheet is signed by Assistant Director for International Cooperation. The ECTS credits to be gained at host institution are guaranteed. After completion of studies, Mobility Coordinator prepares “Proof of Recognition” based on “Transcript of Records given by host institution. Transcript of Records contains data on the student, a list of successfully completed courses (exams passed), the obtained local grades and the number of ECTS credits achieved for each course, the duration of the Mobility Programme and other information if considered relevant. Participation in the Mobility Programme is recorded in the Diploma Supplement. In this respect the Mobility Coordinator has an important role to play as his main task is to make institution recognition procedure student friendly dealing with the academic and administrative aspects of ECTS. Also, full recognition is given for period spent in an enterprise abroad using credits. After completion of the traineeship, “Proof of Recognition” is prepared by Mobility coordinator based on report prepared by enterprise. All achievements are recorded on transcript of records and diploma supplement. Regarding the incoming students, the ECTS Transcript of Records which shows students' learning achievements in a way which is comprehensive, is delivered during the four weeks, after completion of the study at Novi Sad School of Business. The ECTS credits gained and the ECTS grades awarded documented in Transcript of Records follow the ECTS rules.

**Appeal**

Our institution has the Appeal Commission where students can deliver official complaint. Complaints will be accepted in written form only and can be submitted during the period of mobility or in fifteen working days after mobility period at the latest. The complaint will be resolved in two weeks after its acceptances.

Recognition of learning outcomes and ECTS credits earned during the mobility period is based on the principles of transparency, flexibility and fairness. A flexible approach in recognizing the results achieved during the mobility period implies looking for similarities between courses, acquired knowledge and learning outcomes, rather than differences in the study Programmes being compared.