

Summary report on the fulfilment of conditions

'Knowledge Management' (KM), second cycle study programme

At its 25th meeting on 03 February 2015, the Board of AQ Austria made the decision to accredit the programme 'Knowledge management' with conditions. The fulfilment of these conditions had to be documented in a written form until 02 November 2015 and is subject of the present decision by the board of AQ Austria.

1 Short information

Information about the institution	
Institution (applicant)	International School for Social and Business Studies (ISSBS)
Number of study programmes offered at the institution	6
Number of students at the institution	582
Information about the study programme	
Name of the study programme	'Knowledge Management' (KM)
Academic degree	Magister managementa / Magistrica managementa
Place of delivery	Celje, Slovenia

2 Reviewer

Name	Institution	Role
Prof. Grzegorz Mazurek, PhD	Cologne Business School, Germany	Peer from academia

The assessment was done in co-operation with Prof. Dr. habil. Elisabeth Fröhlich (reviewer for the first cycle study programme BCS programme 'Business in Contemporary Society').



3 Qualification objectives and profile of the study programme

The International School for Social and Business Studies (ISSBS) was founded in 2006. It has been established in Celje as an independent, private higher education institution. It develops and implements curricula in the fields of economics, business and administrative sciences at all three levels of studies (bachelor, masters and doctoral studies). All six study programmes were developed in accordance with the Bologna guidelines and accredited in Slovenia by the Slovenian Quality Assurance Agency for Higher Education.

The study programme "Knowledge Management" (KM) integrates theory and practice of knowledge creation, knowledge management and knowledge application. It places knowledge in its social, economic, technological and research-developmental environment. It deals with the role, factors, technologies, creation, management and application of knowledge as an important performance factor of people, companies and other organisations. It consists of 120 ECTS and finishes with the title Magister managementa, equivalent to a master degree.

4 Decision from the Accreditation Procedure

4.1 Master programme "Knowledge Management"

*At its 25th meeting on 03 February 2015, the Board of AQ Austria **made the following decision:***

II. "Knowledge Management" at the International School for Social and Business Studies in Celje, Slovenia

1) The programme "Knowledge Management" at the International School for Social and Business Studies in Celje, Slovenia, meets the standards of the „Guideline for International Accreditation of Bachelor, Master and PhD Programmes" ("Guideline...") adopted by the Board of AQ Austria in July 2013.

2) Pursuant to 3.5 of the "Guideline..." the Board of AQ Austria grants accreditation to the programme for a period of six years, i.e. until 02 February 2021.

3) The Board of AQ Austria notes that the programme meets some of the standards only partially. Pursuant to 3.5 of the „Guideline..." accreditation is therefore granted subject to fulfilment of the following conditions. *The fulfilment of these conditions must be documented in writing within nine months (i.e. until 02 November 2015) and is subject to assessment by AQ Austria. In case of non-fulfilment, the accreditation will be withdrawn immediately.*

Condition 1 (standard 1)

The KM study programme should be redesigned with a view to achieving a better alignment with the objective „understanding of the functioning of contemporary society and the global economic environment". This should include the use of more international literature.

Condition 2 (standard 1)

Learning outcomes must be revised and specified in terms of particular qualifications, skills and competences, which students acquire by the completion of a specific course. Relevant job profiles must be considered. Further information for prospective students must be added in a clear and specified way.

Condition 3 (standard 1)

The KM programme must be re-designed in the way that two areas of study are additionally included: (i) knowledge-oriented management and (ii) organisational knowledge management. In both areas of study, electives should be added (offers on organisational knowledge management, information-communication systems, analysis of semantic and social networks, etc.)

Condition 4 (standard 3)

A concept must be designed where it is shown how the different QA instruments which are in place are connected with each other. The closing of quality loops for the topic "study & teaching" must be documented.

Condition 5 (standard 3)

A long-term concept for the continuous improvement of the study programme must be designed. The focus should be on how to involve all groups of internal and in particular, external stakeholders.

5 Fulfilment of Conditions

Assessment of Condition 1

ISSBS has approached the way of coping with the challenges indicated in Condition 1 in a very comprehensive way. The course syllabi have been subject to a complete revision of the core literature. ISSBS has updated the list of obligatory reading, extended the amount of English-language literature, and unified and integrated the literature marked for e-classroom and the course syllabi. The aspect of internationalization has been imported into the study programme indirectly by changing the used literature. Beside of this, all of the offered courses come with e-classroom support, which is another step towards enhancing the international perspective.

Condition 1 is assessed as fulfilled.

Assessment of Condition 2

ISSBS has put forward an updated professional profile of the study programme "Knowledge Management" on the basis of the upgraded learning outcomes. A classification of both specific and general competencies has been introduced, including a thorough revision of the learning outcomes designed for both programme and course levels as part of the study programmes offered at ISSBS.

The set of updated learning outcomes made it possible to develop a more distinct graduate profile, including introduction of a "job profile" and a list of certain potential job opportunities.

Condition 2 is assessed as fulfilled.



Assessment of Condition 3

ISSBS divided the current elective courses offered within the study programme "Knowledge Management" into two modules – "Management" and "Knowledge Management". The new curriculum of the study programme also contains new courses (i.e. Social Network Analysis) and it is planned to introduce further courses in the academic year 2016/17.

Condition 3 is assessed as fulfilled.

Assessment of Condition 4

ISSBS has devoted a significant portion of attention to address Condition 4. There is an updated and revised version of the *Rules on Quality* which lists and describes the actions taken to close the loop of quality assurance in the field of "study and teaching". The material features the new component of defining core processes. Moreover, there is also a plan to develop a Quality Handbook of the key processes applied in place. A revised *Plan for Implementation of Quality Assurance Process* for the academic year 2015/2016 is prepared, together with a comprehensive scheme of ISSBS QA system, a set of updated quality indicators for the areas of assessment of the SQAA, as well as an overview of ISSBS' documentation.

Condition 4 is assessed as fulfilled.

Assessment of Condition 5

ISSBS's quality assurance system has been further developed to combine the school's strategic objectives with the faculty's key activities and processes they are involved in and with the inclusion of the key stakeholders (faculty members, business partners, students).

Condition 5 is assessed as fulfilled.

6 Decision by the Board

The Board of AQ Austria assessed the fulfilment of conditions given in the accreditation decision on 3rd February 2015 on the second cycle study programme *Knowledge Management (KM)*. The Board of AQ Austria decides that the conditions are fulfilled and that the accreditation decision of 3rd February 2015 is upheld. The accreditation is valid until 2nd February 2021.