



# GIHE Quality standards

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# History of amendments

## 05.11.2024 from version of 12.01.2024

- A new standard, Standard 10, has been introduced to specifically address social and environmental sustainability.
- Paragraph h of Standard 2.2 has been moved to Standard 10, forming the foundation of its definition.
- The introduction to Standard 8 has been expanded to encompass the concept of sustainability.
- The term “an organization” has been replaced by “GIHE” in the introductions to Standards 7, 8, and 9.

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# Headline

## Glossary of terms

**(Quality) Standards:** These are detailed documents providing requirements, specifications, guidelines, or characteristics used consistently to ensure that delivered services and processes are fit for the purpose of the Institution and meet with the expectations of its stakeholders.

## List of acronyms

<b>EQA:</b>	External Quality Assurance
<b>GIHE:</b>	Glion Institute of Higher Education
<b>GIQF:</b>	GIHE's Institutional Quality Framework
<b>QOC:</b>	Quality Oversight Committee

## Compliance

This policy responds to GIHE's Quality standards 3.1, 3.2 and 3.3.

Some of the referenced materials in this policy may be intended for a different target audience, and as a result, may not be accessible to all readers of this policy.

Please note that any new version of this document supersedes and replaces all previous versions. It is the responsibility of the recipient to ensure they are referring to the most recent version for accurate information and compliance.

# 1. Governance & organization

This standard addresses the structure and leadership of Glion Institute of Higher Education (GIHE). It encompasses policies and procedures related to board governance, leadership roles, decision-making processes, and accountability mechanisms. It helps ensuring effective leadership and a responsible management of resources.

## 1.1 GIHE's governance and organizational structure and decision-making processes support institutional effectiveness and integrity.

- a. GIHE enjoys sufficient independence from any other entity to be held accountable for meeting the standards of its accrediting bodies and its own standards.
- b. GIHE's system of governance facilitates the accomplishments of its mission and purposes and supports institutional effectiveness and integrity. Through its organizational design and governance structure, GIHE creates and sustains an environment that encourages teaching, learning, service, research and scholarship.
- c. GIHE's organizational structure and decision-making processes enable it to fulfil its mission and achieve its strategic goals. GIHE clearly communicates the roles of all constituencies involved in the governance and organizational structure, which is consistent with GIHE's mission and supports institutional effectiveness. Stakeholders clearly understand and fulfill their roles, with regular communication among them.
- d. GIHE's governing board is ultimately responsible for institutional quality and integrity, demonstrating sufficient independence and fiduciary responsibility. GIHE's governing board understands GIHE's mission and ensures that periodic review takes place regarding its fulfillment. The board approves and reviews the Institutional strategy, monitors finances, and decides on major new initiatives. It reviews enterprise risk management, external audits, regulatory compliance, internal quality assurance and contingency management.
- e. GIHE's governing board appoints and reviews the performance of the Brand Managing Director delegating authority to manage the institution and evaluate its effectiveness. The governing board assures that the Institution identifies, assesses, and manages risks and ensures regulatory compliance.
- f. GIHE's faculty undertakes continuous improvement through orientation, professional development, and periodic evaluation. Faculty attend program committees as a representative voice. The interests of faculty are represented by the Faculty Council.
- g. GIHE's governance system includes students' views in areas in which they have a direct and reasonable interest.
- h. GIHE ensures that representative groups at the institution have an appropriate participatory right and that basic conditions are in place allowing them to independently operate.

### *Related policies*

- Governance policy (01-A001-GW)
  - Risk management (01-A003-GW)
  - Institutional strategy (01-C002-GW)
  - Communication, integrity and transparency (02-A003-GW)
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## 1.2 GIHE's management and administration help GIHE reach its goals and operate effectively.

- a. GIHE's Brand Managing Director is responsible for managing the institution, allocating resources, employing adequate staff, and establishing means of assessing institutional effectiveness.
- b. Through its internal governance systems, GIHE's Brand Managing Director and Leadership Committee consult with all members of the GIHE community and are responsive to their concerns, needs and initiatives as appropriate. The internal governance system provides for appropriate participation of its members, promotes communications, and advances institutional quality.

- c. In collaboration with GIHE stakeholders, GIHE's Leadership Committee are responsible for institutional quality. GIHE's organization and governance structure assures the integrity and quality across the entire Institution.
- d. GIHE demonstrates administrative capacity by assuring provision of support resources adequate for the appropriate functioning of each organizational component.
- e. GIHE periodically reviews and improves the effectiveness of its governance and leadership structure.

***Related policies***

- Governance policy (01-A001-GW)
  - Institutional strategy (01-C002-GW)
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## 2. Mission & planning

This standard focuses on the development and execution of GIHE's mission, vision, and strategic goals. It guides the establishment of clear objectives, the allocation of resources, and the creation of actionable plans to achieve long-term success. It ensures that GIHE is aligned with its mission and continually working toward its objectives.

### 2.1 GIHE's mission, vision and values are appropriate for its mandate as an institution of higher education.

- a. In setting its mission, vision and goals, GIHE follows a clear mandate articulated in its charter.
- b. GIHE's mandate and mission are compatible with status as a Swiss / UK / USA accredited institution of higher education, as well as with the principles of the European Higher Education Area. GIHE respects the principles of freedom and unity of research and teaching.
- c. GIHE's mission and vision describe the communities it serves. GIHE's activities mainly relate to teaching, research and services and are carried out in accordance with the principle of freedom and independence within the limits of its mandate. GIHE is committed to educating students who upon graduation are excellently equipped to compete in international environments.
- d. GIHE's mission is formally adopted by its Governing Board and its mission and purposes are accepted and widely understood by its stakeholders. GIHE's mission statement is widely published.
- e. GIHE periodically evaluates its mission and purposes, ensuring they are current and provide overall direction in planning, evaluation, and resource allocation.

***Related document***

- Mission and Vision (01-C001-GW)
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### 2.2 GIHE utilizes strategic planning and evaluation to achieve its mission and goals and appraise its effectiveness.

- a. GIHE carries out long-term strategic planning and evaluation that involves those responsible for its success and includes external perspectives.
- b. All departments use strategic planning results in developing financial, academic, enrollment and other supporting plans.
- c. Institutional decision-making and resource allocations are consistent with planning priorities.

- d. GIHE evaluates its goals regularly and systematically and demonstrates success in using the results of evaluation for planning, changes, and resource allocation. The institution undertakes planning and evaluation to accomplish and improve the achievement of its mission and purposes. It identifies its planning and evaluation priorities and pursues them effectively. The institution demonstrates its success in strategic, academic, financial, and other resource planning and the evaluation of its educational effectiveness.
- e. GIHE demonstrates excellence through external recognition of achievements in the range of academic research; in staff and student achievements; and in demonstrated industry leadership, across the spectrum of its educational activities as well as through significant partnerships and membership in academic and professional associations.
- f. GIHE integrates international, intercultural, and global dimensions into its strategies, purposes and programs.
- g. GIHE engages in institutional memberships of professional associations and partnerships with major companies in relevant sectors.

***Related policies***

- Institutional strategy (01-C002-GW)
  - Academic strategy (03-C001-GW)
  - Research strategy (07-C001-GW)
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## 3. Quality & information management

This standard pertains to the systematic processes and practices to ensure the accuracy, reliability, and accessibility of information. This includes data collection, storage, analysis, and dissemination. It ensures that data and information are managed effectively to support decision-making, meet regulatory requirements, and enhance overall organizational quality.

### 3.1 GIHE has an internal quality assurance strategy and maintains an internal quality assurance system.

- a. GIHE articulates and publishes a GIHE Institutional Quality Framework (GIQF) that defines its internal quality assurance system and policies.
- b. GIHE's internal quality assurance system ensures GIHE's institutional and educational effectiveness, long-term quality enhancement and the development of a quality culture.
- c. GIHE take steps to engage all stakeholders, individually and collectively, as partners in the assurance and enhancement of institutional quality.

***Related policies***

- GIHE Institutional Quality Framework (02-A001-GW)
  - GIHE Quality standards (02-A002-GW)
  - PDCA Quality cycle (02-B001-GW)
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### 3.2 GIHE utilizes external quality assurance.

- a. GIHE undergoes external quality assurance processes on a cyclical basis and utilizes the results in its internal quality assurance processes. GIHE carries out changes as necessary subsequent to external quality assurance assessments.
- b. GIHE is recognized by national and international bodies and meets its national and international requirements as a legal entity and a reputable educational provider in the countries in which it operates.
- c. GIHE reviews and adjusts its use of external quality assurance to meet the requirements and goals of the institution.

***Related policies***

- GIHE Institutional Quality Framework (02-A001-GW)
  - GIHE Quality standards (02-A002-GW)
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### **3.3 GIHE collects, analyzes and uses relevant information for the effective management of its programs and activities.**

- a. GIHE has systems for collecting and using data to support planning and evaluation, to make current and strategic decisions, and to enhance institutional effectiveness. Glion periodically reviews its data collection and analysis systems and makes changes as necessary.
- b. GIHE tracks key performance indicators of its institutional effectiveness derived from its mission, vision, and strategic plan. Glion also tracks key performance indicators of its educational effectiveness, which is included in institutional effectiveness, derived from intended goals for student success and learning.
- c. GIHE tracks and publishes aggregate student data such as progression, success, and dropout rates. It makes available a profile of the student population.
- d. Data from all departments of the Institution is collected and used for decision-making processes.
- e. Glion articulates and implements policies for academic records and individual privacy rights that include procedures for retention, safety and security, and disposal of records.

***Related policies***

- GIHE Institutional Quality Framework (02-A001-GW)
  - GIHE Quality standards (02-A002-GW)
  - Student surveys and feedback mechanism policy (02-A004-GW)
  - Data protection and privacy policy (02-A005-GW)
  - Student Registry Services (14-A001-GW)
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## 4. Academic programs & standards

This standard is focused on the design, delivery, and assessment of educational programs. It covers curriculum design, program evaluation, student assessment, and adherence to academic quality benchmarks. It ensures that educational offerings meet established criteria and provide students with valuable learning experiences.

### 4.1 GIHE's academic programs serve to fulfil its mission and meet expectations for Swiss, European, UK, and USA recognized institutions of higher education.

- a. GIHE's academic programs blend practical studies, applied research and development, and general education. They prepare students to carry out activities associated with a specific profession that requires research findings and methods. Students obtain a qualification that enables them to work in a given profession. Academic programs reflect the purposes of higher education in the European Higher Education Area.
- b. GIHE awards qualifications that are specified and communicated at the correct level of Swiss, European, UK and USA frameworks. GIHE uses external reference points in program design and communicates expected student workload.
- c. GIHE communicates expectations for student achievement and learning of its programs, including those for independent learning, information literacy, skills in inquiry, and critical judgment as appropriate to the subject matter and degree level and in keeping with generally accepted practice. All programs leading toward qualifications in luxury and hospitality business fields have sufficient course content in these fields within the curriculum structure with clearly defined learning objectives and graduate outcomes. GIHE balances consistency in learning outcomes with flexible learning paths for its students that include elective courses. Where appropriate, GIHE's programs include structured work placement opportunities. Students completing undergraduate or graduate degree programs demonstrate collegiate-level skills in the English language.
- d. Undergraduate degrees include broad areas of human knowledge as well as in-depth mastery of at least one disciplinary or interdisciplinary area. General education requirements for undergraduates embody GIHE's definition of an educated person and prepare students for the world in which they will live. At the undergraduate level, students' progress in written and oral communication in English; scientific and quantitative reasoning; critical analysis and logical thinking; continuing learning; information literacy; cultural awareness; aesthetic appreciation; and ethical reasoning. At least a third of GIHE's undergraduate requirements is comprised of general education and includes the arts and humanities, sciences and mathematics, and the social sciences.
- e. GIHE articulates graduate program descriptions, objectives, rationale and learning outcomes, including expectations for students in comparison with those for undergraduate programs.
- f. GIHE articulates and implements effective program design and approval processes. Programs are designed to meet their objectives, including intended student learning outcomes. External expertise, including industry, is engaged in program design, as are students and other stakeholders.
- g. GIHE's standards for admissions and recognition of prior learning are compatible with Swiss, European, UK and USA requirements.
- h. GIHE carries out on-going monitoring and periodic review of its academic programs, involving staff, faculty and external perspectives.

#### *Related policies & strategies*

- Academic strategy (03-C001-GW)
- Academic integrity (03-A003-GW)
- Program review (Reference pending)

## **4.2 The criteria for admissions and recognition of prior learning are consistent with GIHE's mission and support the selection of students who are able to complete the program.**

- a. Undergraduate student admissions criteria are compatible with those of admission to Swiss / UK / USA higher education institutions.
- b. Graduate school admissions criteria ensure the readiness of students to complete the program and are compatible with those for graduate degrees in the European Higher Education Area.
- c. Admission criteria are defined, communicated and applied systematically, transparently and consistently utilizing appropriate organizational structures and processes.

### ***Related policies***

- Recognition and accreditation of prior learning (APL) (08-A004-GW)
  - Admission policy (08-A001-GW)
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## **4.3 GIHE's academic standards for student achievement, progression and awarding of credit and degrees are compatible with Swiss, European, UK and USA requirements.**

- a. GIHE uses equitable, valid and reliable standards and processes for the recognition of prior learning and assigning of advanced standing and transfer credits, which enable every student to demonstrate the extent to which they have achieved the intended learning outcomes.
- b. GIHE consistently applies pre-defined and published regulations covering all phases of the student "life-cycle", e.g. student admission, progression, recognition and certification. GIHE ensures compliance with the criteria for admission, for the assessment of student performance and for issuing final diplomas.
- c. GIHE sets standards for student achievement, validation of learning outcomes and awarding of credits and degrees appropriate to those of Swiss / UK / USA accredited institutions. Student achievement is at a level appropriate for the degree awarded.
- d. GIHE maintains authority and administrative oversight for the academic elements of all courses for which it awards institutional credit or credentials, as well as institutional responsibility for the design, content and delivery of courses for which academic credit or degrees are awarded. Any joint, dual or concurrent degrees awarded in partnership with other institutions must meet the same standards as stand-alone GIHE degrees. Standards apply to programs delivered in all types of modalities.
- e. GIHE publishes explicit criteria for how student work is assessed and grades are assigned. Policies, regulations and processes for individual student assessment are rigorous, equitable, transparent and designed by competent staff. Processes for marking are clearly articulated and consistent, including any terms of reference for examination boards, assessment panels and/or progression boards. Student assessment is carried out in English. The volume, timing and nature of assessment enable students to demonstrate the extent to which they have achieved the intended learning outcomes and feedback on assessment is timely, constructive and developmental.
- f. GIHE articulates and implements explicit regulations for testing and examinations. GIHE faculty and administration assure the academic integrity of the award of grades and certification of competencies, with processes to prevent and respond to cheating, plagiarism and other unacceptable academic practices. Online programs have procedures for ensuring student identity in registering and completing the program.
- g. GIHE provides reasonable accommodation on assessment tasks to provide equal opportunity for students with learning differences or disabilities (inclusive assessment design).
- h. GIHE takes ultimate responsibility for academic standards and the quality of learning opportunities, irrespective of where these are delivered or who provides them. GIHE manages securely and effectively arrangements for delivering learning opportunities with other institutions.

- i. GIHE has processes to protect the academic interests of students if a program should be changed or discontinued.
- j. GIHE articulates and implements policies and procedures for handling academic appeals and student complaints that are fair, accessible and timely, and enable enhancement of learning opportunities.

***Related policies***

- Academic Rules and Regulations (03-A001-GW)
  - Academic Rules and Regulations\_GEMiHL (04-A001-GW)
  - Academic integrity (03-A003-GW)
  - Teach-out policy (03-A011-GW)
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## 5. Teaching, learning, research, scholarship & faculty

This standard addresses the quality of research, academic programs and the qualifications and performance of faculty members. It includes curriculum development, pedagogical methods, faculty recruitment, evaluation, and scholarly activities. It aims to enhance the educational experience and academic rigor.

### 5.1 Learning and teaching practices are informed by reflection, evaluation of professional practice, and subject-specific and educational scholarship.

- a. GIHE articulates and implements its philosophy and approach to teaching and learning, which includes innovation in teaching methods and the use of new technologies as relevant, as well as processes that guarantee the connection of teaching with research and with changes in society and professional fields. Learning, teaching and assessment at GIHE is student-centered. GIHE encourages students to play an active part in the creation of learning processes, which includes student interaction with faculty regarding course content and related academic matters (in both distance or traditional education).
- b. GIHE demonstrates its educational effectiveness by ensuring satisfactory levels of student achievement on mission-appropriate student outcomes for all students by degree level, location, modality or other variables. GIHE's processes for understanding the experiences and learning outcomes of its students utilize quantitative and qualitative methods, as well as direct and indirect measures. Every GIHE student is enabled to develop as an independent learner, study their chosen subject(s) in depth and enhance their cognitive abilities.
- c. Instructional techniques, delivery systems and methods of instruction at GIHE are compatible with its mission and meet academic and professional standards and expectations. Students are taught by a variety of faculty, who are encouraged to experiment and improve instructional effectiveness while ensuring appropriate balance between consistency in learning outcomes and flexibility. Faculty and students undertake scholarship and research.
- d. GIHE assesses learning opportunities and teaching practices independent of assessment of teaching staff. This includes program reviews and assessment of the effectiveness of different modes of teaching. Program assessment includes involvement by individuals external to the program itself. Assessment of teaching activities includes not only the teaching process, but also its impact and outcomes utilizing student course evaluation results and student learning outcomes assessment. Based on verifiable information, the institution understands what its students have gained as a result of their education and has useful evidence about the success of its recent graduates. This information is used for planning and improvement, resource allocation, and to inform the public about the institution.

***Related policies & strategies***

- Student surveys and feedback mechanism policy (02-A004-GW)
- Academic strategy (03-C001-GW)
- Academic integrity (03-A003-GW)

- Faculty handbook (Reference pending)
  - Program review (Reference pending)
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## **5.2 GIHE's research and scholarship activities are appropriate to those of a Higher Education institution with GIHE's specific characteristics and strategic objectives.**

- GIHE carries out research and scholarship in accordance with best international practice that is appropriate to its mandate and mission and that emphasizes the unity of research and student education. GIHE makes explicit the scholarly expectations for faculty, and faculty remain current in their field through scholarly activity.
- GIHE's research and scholarship activities receive adequate support, including through mechanisms that allow the freedom and independence of research to be guaranteed (e.g. regulations connected to third-party funds, to secondary services of academic staff, research contracts, sponsorship contracts, procedures and guidelines for the selection and appointment of staff, description of terms and conditions laid down for reporting abuse).
- GIHE evaluates its research and service activities and results achieved as well as impact in accordance with best international practices.
- GIHE respects the principles of freedom and unity of research and teaching.

### ***Related strategy***

- Academic strategy (03-C001-GW)
  - Research strategy (07-C001-GW)
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## **5.3 GIHE supports teaching and learning through well-qualified faculty and academic staff.**

- GIHE ensures the excellence of its programs by employing, in adequate number, well-qualified and experienced faculty who engage in scholarly activities. Faculty have primary responsibility for advancing GIHE's academic initiatives through teaching, learning and scholarship.
- GIHE ensures the competences of its faculty.
- GIHE specifies the qualifications of faculty involved in the graduate program and their scholarly expectations.
- GIHE applies fair and transparent processes for the recruitment and development of faculty.

### ***Related policies***

- Faculty handbook (Reference pending)
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# **6. Student Support**

This standard encompasses services and resources provided to support the holistic well-being and success of students. It includes academic advising, counselling, career services, accessibility accommodations, and extracurricular opportunities. It aims to create an environment where students can thrive academically and personally.

## 6.1 GIHE enables the development and success of its students.

- a. GIHE enables student development and achievement by creating, monitoring and evaluating arrangements and resources which enable students to develop their academic, personal and professional potential. GIHE ensures that students are provided with adequate and readily accessible learning resources, residential life facilities, and student support.
- b. GIHE orients students on student services, academic opportunities, expectations and support services, as well as on the opportunities designed to enable their development and achievement. GIHE takes deliberate steps to assist every student to understand their responsibility to engage with the learning opportunities provided and shape their learning experience.
- c. GIHE provides students with a range of co-curricular activities and opportunities for student leadership and participation in campus organization and governance. GIHE's professional and personal development programs are appropriate to its mission and support sound educational policy and standards of integrity.
- d. GIHE supports students' career development, including assisting students in obtaining internships.

### *Related policies*

- Code of practice for industry placement (09-A001-GW)
  - Special educational needs (11-A001-GW)
  - Accommodation policy (18-A001-GW)
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## 6.2 GIHE offers an array of student services from qualified professionals.

- a. GIHE offers an array of student services, including physical and mental health services.
- b. GIHE respects equal opportunity and diversity in providing student services.
- c. GIHE ensures the qualifications and expertise of staff involved in student services.
- d. GIHE articulates and implements ethical standards to guide services as well as student conduct and grievance procedures.
- e. GIHE reviews and evaluates the appropriateness and effectiveness of the student services in relation to institutional purposes.
- f. GIHE prioritizes campus security and safety by implementing comprehensive measures, emergency response plans, and ongoing training / awareness for staff and students to create a safe and secure environment for all students.

### *Related policies*

- Code of practice for industry placement (09-A001-GW)
  - Fitness to study (10-A001-GW)
  - Counselling student confidentiality (10-A002-GW)
  - Special educational needs (11-A001-GW)
  - Library and Information Services (12-A001-GW)
  - Code of conduct for students (15-A001-GW)
  - Sexual misconduct policy (15-A002-GW)
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# 7. Human resources & development

This standard pertains to the recruitment, management, and professional development of personnel within GIHE. It covers hiring practices, training and development programs, performance evaluations, and employee well-being. It aims to foster a skilled and motivated workforce.

## **7.1 GIHE ensures that it has sufficient human resources and that its entire staff is qualified as appropriate for a higher education institution.**

- a. GIHE has sufficient human resources to support its mission. Through periodic evaluation, the institution demonstrates that its resources are sufficient to sustain the quality of its educational program and to support institutional improvement now and in the foreseeable future.
- b. GIHE ensures that the entire staff is qualified for the positions undertaken, this includes providing periodic assessment.
- c. GIHE rigorously abides by its human resource policies, particularly in recruitment, admissions, employment, evaluation, disciplinary action, and promotion, and regarding non-discrimination.

### ***Related policies***

- Sommet Education - Recruitment Guidelines
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## **7.2 GIHE supports the career development of its entire staff, promotes equal opportunities and actual gender equality for its staff and students.**

- a. GIHE is deeply committed to fostering the professional growth and career development of its entire staff. Investing in employees' development not only benefits them personally but also enriches the overall environment within the institution.
- b. GIHE promotes equal opportunities and gender equality among its staff and students. GIHE endeavors to create a safe and fair environment where diversity and inclusivity thrive, striving for equal representation and providing support at all levels of the institution.

### ***Related policies***

- Sexual misconduct policy (15-A002-GW)
  - Sommet Education - Training & Development Policy
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## 8. Finance & infrastructure

This standard relates to the financial management and physical resources of GIHE. It encompasses budgeting, financial planning, asset management, and facilities maintenance. It ensures that GIHE's financial health is stable, that its infrastructure supports its mission and operations and that it is economically sustainable.

### 8.1 GIHE's financial means allow for on-going operations and achieving strategic objectives.

- a. GIHE manages its financial resources to ensure it fulfils its mission and maintains long-term financial and operational stability while maintaining the integrity of the institution and its academic quality, including in the case of substantive change. Its funds are devoted primarily to its educational and research activities, and GIHE guarantees that students can complete their study programs.
- b. GIHE's financial planning, budgeting and monitoring processes are realistic, integrated, consultative, transparent and ethical, with clear fiscal, budgetary and financial aid policies that are implemented and reviewed. Financial planning, including contingency planning, is integrated with overall planning and evaluation processes.
- c. GIHE's governing board reviews and approves financial plans, and has appropriate autonomy in all budget and financial matters.
- d. GIHE's financial statements are independently audited, and the institution takes appropriate action on resulting recommendations or conclusions.
- e. GIHE has sufficiently qualified finance staff, led by a Director of Finance.

### 8.2 GIHE has sufficient and appropriate information, physical and electronic resources to support its mission and fulfil its goals.

- a. GIHE maintains infrastructure and staff for teaching, research and services including residential life. GIHE has sufficient information, physical and technological resources and capacity to support its mission. Facilities are constructed and maintained in accordance with legal requirements to ensure access, safety, security and a healthy environment.
- b. GIHE's library and information resources adequately support the institution's teaching, learning and scholarship activities.
- c. GIHE implements policies and procedures for the acquisition and conservation of the library and other learning resources.

#### *Related policies*

- Data protection and privacy policy (02-A005-GW)
  - Library and Information Services (12-A001-GW)
  - Student Registry Services (14-A001-GW)
  - Accommodation policy (18-A001-GW)
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## 9. Communication, integrity & transparency

This standard focuses on how GIHE communicates with its stakeholders, maintains ethical standards, and provides transparent information. It encompasses practices related to internal and external communication, ethical conduct, and disclosure of information to the public. It ensures trust and credibility.

## 9.1 GIHE publishes clear, accurate, objective, up-to-date and readily accessible information about its activities and programs.

- a. GIHE ensures that the results of quality assurance processes are available to employees, students and appropriate external stakeholders.
- b. Students are provided information on financial aid opportunities.
- c. Students receive documentation explaining the qualification gained, including achieved learning outcomes and the context, level, content and status of the studies that were pursued and successfully completed.

### *Related policies*

- Communication, integrity and transparency (02-A003-GW)
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## 9.2 GIHE respects expectations for public disclosure.

- a. GIHE regularly publishes information about its activities, its academic programs and the qualifications awarded that is objective, clear, accessible, trustworthy, up-to- date and sufficient for intended audiences to make informed decisions about the institution.
- b. GIHE publishes public disclosure information expected by its accreditors.
- c. Based on verifiable information, GIHE informs the public of what students have gained as a result of their education.

### *Related policies*

- Communication, integrity and transparency (02-A003-GW)
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## 9.3 GIHE follows high ethical standards in the management of its affairs and in its dealings with students, faculty, staff, its governing board, external agencies and organizations, and the general public.

- a. GIHE subscribes to and advocates high ethical standards in the management of its affairs and in its dealings with students, faculty, staff, its governing board, external agencies and organizations, and the general public. Through its policies and practices, the institution endeavors to exemplify the values it articulates in its mission and related statements. GIHE evaluates and reviews its policies on integrity.
- b. GIHE specifies staff responsibilities in the pursuit of integrity and responsible and ethical behavior.
- c. GIHE complies with the spirit and letter of its legal responsibilities.
- d. GIHE makes available valid documentation on any statements and promises regarding program excellence, learning outcomes, success in placement, and achievements of graduates or faculty.
- e. GIHE is responsible for all activities legitimately carried out in its name. GIHE communicates clearly the relationship of individuals acting on its behalf who interact with students, prospective students and the public.
- f. GIHE's print and digital communications that represent the institution are consistent with catalogue content. GIHE systematically reviews that its print and digital publications are complete, accurate, readily accessible and current. The results of review are used for improvements.

### *Related policies*

- Communication, integrity and transparency (02-A003-GW)
- Data protection and privacy policy (02-A005-GW)
- Academic integrity (03-A003-GW)
- Code of conduct for students (15-A001-GW)
- Sexual misconduct policy (15-A002-GW)



- Social media policy (23-A001-GW)
  - Sommet Education - 2023 - Code of Conduct & Ethics for Employees
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## 10. Social & environmental sustainability

This standard emphasizes GIHE's commitment to socially and environmentally sustainable development in all its activities. It outlines the setting and implementation of objectives in these key areas and ensures that progress is regularly monitored and reviewed. Adjustments are made as needed to continuously enhance contributions to sustainability across these two dimensions.

### 10.1 GIHE promotes social sustainability through ethical, equitable and inclusive engagement.

- GIHE's mission and vision reflect its dedication to serving diverse communities, promoting an inclusive environment where all members, regardless of their characteristics, feel valued, respected, and provided with equal opportunities to succeed.
- In setting its social sustainability goals, GIHE follows a comprehensive framework that includes diversity, equity, inclusion, and equal opportunities for all members of its community as core components.
- GIHE's commitment to social sustainability aligns with its status as a Swiss / UK / USA accredited institution, ensuring adherence to international human rights standards and principles of social justice.
- GIHE periodically evaluates its social sustainability efforts, ensuring they remain effective and aligned with current social challenges, informing strategic planning, evaluation, and resource allocation.

#### *Related policies*

- Sustainability policy (01-A002-GW)
  - Communication, integrity and transparency (02-A003-GW)
  - Code of conduct for students (15-A001-GW)
  - Sommet Education - 2023 - Code of Conduct & Ethics for Employees
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### 10.2 GIHE encourages environmental sustainability and responsible resource stewardship.

- In setting its environmental sustainability goals, GIHE follows a detailed plan that includes reducing its carbon footprint, promoting renewable energy, and implementing sustainable practices across campuses.
- GIHE's environmental sustainability efforts are aligned with its accreditation standards, demonstrating a commitment to global environmental agreements and sustainable development goals.
- Through academic courses and support services, GIHE educates its students on the importance of environmental stewardship and actively promotes a culture of sustainability.
- GIHE continually assesses its environmental impact and sustainability initiatives, ensuring they are effective and guide strategic planning, evaluation, and resource allocation towards a sustainable future.

#### *Related policies*

- Sustainability policy (01-A002-GW)
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# Related documents

## Policies

Governance Policy (01-A001-GW)  
Sustainability policy (01-A002-GW)  
Risk management (01-A003-GW)  
GIHE Institutional Quality Framework (02-A001-GW)  
Communication, integrity and transparency (02-A003-GW)  
Student surveys and feedback mechanism policy (02-A004-GW)  
Data protection and privacy policy (02-A005-GW)  
Academic Rules and Regulations (03-A001-GW)  
Academic Rules and Regulations\_GEMiHL (04-A001-GW)  
Academic integrity (03-A003-GW)  
Faculty handbook (Reference pending)  
Program review (Reference pending)  
Recognition and accreditation of prior learning (03-A006-GW)  
Teach-out policy (03-A011-GW)  
Admission policy (08-A001-GW)  
Recognition and accreditation of prior learning (APL) (08-A004-GW)  
Fitness to study (10-A001-GW)  
Counselling student confidentiality (10-A002-GW)  
Special educational needs (11-A001-GW)  
Student Registry Services (14-A001-GW)  
Code of conduct for students (15-A001-GW)  
Sexual misconduct policy (15-A002-GW)  
Sommet Education - Recruitment Guidelines  
Sommet Education - Training & Development Policy  
Sommet Education - 2023 - Code of Conduct & Ethics for Employees

## Procedures

PDCA Quality Cycle (02-B001-GW)

## Other documents

Mission and Vision (01-C001-GW)  
Institutional Strategy (01-C002-GW)  
Academic strategy (03-C001-GW)  
Research strategy (07-C001-GW)

## Department contacts & links

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## Publication approval

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