Academic rules and regulations

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Headline

Glossary of terms

GIHE or "**the Institution**": refers to Glion Institute of Higher Education as an educational accredited institution in Switzerland, in the United Kingdom or in any locations where GIHE operates its programs of studies.

Parent company: refers to the business entity, in this case Sommet Education, that oversees other Institutions, such as GIHE or Les Roches for example.

APA style: is a writing style and format for academic documents which is commonly used for citing sources.

Course: is defined as a series of periods of learning in a particular subject, leading to an assessment.

Hons: is the standard abbreviation for "Honors".

Leave of absence: is a temporary interruption of studies.

Module: is defined as a series of courses occurring within a given time frame.

Moodle: is an open-source learning management system (LMS) used by educators to create online courses and manage digital learning environments.

Program: is a set of courses and / or modules leading to an award.

Student: means anyone who is registered in a GIHE academic program, including a non-degree program, offered through any campus worldwide, online or anyone who was so registered when the reported academic matter was said to have occurred.

"**S**" is the standard abbreviation for "semester" (i.e. S1 means semester 1).

Withdrawal: A withdrawal occurs after a student has made the decision to permanently stop their studies.

List of acronyms

GIHE: Glion Institute of Higher Education

APA: American Psychological Association

APL: (Recognition and) Accreditation of Prior Learning

BRP: Business Research Project

ECTS: European Credit Transfer and Accumulation System

ICT: Information and communications technology

IHELP: Intensive Hospitality and English Language Program

Compliance

This policy responds to GIHE's Quality standard 4.3.

For more information about GIHE's Quality standards, please refer to Quality standards (02-A002-GW).

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.

Introduction

At Glion Institute of Higher Education (GIHE) we seek to provide students with the best educational experience.

This document is designed to complement the Academic Catalog and other related information students will receive prior to and during their studies, with the objective of helping every student maximize their potential and achieve the academic success they deserve.

GIHE hopes to see strong performance in individual learning, assessments, and subsequent grade outcomes. GIHE strives to transform students as learners and promote academic excellence and professionalism through an enriched, rigorous, inter-disciplinary curriculum.

GIHE employees are here to support all students to reach their full academic potential. GIHE expects students to take responsibility for their own development and learning by accumulating sufficient credits to be eligible for their target degree.

Global Executive Master's in Hospitality Leadership program
For the Academic Rules and Regulations for the, please refer to Academic rules and regulations_GEM (03-A002-GW).

Standard terms and scope of application

These regulations apply to academic matters only.

The programs of study referred to in this handbook and their abbreviations are the following:

- Bachelor's in International Hospitality Business (Bachelor's IHB)
- Bachelor's in Luxury Business (Bachelor's LB)
- Master of Science in International Hospitality Business (last intake Fall 2023) (Master's IHB)
- Master of Science in Hospitality Business Leadership (from intake Spring 2024) (Master's HBL)
- Master of Science in Hospitality Entrepreneurship and Innovation (Master's HEI)
- Master of Science in Luxury Management and Guest Experience (Master's LMGE)
- Master of Science in Real Estate, Finance and Hotel Development (Master's REFHD)
- Executive Master in Luxury Management and Guest Experience (Exec Master's LMGE)

This document applies to academic matters that take place:

- During the program of studies on campus;
- During the program of studies off campus (i.e. including but not limited to internships, educational travels and online courses / programs).

Academic programs

Art. 1 Teaching language

Art. 1.1 The official teaching and working language at GIHE is English. All courses and tutorials are delivered in English. All assessments must be submitted using the English language and all exams have to be written in English, with the exception of language courses.

Art. 1.2 Should a student not meet the English level entry requirements, the Institution offers an Intensive Hospitality and English Language Program (IHELP) to be taken prior to the start of their studies. The priority given to English instruction is designed to help students progress successfully in their studies in an international environment and later within their professional careers.

Art. 2 General structure of the Bachelor's and Master's programs

Art. 2.1 Please refer to the Academic catalog.

Art. 3 Program learning outcomes

Art. 3.1 Please refer to the Academic catalog.

Art. 4 Duration of program

Bachelor's program in 7 semesters (last intake in 2023)

Art. 4.1 The Bachelor's program consists of 7 consecutive semesters. The 7 semesters are divided into a first year (S1 and S2), second year (S3 and S4), third year (S5 and S6) and a specialization and capstone project semester (S7). Each year consists of 2 regular semesters (fall and spring). S2 and S5 are internships. Degree specialist courses are delivered in S7.

Bachelor's program in 8 semesters (as of Spring 2024)

Art. 4.2 The Bachelor's program consists of 8 consecutive semesters. The 8 semesters are divided into a first year (S1 and S2), second year (S3 and S4), third year (S5 and S6), a specialization and capstone project part 1 semester (S7) and an on-the-job experience and capstone project part 2 semester (S8). Each year consists of 2 regular semesters (fall and spring). S2 and S5 are internships. Degree specialist courses are delivered in S7.

Master's programs

Art. 4.3 The Master's programs consist of 3 consecutive semesters. The programs of study are divided into 2 semesters of teaching on campus, followed by 1 semester dedicated to an internship and / or a Business Research Project (BRP).

Exec Master's LMGE

Art. 4.4 The Executive MSc program consists of four consecutive modules, plus Capstone. Module 1 is complemented by one residential week on the Glion campus and Module 3 is complemented by one residential week on the London campus. The program is to be completed within 12 months. Capstone preparation time can be extended but the entire program must not be longer than 18 months.

Art. 5   Exchange semesters

The following only applies to the Bachelor's in International Hospitality Business program.

Art. 5.1   Exchange semesters with an approved parent company sister school (i.e. Les Roches Marbella) are dealt with on a first come, first served basis. Only one exchange semester with a sister school can be completed. Requests for additional semesters, or for multiple semesters, will not be accepted. Numbers of students allowed to complete a semester exchange with a sister school are limited and are subject to acceptance as per selection criteria implemented for the period concerned.

Art. 5.2   For students who are starting their Bachelor's program directly in semester 3, the exchange semester option in semester 3 with Les Roches Marbella is not applicable.

Art. 5.3   Exchange semesters within GIHE itself (CH-UK / UK-CH) are dealt with on a first come, first served basis. One or more exchange semesters across GIHE campuses are possible depending on the options available for the program being studied. Numbers of students allowed to complete a semester exchange are limited and are subject to acceptance as per selection criteria implemented for the period concerned.

Art. 6   Definition of credit

The credit system of GIHE is based on European Credit Transfer and Accumulation System (ECTS). Credits are assigned to each course according to the expected student workload. 1 credit point is equivalent to 25 hours of learning hours.

GIHE also uses the "Carnegie credit point", also referred as US credit.

In GIHE, 2 ECTS are equivalent to 1 US credit, as described in this table:

System	Credits	Effective Learning Hours and class contact
Bologna European System	2 ECTS	50 learning hours (including contact hours)
American System	1 US Carnegie unit credit	15 contact hours and a minimum of 30 hours independent work

Art. 7   Course load

Art. 7.1   A course can be used to satisfy only one study program requirement within GIHE, which means that credits carried by one course cannot be duplicated to cover another course or part of another course or a part of another GIHE program at any time.

Art. 7.2   Online credit recovery courses are courses that are either offered by GIHE, or that can be taken with another University, to fulfil GIHE's requirements. See Art. 30 Online recovery credit courses.

Art. 7.3   Exchange courses are courses that a student takes while on an approved study abroad program. An official transcript, clearly showing the grades achieved for the courses, as well as the number of credits earned from the Institution attended must be provided by the student, to be entitled to use such credits in earning a degree from GIHE. Students who complete one or several semesters with approved partner institutions are considered as moving temporarily to another institution. Only the credits earned during the exchange semester(s) will be taken into consideration when resuming their study program at GIHE.

Art. 7.4   Programs of study require students to attempt and pass all courses, with all semesters validated.

- Bachelor's (last intake in 2023) worth a total of at least 120 US credits
- Bachelor's (as of Spring 2024) worth a total of at least 180 ECTS or 120 US credits

- Master's (last intake in 2023) worth a total of 36 US credits
- Master's (as of Spring 2024) worth a total of 90 ECTS, 45 US credits
- Exec Master's LMGE worth a total of 64 ECTS or 32 US credits.

Specifics to Exec Master's LMGE

Art. 7.5   Skills modules, residential weeks, field visits and capstone projects carry exceptional study loads, weighted in Carnegie credits accordingly (when appropriate).

Art. 7.6   Exec Master's LMGE program involves off-campus and on-campus study activities.

Art. 8   Award titles

Bachelor's degree awards

Generic degree

- Bachelor's in International Hospitality Business
- Bachelor's (Hons) in International Hospitality Business
- Bachelor's in Luxury Business
- Bachelor's (Hons) in Luxury Business

Specialist degrees

- Bachelor's in International Hospitality Business with Luxury Brand Strategy
- Bachelor's (Hons) in International Hospitality Business with Luxury Brand Strategy
- Bachelor's in International Hospitality Business with International Hotel Development and Finance
- Bachelor's (Hons) in International Hospitality Business with International Hotel Development and Finance
- Bachelor's in International Hospitality Business with International Event Management
- Bachelor's (Hons) in International Hospitality Business with International Event Management

Master's degree awards

- Master of Science in International Hospitality Business
- Master of Science in Hospitality Business Leadership
- Master of Science in Hospitality Entrepreneurship and Innovation
- Master of Science in Luxury Management and Guest Experience
- Master of Science in Real Estate, Finance and Hotel Development
- Executive Master in Luxury Management and Guest Experience

Art. 9   Recognition and accreditation of prior learning (APL)

For further information, see Recognition and accreditation of prior learning (APL) (03-A007-GW).

Art. 10   Leave of absence

Art. 10.1   Before requesting a leave of absence, students must discuss their academic situation with the Program Coordinator / Manager / Director. During this meeting, the Program Coordinator / Manager / Director will advise the student on the conditions for resuming their studies. Upon their return, students will be asked to re-start their studies at the next semester / module starting date with the rules and regulations effective for this cohort.

Art. 10.2   At the time of the request for a leave of absence, if a course has been validated (i.e. all the assessments have been passed), the credits earned for this course will be carried forward to the semester when the student returns when applicable. If at the time of the request, some courses were not validated, the student will be required to re-do these courses (1st attempt if it was a 1st attempt, retake course if it was a retake course) when they return. The course will then be recorded as incomplete. Grades for the non-validated courses will not be kept in the student's record.

Special condition for Bachelor S1 (Practical Arts)

For Bachelor S1, specific courses cannot be retaken separately. Therefore, the following rules apply:

* when the request for a leave of absence is placed during S1, all non-validated courses will have to be retaken, when the student returns;
* when the request for a leave of absence is placed at the end of S1, in case the student has resit(s), those must be taken upon return from the leave of absence before starting S3.

Special condition for Exec Master's LMGE

If a leave of absence is requested during a running module and some courses already contain grades, these will be validated during the Progression Panel, and the remaining courses will be taken at a later stage.

Art. 10.3   Students who have been suspended or expelled due to disciplinary sanctions or due to non-payment of their tuition fees will not be allowed to take the assessments they have missed. Students who have been allowed to resume their studies will be required to retake the failed courses / modules in full upon their return.

Art. 10.4   Students may request a leave of absence for a maximum period of time.

* 2 years total for the Bachelor's degree program;
* 1 year total for the Master's degree programs delivered on campus;
* 1 year total for the Exec Master's LMGE degree program;

Should the leave of absence exceed this period, students may be automatically withdrawn from their program at GIHE. In this case, students will fall under Art. 11 Withdrawal. Exceptional circumstances may be considered, should the student consider taking a leave of absence longer than these periods.

Art. 10.5   The total duration of cumulated leaves of absence and total study period (including retakes) may not exceed the Art. 12 Validity of registration.

Art. 11   Withdrawal

Art. 11.1   Students wishing to withdraw from their program are required to complete the Permanent Withdrawal Form (Reference pending) and notify the Student Registry Services in writing before they leave the campus.

Art. 11.2   Before withdrawing permanently from their studies, students are advised to meet with the Program Coordinator / Manager / Director to discuss the options available to them. It may be more appropriate for students to interrupt their studies instead. If this is the case, please refer to Art. 10 Leave of Absence.

Art. 11.3   Once the withdrawal has been processed, students will receive a final transcript showing the credits and grades achieved to date. If applicable students will also receive an early exit certificate. All courses / modules that have not been completed will be deemed as failed and no credits will be awarded.

Art. 12   Validity of registration

Art. 12.1   Students must complete their program of studies within a maximum of twice the duration of their program, as described below:

- for Bachelor's (last intake in 2023): maximum validity is 7 years
- for Bachelor's (as of Spring 2024): maximum validity is 8 years
- for Master's programs: maximum validity is 3 years
- for Exec Master's LMGE: maximum validity is 3 years

Art. 13   Academic records

Art. 13.1   Grading conversion table

Definition	Grades in % used at GIHE	ECTS grade distribution	US letter grades
Excellent	90.00 - 100	best 10 %	A
Excellent	80.00 - 89.99	next 25%	B
Very good	70.00 - 79.99	next 30%	C
Good	60.00 - 69.99	next 25%	D
Satisfactory	50.00 - 59.99	last 10%	E
Unsatisfactory	0.00 - 49.99	N / A	F

Art. 13.2   Additional codes used within GIHE and displayed on the student records:

- Pass (P) / Fail (F): Courses which are not graded, but credit-bearing, or "Fail" where later attempted as a Retake Course
- Credit (CR): Transfer credits from previous academic achievements or from other institutions
- I: Incomplete
- DG: Deferred Grade
- R: Retake courses; credits are only allocated on the final attempt
- OL: Online courses
- OC: Off campus

The translation of the above table from the GIHE grading scale to other grading scales must be used with caution as GIHE does not use the ECTS grading scheme and does not rigidly follow a rank-based grading system according to predetermined percentages in comparison with the whole group's performance.

Art. 13.3   Calculation of course grades and averages:

- Individual assessments are rounded up or down to 0 decimal place;

- Course and module averages are rounded up or down to 1 decimal place;
- Semester or weighted averages are calculated and are rounded up or rounded down to 2 decimals;
- The weightings of retake courses are included in the semester average calculation in which the course has been retaken. The initial failed attempt and failed resit will be coded with an "F" and will not be counted in any average.

Art. 13.4   Archives and access to student academic records: please refer to Student Registry Services policy (14-A001-GW).

Art. 14   Exit certificates

Art. 14.1   For Bachelor's in International Hospitality Business program up to semester intake Fall 2023: A student who has decided to withdraw from the program or who has not met the progression requirements may be eligible for an alternative exit certificate, depending on the semesters attempted by the student and the number of credits achieved at the time of the withdrawal or at the time of the Progression / Awards panel's decision. The Progression / Awards panels are the final arbiters of these decisions.

Early Exit	Credits	Attempted Semesters
Certificate in International Hospitality	40 credits	S1 to S3 (incl. Internship 1)
Associate Degree in International Hospitality Business	60 credits	S1 to S4 (incl. Internship 1)
Diploma of Higher Education in International Hospitality Business	100 credits	S1 to S7 (incl. Internship 1 and 2)

Art. 14.2   For Master's programs up to semester intake Fall 2023: A student who has decided to withdraw from the program or who has not met the progression requirements may be eligible for an alternative exit certificate, depending on the semesters attempted by the student and the number of credits achieved at the time of the withdrawal or at the time of the Progression / Awards panel's decision. The Progression / Awards panels are the final arbiters of these decisions.

Early Exit	Credits	Attempted Semesters
Postgraduate Certificate	12 credits	S1
Postgraduate Diploma	24 credits	S1 and S2

Art. 14.3   Should a student then decide to return to studies within the time period allowed by the Institution, the early exit certificate will be cancelled.

Academic rules and regulations

Art. 15   Attendance for on-campus Bachelor's and Master's programs

Art. 15.1   Students must attend all scheduled classes and academic activities on and off campus as per the academic calendar. Students reaching an unreasonable level of absences will be required to attend a meeting with the Program Coordinator / Manager. Attendance could also be taken into consideration when decisions are taken during the Progression / Awards Panels, Academic Complaints and Appeals Panels.

Art. 15.2   Absences should be limited to the minimum to ensure students attend class and thus acquire the skills and knowledge necessary to succeed in their studies and future careers.

Art. 15.3   Students are required to be punctual. Lateness is not acceptable and may be considered as an absence. Faculty members have the authority to request students not to attend class, should students be late, be disengaged or misbehave. In this instance, an absence will be recorded.

Art. 15.4   Absences and lateness are recorded by each faculty for each session. Students have the possibility to access virtually their absence records at any time during the semester. It is also the students' responsibility to keep track of their own absences.

Art. 15.5   Attendance to all assessments is mandatory. Unjustified non-attendance to or non-submission of assessments will automatically result in a zero grade for the assessment. Justified non-attendance at assessments will be reviewed and communicated by the mitigation panel according Art. 30 Academic mitigation. If the mitigation is accepted, an assessment opportunity may be scheduled at a later stage. Progression rules in Art. 26 Academic Progression apply. Justified non-attendance at resit exams with accepted mitigation will be reviewed, and subsequent decisions communicated, by the Post-resit panel.

Art. 15.6   Students are required to attend sessions during the field trip. Attendance during the field trip will be recorded and is an integral part of the overall specialization absences.

Art. 15.7   Attendance is examined on an individual basis at the end of each semester by the Program team who will confirm the penalty (resit examination) prior to the final examinations taking place.

Bachelor's programs

Art. 15.8   Students are required to attend a minimum of 80% for each course contact hours. Justified or unjustified absences per course must be capped at maximum 20% of the course contact hours. Exceeding 20% of absence (justified or unjustified) in a course will result in a zero grade for this course and students will be required to resit the course. However, students will still be required to continue with the group project to support the group. The maximum pass grade for a resit examination is 50%. Each case is also reviewed at the end of each semester by the program team to confirm or not the penalty.

Specific rules for S7

Art. 15.9   Attendance is calculated according to the number of sessions scheduled for the specialization. The minimum number of sessions to be attended to successfully pass the course without receiving a penalty shall be communicated in the beginning of the semester by the program team. Each session corresponds to 1 absence. Depending on the specialization the number of contact hours of the session may vary.

Master's programs

Art. 15.10 Students are required to attend a minimum of 75% for each course contact hours. Unjustified absences per course must be capped at maximum 25% of the course contact hours. Exceeding 25% of unjustified absence in a course will result in a zero grade for the course. Students will be allowed to resit if they have attended at least 25% of total course time. If this condition is not met, students are required to retake the course entirely. The grade for a resit examination is capped at 50%.

Art. 16   Attendance for online Executive Master's programs

Exec Master's LMGE

Art. 16.1 Students must attempt all elements of assessment. Students must actively participate in all learning activities. Attendance and engagement are monitored by the program team for monitoring and quality enhancement purposes. Students will be contacted by the program team if participation or attendance becomes a concern.

Art. 17   Academic misconduct

Art. 17.1 Please refer to Academic misconduct policy (03-A006-GW).

Art. 18   Group work

In some cases, students may have problems with group work. A group member may either not be contributing to the overall group project or be excluded by other group members.

Art. 18.1 Academic issues and issues between group members must be reported in writing to the faculty member leading the project with evidence that demonstrates the claims, e.g., records of team meetings, e-mail communications, etc. The group and / or the individual will be asked to present their case to the faculty and the Program Manager / Director who may request support from other departments, to decide if the claims are substantiated. The issue must be reported to the faculty member by the midpoint of the project's duration.

As a last resort after reflecting on the evidence, jointly the Program Manager / Director and the faculty member can make the following decisions should the claims be substantiated. A student may

- complete the whole project alone;
- lose the peer assessment percentage of the work, if applicable;
- complete elements of the project alone; or
- get a zero grade for the assessment.

In case no solution has been found by the mid-point of the project, the following will apply:

- In the event of an exceptionally positive or negative individual performance or contribution to the group assignment, an individual student's grade may be increased or decreased, compared to other members of the group. The reason for the change in grade will be communicated to the student concerned.
- The decision will be reported to the Progression / Awards Panel.

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Attendance for online Executive Master's programs
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Art. 19   Overdue assessments and non-submission of work

Art. 19.1   All written work must be submitted through the assessment link on Moodle before the due date and time, local campus time applies. The work uploaded on this assessment link is the version that will be officially graded. In the event of a size file too large for Moodle, students are required to use the submission method indicated by their faculty members.

Art. 19.2   An assessment is "overdue" when it is not submitted by the due date and time or by the agreed extension date and time (e.g. based on successful mitigation). Should a student fail to submit an assessment by the agreed date and time, the student will be given a zero grade for this particular assessment.

Specifics for Exec Master's LMGE

Art. 19.3   **Overdue assessments**: An assessment is considered as a late submission and "overdue" when it is not submitted by the published due date and time or by the agreed extension date. Such assessment will be penalized as follows:

- Up to a maximum of 10 calendar days from the original deadline: work will be marked, and the assessment mark will be capped at the pass mark (50%) for the assessment element.
- If the assessment is late by over 10 calendar days, the piece of work will be deemed a non-submission.

Art. 19.4   **Extension of deadline**: An extension allows a student to submit coursework up to 10 calendar days late without penalty. An application for an extension to be considered by the Program Director, must be made prior to the original submission deadline and the work then submitted as soon as possible, up to 10 calendar days after the original deadline. Where this process is followed, and the extension is agreed, the work submitted late following an extension request to the Program Director will not be penalized for late submission.

Art. 20   Incomplete course

Art. 20.1   If a student is unable to finish a course and the reasons for non-completion are accepted as mitigating circumstances, the course will have the designation Incomplete [I] assigned on the grade report sheet. No grade is recorded, and the semester average is not affected. At this point, a completion date will be stated.

Art. 20.2   If the reasons for non-completion are accepted as mitigating circumstances, a completion date will be stated and a Deferred Grade [DG] will be recorded.

Art. 20.3   If, by the time the Progression / Awards Panels meet, no work has been submitted by the student and no deferment of grade has been granted, or if the stated completion date has passed, a Fail [F] will be assigned. The semester average will then be recalculated.

Art. 21   Assessment and examinations directives

Art. 21.1   Please refer to Assessment and examinations directives (Reference pending).

Art. 22   GIHE Level 4 grading scales guidelines – (Bachelor's S1 to S2)

The grading scale uses the range of 0 to 100 where 100% is exceptional work and 50% is the achievement standard to pass a course.

Academic rules and regulations
Overdue assessments and non-submission of work
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80% to 100% : Excellent

- **Knowledge**: A clear and exact understanding of subject, principles and terms: all arguments carefully developed and clearly shown. Considered and effective use of literature beyond that supplied in the classroom.
- **Cognitive**: Knowledge used to describe, analyze and interpret aspects of the subject. Clear evidence of thinking and links to originality.
- **Professional competencies**: Clear evidence of skills developed and shown to help address issues and problems.
- **Transferable skills**: Considered and effective use of communication tools, literature, ICT, and planning; excellent report structure with APA presentation of figures, tables, references (in-text and list) where appropriate. Evidence of originality in presentation.

70% to 79% : Very good

- **Knowledge**: A sound grasp of the subject material, logical arguments shown. Reasonable evidence of wider study beyond the classroom.
- **Cognitive**: Knowledge used to describe, and interpret data. Some evidence of thinking.
- **Professional competencies**: Some key skills developed and shown to help address issues and problems.
- **Transferable skills**: Considered use of communication tools, literature, ICT, and planning; well organized report; appropriate choice and APA presentation of figures and tables; clearly presented throughout.

50% to 69% : Pass

- **Knowledge**: Reasonable understanding of subject matter, but some flaws and errors evident. Limited evidence of wider study and use of informed data.
- **Cognitive**: Knowledge used to describe, and interpret data. But problems found on overall logic and argument.
- **Professional competencies**: Little evidence of key skill development in line with practical and / or professional problem solving.
- **Transferable skills**: Considered use of communication tools, literature, ICT, and planning; a generally clear report with acceptable format but some errors in APA style and / or omissions in presentation.

40% to 49% : Fail

- **Knowledge**: Limited understanding of the topic; considerable factual errors evident. Virtually no inclusion of literature information beyond lecture materials.
- **Cognitive**: Knowledge used to describe. Limited evidence of argument and logical.
- **Professional competencies**: Very limited evidence of skills development in line with practical or professional development or problem solving.
- **Transferable skills**: Use of communication tools, ICT, and some planning; little attention given to the report structure; a very limited use of illustrative tables and figures. APA problems evident and serious flaws in presentation shown.

20% to 39% : Fail

- **Knowledge**: Minimal understanding of the subject; serious factual errors evident.
- **Cognitive**: Limited argument or logic shown. Poor evidence of thought.
- **Professional competencies**: Poor evidence of skills development.

- **Transferable skills**: Poor use of communication tools, literature, ICT, and planning; poorly structured report; disorganized, missing sections, minimal presentation of supporting data.

0% to 19% : Fail

- **Knowledge**: Very poor coverage of material with little relevant information evident. Virtually no evidence of understanding. A few lines of relevant material or no material at all.
- **Cognitive**: No argument or logic shown.
- **Professional competencies**: None shown.
- **Transferable skills**: Minimal attempt to provide a structured answer. Poor.

Art. 23 GIHE Level 5 grading scales guidelines – (Bachelor's S3 to S4)

The grading scale uses the range of 0 to 100 where 100% is exceptional work and 50% is the achievement standard to pass a course.

80% to 100% : Excellent

- **Knowledge**: A clear and exact demonstration of knowledge and the critical understanding of the principles, concepts and techniques: all arguments carefully developed and clearly shown. Considered and effective use of literature beyond that supplied in the classroom.
- **Cognitive**: Knowledge applied to show understanding. Apply knowledge and understanding accurately to a range of issues, questions and problems. Apply establish techniques to critically evaluate and interpret the subject. Clear evidence of thinking and links to originality.
- **Professional competencies**: Compare and use different approaches to issues and problems. Shows engagement of ethical issues.
- **Transferable skills:** Communicate information, arguments, and ideas effectively, use recognized literature, ICT, and planning; excellent report structure with APA presentation of figures, tables, references (in-text and list) where appropriate. Evidence of originality and novelty present.

70% to 79% : Very good

- **Knowledge**: A sound grasp of the subject material, with some critical understanding and logical arguments shown. Reasonable evidence of wider study beyond the classroom.
- **Cognitive**: Knowledge applied and used to interpret data. Some evidence of critical thinking.
- **Professional competencies**: Some key skills developed and shown to help address issues and problems. Although the range of approaches limited.
- **Transferable skills**: Considered use of communication tools, literature, ICT, and planning; well organized report; appropriate choice and APA presentation of figures and tables; clearly presented throughout.

50% to 69% : Pass

- **Knowledge**: Reasonable understanding of subject matter with some critical review, but some flaws and errors evident. Only limited evidence of wider study and use of literature information.
- **Cognitive**: Knowledge used to interpret data with some knowledge application evident. But problems found in overall logic and argument. Limited critical review.
- **Professional competencies**: Little evidence of key skill development in line with practical and / or professional problem solving.
- **Transferable skills**: Considered use of communication tools, literature, ICT, and planning; a generally clear report with acceptable format but some errors in APA style and / or omissions in presentation.

40% to 49% : Fail

- **Knowledge**: Limited understanding of the topic with a minimal critical application; considerable factual errors evident. Virtually no inclusion of literature information beyond lecture materials.
- **Cognitive**: Knowledge used to describe, a limited application knowledge shown. Limited evidence of argument and logical thinking.
- **Professional competencies**: Limited evidence of skills development in line with practical or professional development or problem solving.
- **Transferable skills**: Use of communication tools, ICT, and some planning; little attention given to the report structure; a very limited use of illustrative tables and figures. APA problems evident and serious flaws in presentation shown.

20% to 39% : Fail

- **Knowledge**: Minimal understanding of the subject; serious factual errors evident.
- **Cognitive**: Very limited argument or logic shown. Poor evidence of thought.
- **Professional competencies**: Poor evidence of skills development.
- **Transferable skills**: Poor use of communication tools, literature, ICT, and planning; poorly structured report; disorganized, missing sections, minimal presentation of supporting data.

0% to 19% : Fail

- **Knowledge**: Very poor coverage of material with little relevant information evident. Virtually no evidence of understanding. A few lines of relevant material or no material at all.
- **Cognitive**: No argument or logic shown.
- **Professional competencies**: None shown.
- **Transferable skills**: Minimal attempt to provide a structured answer. Poor.

The qualitative criteria includes (based upon learning outcomes) consideration of

- The quality of the report / essay – use of sections, diagrams, figures, citation of references, neatness etc.;
- Student knowledge of the subject; depth and quality of answer. Or ability to answer or complete the task;
- Evidence of reading / study beyond the regurgitation of standard taught materials.
- Shows level 4 competencies together with critical understanding, problem solving, application, and analysis;
- Common Assessment Methods: Short research-based papers, integrated projects, case studies, case study based examinations;
- A pass reflects a threshold level of achievement.

Art. 24   GIHE Level 6 grading scales guidelines – (Bachelor's S5 to S8)

The grading scale uses the range of 0 to 100 where 100% is exceptional work and 50% is the achievement standard to pass a course.

80% to 100% : Excellent

- **Knowledge**: A clear and exact demonstration of systematic knowledge and the critical understanding of the subject area: all arguments carefully developed and clearly shown. Considered and effective use of literature beyond that supplied in the classroom. Data specialist in nature and informed by the existing body of knowledge.
- **Cognitive**: Synthesize, critically evaluate, and challenge information. Apply knowledge and understanding accurately to a range of issues, questions and problems. Apply established

techniques to synthesize, critically evaluate and challenge information. Recognizes the uncertainty, ambiguity and limits to knowledge. Clear evidence of thinking and links to originality.

- **Professional competencies**: Engage, as appropriate practical and profession skills and relevant ethical issues.
- **Transferable skills**: communicate complex information, arguments, and ideas effectively and appropriately to explore issues and problems, use recognized literature, ICT, and planning; excellent report structure with APA presentation of figures, tables, references (in-text and list) where appropriate. Evidence of originality and novelty present.

70% to 79% : Very good

- **Knowledge**: A sound grasp of the subject material, with some critical understanding and logical arguments shown. Reasonable evidence of wider study beyond the classroom.
- **Cognitive**: Knowledge applied and used appropriately. Evidence of synthesis, critical review, and arguments. Evidence of critical thinking and evaluation of data.
- **Professional competencies**: Some engagement, as appropriate practical and profession skills and relevant ethical issues.
- Transferable skills: evidence of complex information and argument's evident, considered use of communication tools, literature, ICT, and planning; well organized report; appropriate choice and APA presentation of figures and tables; clearly presented throughout.

50% to 69% : Pass

- **Knowledge**: Reasonable understanding of subject matter with some critical review and evaluation, but some flaws and errors evident. Only limited evidence of wider study and use of literature information.
- **Cognitive**: Knowledge used to interpret data with some knowledge application evident. But problems found in overall logic and argument. Limited critical review and evaluation, thus thinking not shown.
- **Professional competencies**: Little evidence of key skill development in line with practical and / or professional problem solving.
- **Transferable skills**: considered use of communication tools, literature, ICT, and planning; a generally clear report with acceptable format, but some errors in APA style and / or omissions in presentation.

40% to 49% : Fail

- **Knowledge**: Limited understanding of the topic with a minimal critical application or evaluation; considerable factual errors evident. Virtually no inclusion of literature information beyond lecture materials.
- **Cognitive**: Knowledge used to describe, a limited application of knowledge shown. Limited evidence of argument and logical thinking.
- **Professional competencies**: Limited evidence of skills development in line with practical or professional development or problem solving.
- **Transferable skills**: inadequate use of communication tools, ICT, and some planning; little attention given to the report structure; a very limited use of illustrative tables and figures. APA problems evident and serious flaws in presentation shown.

20% to 39% : Fail

- **Knowledge**: Minimal understanding of the subject; serious factual errors evident. No critical review or evaluation evident.

- **Cognitive**: Knowledge used to describe, a limited application of knowledge shown. Limited evidence of argument and logical thinking.
- **Professional competencies**: Poor evidence of skills development.
- **Transferable skills**: poor use of communication tools, literature, ICT, and planning; poorly structured report; disorganized, missing sections, minimal presentation of supporting data.

0% to 19% : Fail

- **Knowledge**: Very poor coverage of material with little relevant information evident. Virtually no evidence of understanding or exploration. A few lines of relevant material or no material at all.
- **Cognitive**: No argument or logic shown.
- **Professional competencies**: None shown.
- **Transferable skills**: minimal attempt to provide a structured answer. Poor.

Art. 25 GIHE Level 7 grading scales guidelines – (Master's S1 to S3)

The grading scale uses the range of 0 to 100 where 100% is exceptional work and 50% is the achievement standard to pass a course.

80% to 100% : Excellent

- **Knowledge**: A conceptual, theoretical, and critical understanding of the subject area and related disciplines. All arguments carefully developed and clearly shown. Considered and effective use of a wide scope of literature beyond that supplied in the classroom. Data specialist in nature and informed by the existing body of knowledge.
- **Cognitive**: Synthesize, critically evaluate, and challenge information. Apply knowledge and understanding accurately to a range of issues, implicit values, questions and complex problems. Apply established and new techniques at the forefront of knowledge. Recognizes the uncertainty, ambiguity and limits to knowledge. Clear evidence of integrated thinking and links to originality. Can use levels of abstraction to recommend new concepts, approaches, and likely future developments.
- **Professional competencies**: Fully demonstrate, comprehensive practical and professional skills and with close consideration of relevant ethical issues in complex environments. Can lead, adapt, and recognize change in an entrepreneurial mindset with sensitivity to diversity.
- **Transferable skills**: Communicate complex information, arguments, and ideas effectively and appropriately to explore issues and problems, use recognized literature, ICT, and planning; excellent report structure with APA presentation of figures, tables, references (in-text and list) where appropriate. Evidence of originality and novelty present. Uses personal reflection to analyze self and own actions to improve future practice and/or performance.

70% to 79% : Very good

- **Knowledge**: A conceptual, theoretical, and developed understanding of the subject area and its relationship to some other disciplines. All arguments developed and shown. Considered use of relevant literature. Some specialist knowledge shown and informed by the existing body of knowledge.
- **Cognitive**: Apply knowledge and understanding accurately to a range of issues, questions and complex problems. Apply established and new techniques. Has recognition of some uncertainty, ambiguity and limits to knowledge. Shows evidence of integrated thinking and links to originality.
- **Professional competencies**: Use as appropriate, practical and professional skills with evidence of the consideration of ethical issues. Can lead and recognize complex change in a business mindset with awareness of diversity.

- **Transferable skills**: Communicate information, arguments, and ideas appropriately to explore issues and problems, use recognized literature, ICT, and planning; good report structure with APA presentation of figures, tables, references (in-text and list) where appropriate. Uses personal reflection to analyze self and own actions to improve future practice and/or performance.

50% to 69% : Pass

- **Knowledge**: A conceptual, theoretical, and adequate understanding of the subject area and some related disciplines. All arguments developed and shown. Considered use of literature. Some specialist knowledge shown and informed by the existing body of knowledge.
- **Cognitive**: Apply knowledge and understanding accurately (with some minor errors) to a range of issues, questions and complex problems. Apply established and some new techniques. Has some recognition of the uncertainty, ambiguity and limits to knowledge. Some evidence of integrated thinking and links to originality.
- **Professional competencies**: Use as appropriate, practical and professional skills with evidence of the consideration of ethical issues. Can lead and recognize the simple change in a business mindset with some diversity awareness.
- **Transferable skills**: Communicate information, arguments, and ideas appropriately to explore issues and problems; use recognized literature, ICT, and planning; adequate report structure with APA presentation of figures, tables, and references (in-text and list) where appropriate. Uses some personal reflection to analyze self and own actions to improve future practice and/or performance.

40% to 49% : Fail

- **Knowledge**: Underdeveloped understanding of the topic with a minimal critical application or evaluation; considerable factual errors evident. Virtually no inclusion of literature information beyond lecture materials.
- **Cognitive**: Knowledge used purely to describe a limited application of knowledge shown. Incomplete evidence of argument and logical thinking.
- **Professional competencies**: Limited evidence of skills development in line with practical or professional development or problem solving.
- **Transferable skills**: Inadequate use of communication tools, ICT, and some planning; little attention given to the report structure; a very limited use of illustrative tables and figures. APA problems evident and flaws in presentation shown.

20% to 39% : Fail

- **Knowledge**: Simplistic understanding of the subject; serious factual errors evident. No critical review or evaluation evident.
- **Cognitive**: Very limited argument or logic shown. Underdeveloped evidence of thought.
- **Professional competencies**: Elementary evidence of skills development.
- **Transferable skills**: Basic use of communication tools, literature, ICT, and planning; poorly structured report; disorganized, missing sections, minimal presentation of supporting data.

0% to 19% : Fail

- **Knowledge**: Very poor coverage of material with little relevant information evident. Virtually no evidence of understanding or exploration. A few lines of relevant material or no material at all.
- **Cognitive**: No argument or logic shown.
- **Professional competencies**: None shown
- **Transferable skills**: Minimal attempt to provide a structured answer. Poor.

Art. 26   Academic progression

Art. 26.1   Students will be communicated their results by the Progression / Awards / Post-resit Panel in writing on their GIHE email account. Students are responsible for checking their institutional emails and contact the relevant IT Service if they have difficulties in accessing their emails.

Art. 26.2   **Progression rules** for Bachelor's and Master's programs students are required to pass all courses with a minimum average of 50% to validate their semester and gain credits, and will not be able to progress to subsequent semesters if they have not achieved this.

Specific rule for Bachelor's IHB

Students joining the Bachelor's International Hotel Development and Finance specialisation are required to pass Managerial Accounting with a minimum average of 70% as an entry requirement. Failure to meet this requirement will result in the student being asked to join another specialisation. For other specialisations, there is no entry requirement.

Art. 26.3   **Resits and retakes for on campus programs**: For students who do not meet the achievement standards at the course level, the Progression Panel will confirm if a student is eligible to take the resit examinations.

- Any courses which are below 50% must be resat by the student during the prescribed resit exam period;
- Students will be automatically registered to take their resit exam and attendance to resit is compulsory;
- Students not taking their resit exam during the prescribed resit exam period without valid mitigation will not be given the opportunity to take their resit exam at a later stage but will move directly to retake;
- Students can only resit a course once and can only resit a retake course once;
- Once a student has taken a resit exam, the resit exam grade replaces all the grades achieved for the course and is capped at a pass level (50%);
- Students will be allowed to carry a maximum of one failed course to retake in the next semester of studies (via in class – timetables permitting, or online credit recovery with another institution);
- Students will have a maximum of 4 attempts to pass a course:
  - o   (1) course itself;
  - o   (2) resit of that course;
  - o   (3) retake;
  - o   (4) resit of the retake;
    This principle also applies to capstone projects;
- Students who fail a resit of the retake will be asked to stop their studies;
- The Progression Panel is the final arbiter for any final retake decision;
- Students will be communicated their results by the Progression Panel in writing on their GIHE email.

Specific rules for Bachelor's programs

- Students who have 2 or more failed course per semester after resits must retake the semester with the failed courses only. They cannot move or progress to the next semester, however, student moving to internships can retake the failed semester before or after the completion of their internship;
- Students who fail their Bachelor's capstones (Bachelor Thesis or Applied Business Project individual submissions for both capstones) will be automatically registered for their resubmission of the same capstone the following semester. For retake of the same capstone, students will be

charged on their student account the associated fee prior to being registered. Students are not allowed to change capstone, see Incidental charges and penalties (16-A001-GW).

- Students in this situation who wish to take a leave of absence or withdraw from the program at the end of their Bachelor's need to officially inform bulle.undergraduateprogram@glion.edu for Swiss based students and london.undergraduateprogram@glion.edu for UK based students by the end of the second week of the following semester of studies, otherwise the resubmission fee will be due. Students are encouraged to also refer to the Incidental charges and penalties (16-A001-GW) on the Student portal and ensure that their sponsor is duly informed. They may contact studentsaccounting@glion.edu for more information.

Specific rules for Master's programs

- Students who have a maximum of 2 failed courses per semester after resits can move to the next semester and must retake the failed course(s), before or after the completion of their internship or Business Research Project. Students who have failed more than 2 courses after resits must retake the semester with the failed courses only. They cannot move or progress to the next semester.

Art. 26.4   **Resits and retakes of Bachelor's internship and internship related courses**: Practical Arts Reflection on Practice refers to the first internship course, while Online Reflection on Management Practice refers to the second internship course. In the following rules, we will refer to both of them as the "Internship course".

- Internship semesters comprises of the Internship course and the internship itself;
- Students are offered 4 attempts to pass their Internship course:
  - o (1) first attempt
  - o (2) resit;
  - o (3) retake of the course;
  - o (4) resit of retake:
    - ▪ resit of the retake course for the first internship;
    - ▪ resit of the failed components of the retake course only for the second internship;
- Students are only allowed 2 attempts to pass the internship:
  - o (1) first attempt;
  - o (2) retake;
- If the fail is the Internship course (1st attempt and / or retake), students will be required to resit the course / the failed components of the course at the beginning of the following semester;
- The resit grade for the Internship course will be capped at 50% for the course;
- If students fail the resit for the Internship course but have passed their internship, they must retake the Internship course during their following semester of studies;
- If the fail is the internship itself, students will be required to retake the internship:
  - o after S4 and before S6 for the first internship;
  - o after S7 for the second internship;
- If the fails are the Internship course (resit) and the internship itself, both the course and the internship must be retaken together:
  - o after S4 and before S6 for the first internship;
  - o after S7 for the second internship;
- Students who fail the internship (retake) or the resit in the Internship course retake will be required to stop their studies.

Art. 26.5   **Resits and retakes of Master's internship and BRPs**: In the case of a BRP failure, students will be automatically registered for their resubmission the following semester. This resubmission has an additional cost, which will be charged on their students account accordingly. Please refer to Incidental charges and penalties (16-C001-GW).

Students who fail the practical component of the internship course are not allowed to resit but will have to retake the internship (24 weeks) and associated reflective report. Failure of the retake will require students to stop their studies.

Art. 26.6   Students who fail the reflective report component of the internship course will be allowed to resit that element. Students who fail the reflective report resit will have to retake the internship course entirely (its practical component as well as the reflective report associated). Completing a BRP in replacement of the internship course can be considered upon student's request and, as a retake, will be charged on students account accordingly. Please also refer to Incidental charges and penalties (16-C001-GW) for more information. Failure of the retake (internship or BRP course) will require students to stop their studies.

Art. 26.7   **Resits and retakes for online Exec Master's LMGE program**: For students who do not meet the achievement standards at the course level, the Progression Panel will confirm if a student is eligible to take the resit examinations.

Students who achieve a final course grade below 50% must resit all failed courses of that module. Resits will take place during the next module and students will be notified of the exact resit date accordingly;

In case of a failure of a course resit(s), with a grade below 50%, students will be required to retake the failed course(s) the next time the module is delivered. Only one module at a time can be followed (exception is Capstone);

In the case of a Capstone failure, students will be automatically registered for their resubmission. This resubmission has an additional cost, which will be charged on their students account accordingly. Please also refer to the "other fees" document and contact studentsaccounting@glion.edu for more information. A capstone resubmission has the same duration as a module;

- Students can only resit a course once;
- Once a student has taken a resit, the resit grade replaces all the grades achieved for the course and is capped at a pass level (50%);
- The Progression Panel is the final arbiter for any final decision;
- Students will have a maximum of 4 attempts to pass a course:
  o   (1) course itself
  o   (2) resit of that course
  o   (3) retake of the course
  o   (4) resit of the retake of the course.
  This principle also applies to Capstone Projects;
- Students who fail a resit of the retake course, may be required to stop studies therefore needs to meet with the Program Director to discuss their academic positioning;
- Students will be communicated their results by the Progression Panel in writing to their GIHE email account. Students are responsible for checking their GHE email on a frequent basis.

Art. 27   Graduation requirements

Art. 27.1   At the conclusion of the program, the Awards Panel meets to review all the students' achievements. For students to fully graduate and receive their degree, the following conditions must be met:

- The student has provided all the mandatory admissions documents
- The student has attempted and passed all courses in the degree program;
- The student has attempted and passed all internships in the degree program;
- The student has achieved the minimum required credits and must meet the progression requirements for each semester, including their last semester of studies:
  - For Bachelor's : 180 ECTS / 120 US credits;
  - For Master's : 90 ECTS / 45 US credits;
  - For Executive Master's : 64 ECTS / 32 US credits;
- Where applicable, student has passed their capstone;
- All fees have been paid to the Institution. Outstanding fees will result in the diploma being withheld by the Student Registry Services.

Art. 27.2   Students jumping their internship or finishing their degree with their internship will be allowed to attend the graduation ceremony at the end of their last academic semester. This needs to be confirmed by the Progression Panel.

Art. 27.3   A student will not be allowed to participate in the graduation ceremony if the previous semesters of studies requirements have not been met, or if there are outstanding fees to be paid to the Institution.

Art. 28   Academic distinctions

Art. 28.1   Academic distinctions for Bachelor's degree

At the end of the program, GIHE awards Bachelor's level degrees with different academic distinctions, depending on the weighted average of all semesters within the program. The calculation of this weighted average is only based on the courses taken at GIHE (Switzerland and / or United Kingdom) and only for courses carrying a numerical grade.

For the internship semesters, only the numerical grades will be taken into consideration in the calculation of the weighted average. The internship semesters themselves will not be counted in the S1 to S8 average calculation as they are a Pass / Fail course with no numerical grades.

For students who have completed one or several exchange semester(s) with another institution (e.g. Les Roches Marbella), numerical grades achieved during the exchange semester(s) with the other institution will not be taken into consideration in the calculation of the weighted average.

Direct entry students will be awarded the relevant number of credits based on prior learning in order to contribute to the graduation requirements of their study program. Direct entry students' grades achieved prior to them starting their studies with GIHE will not be taken into consideration in the calculation of their weighted average. Only courses and credits taken during their time at GIHE will be counted towards their weighted average, from their start date with GIHE to the end of their studies with GIHE.

Direct entry students for which an articulation agreement has been signed between GIHE and their home University are under a separate set of rules as far as degree titles are concerned. The degree title they will receive is clearly stipulated in the articulation agreements between GIHE and their home university and cannot be changed. Depending on the articulation agreement, these specific direct entry students' degree titles may not fall in any of the categories mentioned below. If there is no specific mention of the classification in the articulation agreement, then the weighted average will be calculated based on the course grades achieved at GIHE.

Degree classifications based on weighted average

- Honors with Distinction   85% or higher
- Honors with Merit   80% to 84.99%
- Honors   75% to 79.99%

- Pass   50% to 74.99%

Art. 28.2   Academic distinctions for Master's degree

At the end of the program, GIHE awards Master's level degrees depending on the average of all course grades weighted with their credits.

Degree classifications based on weighted average

- with Distinction   90% or higher
- with Merit   80% to 89.99%

Art. 28.3   Academic distinctions for Exec Master's LMGE degree

At the end of the program, GIHE awards Master's level degrees depending on the average of all course grades weighted with their credits.

Degree classifications based on weighted average

- with Distinction   90% or higher
- with Merit   80% to 89.99%

Art. 29   Online credit recovery courses

The following only applies to the Bachelor's programs.

Art. 29.1   For students who have not met the passing requirements of a course and provided that no internal retake options can be offered at GIHE (retake on campus or online credit recovery retake with GIHE), GIHE may under exceptional circumstances allow the student to take an online credit recovery course with another University. GIHE is the one granting the permission to the student to register with another University.

Art. 29.2   If no internal option can be offered, it is the student's responsibility to find a partner University. Once the student has found their partner University and online course, they must communicate with the Program Manager / Director who will be the one approving the course and the University. Under no circumstances can students register with a University and for a course that has not been approved by their Program Manager / Director. Credits achieved for a course and / or with a University that was not approved by GIHE will not be recognised and will not be transferred.

Art. 29.3   GIHE has no control over the acceptance of the student by the partner University, over the possible pre-requisite courses required to follow the online credit recovery course and over start and end date of the online credit recovery courses.

Art. 29.4   Fees for external online credit recovery courses are to be paid directly to the partner University. GIHE has no control over these fees.

Art. 29.5   Once the student has been authorised to register for a course with a partner University and has passed the online credit recovery course, they are required to provide GIHE with an official transcript of grades, clearly showing the grade achieved for the course, as well as the number of credits earned. GIHE has no influence over the other University's passing requirements, mitigation process, appeals process and any other academic rules and regulations specific to the partner University.

Art. 29.6   Provided that the course has been passed and credits earned, an equivalent number of credits of the course failed in the first place will be transferred into the GIHE student's academic records. Only credits will be transferred, the grade will not be taken into consideration in the calculation of the semester average.

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Art. 29.7   The student will be informed at the next Progression / Awards Panel of their updated academic status.

Art. 30   Academic mitigation

Art. 30.1   The following are the only valid reasons for what are considered mitigating circumstances when accompanied with appropriate evidence. Documents provided to sustain the claim must be in English or French. The Institution reserves the right to request documents to be translated by a recognised translator.

Example of evidence: Mitigating circumstances (must be in English or French)

Serious illness or death of an immediate family member (father, mother, siblings, grand- parents, student's spouse, student's children).	Medical report from a qualified medical practitioner or a copy of a death certificate (proof of appointment or an invoice are not recognized as valid documentary evidence). Medical certificates to support mitigating circumstances cannot be provided by any of the student's family members.
Political unrest affecting the student and / or close family	Documentary evidence relating to the political unrest
Natural disaster affecting the student and / or close family	Documentary evidence relating to the natural disaster
Medical reasons (e.g., physical and / or psychological illness or accidents)	Medical or hospital report from a qualified medical practitioner or psychiatrist (proof of appointment or an invoice are not recognized as valid documentary evidence). For short term illnesses, on campus students must provide a medical certificate from a local doctor. Medical certificates to support mitigating circumstances cannot be provided by any of the student's family members. Planned non- urgent medical procedures will not be accepted. The medical certificate needs to clearly state the following information: • Student full name • Date of the certificate • Full name of the doctor • Exact dates of incapacity • Doctor's signature
Being the victim of a serious crime	Official crime report from the police

Art. 30.2   Circumstances that are not acceptable include but are not limited to:

• Any health conditions not covered by a valid medical certificate;
• Any planned medical procedure that does not require any critical or chronic treatment;
• Transportation problems (traffic jams, flight cancellation / delays, train cancellation / delays, delays due to weather conditions, etc.);

- Confusion over time, date, or location of the examination or assignment hand-in date when this has been clearly announced and has not posed any problem to other students in the group;
- Computer problems such as viruses, disc corruption, printing problems, network problems, or failure to save work properly (in case of technical issues with Turnitin or Moodle, the student should immediately contact the IT Helpdesk);
- Choices and preferences in personal life (holidays occurring during class time, driving lessons, weddings, attending sporting or social events, etc.).

Art. 30.3   For academic courses, the mitigation process only applies for missed or non-submitted assessments. Should students have valid mitigating circumstances (see list of mitigating circumstances above), they must complete the Academic mitigation form (Reference pending) and must provide valid documentary evidence within 3 working days after the absence has occurred to the to the Mitigation Panel: mitigation.panel@glion.edu.

Art. 30.4   For the practical internship itself, the mitigation process applies throughout the duration of the internship for absences in the workplace. Should students have valid mitigating circumstances (see list of mitigating circumstances above), they must complete the appropriate paperwork and must provide valid documentary evidence within 3 working days after the absence has occurred to the Student Registry Services. If there are any other reasons which might compromise the validation of the internship, and which are not covered by the valid list of mitigating circumstances, students should immediately contact the Career Services and Industry Relations department.

Art. 30.5   The date shown on the evidence presented should correspond to the date of the student absence.

Art. 30.6   The Institution reserves the right to investigate the evidence provided to sustain the mitigation if there is any doubt about the student misusing or abusing the mitigation process.

Art. 30.7   Cases will be considered and reviewed by the Mitigation Panel to establish whether or not students have sufficient grounds for mitigation.

Art. 30.8   For missed assessments, students will be notified of the outcome by e-mail. If the mitigation is denied, the student will receive a zero grade for the missed assessment.

Art. 30.9   Shortly after the receipt of any mitigation request submitted to the Student Registry Services during the internship, the student will receive an email notification indicating whether or not the request can be taken into account. The outcome of the mitigation request will, however, only be communicated to the student after completion of the internship, and this will be done by the Progression Panel.

Art. 31   Academic complaints

Art. 31.1   Students are entitled to lodge an academic complaint and can expect the Institution to deal with a complaint seriously, fairly and within the indicated timescale.

Art. 31.2   A complaint can only be accepted for consideration on the grounds of:

- The published results of grades are suspected of containing arithmetical errors;
- The academic decision taken is suspected of containing administrative errors.

Students cannot lodge a complaint for academic judgement of the examiners, for lack of provision of teaching and guidance, presumed bias or prejudice by a GIHE employee.

Art. 31.3   For a complaint on the grounds of the published results of grades are suspected of containing arithmetical errors: Students must seek feedback about their assessments(s) from their Faculty member in the first instance. If students are still unclear with the feedback they have received, an appointment can be set with Faculty. Students may only be allowed to see their assessments in the presence of the faculty member and in some cases (e.g. with written examinations) will not be allowed to keep a copy of the graded assessment. Evidence of the faculty communication / meeting will be verified.

Art. 31.4   For a complaint on the grounds of the academic decision taken is suspected of containing administrative errors: Students must provide documentary evidence to substantiate their claim.

Art. 31.5   Students must lodge their complaint within 10 working days of the academic decision or results being communicated to them.

Art. 31.6   All academic complaints must be lodged individually. Academic complaints lodged by a group of students will not be accepted, except for results related to a group assessment. Complaints can only be lodged by the student themselves. Complaints received from sponsors or other third parties on behalf of the student will be not considered or reviewed.

Art. 31.7   There is no fee associated with lodging an academic complaint.

Art. 31.8   Academic complaint process:

- Students are required to fill in an Academic complaint form (Reference pending), submit documentary evidence and send it to:
  o academic.complaints@glion.edu for Swiss based students or;
  o london.registryservices@glion.edu for UK based students.
- Students will receive an official response to their academic complaint within 10 working days of its receipt, provided that they have filled in the form and submitted documentary evidence.
- Once the outcome of an academic complaint has been officially communicated to the student, there will be no further communication regarding the complaint outcome to the student, their sponsors or any related parties questioning the outcome of the complaint. Should the complaint be unsuccessful, the student has the opportunity to follow up and lodge a formal appeal after the Progression / Awards / Post-Resit Panel has validated the decision.

Art. 32   Academic appeals

Art. 32.1   Appeals can only be accepted for consideration on the grounds of:

- An unsuccessful academic complaint;
- Exceptional personal circumstances affecting the student's performance or attendance of which the Institution had not been aware before reaching its decision.

Art. 32.2   Appeals cannot be considered for academic judgement of the examiners, for lack of provision of teaching and guidance, presumed bias or prejudice by a GIHE employee.

Art. 32.3   An appeal can only be lodged after the Progression / Awards / Post-Resit Panel has validated and published the grade(s), overall course average(s) and academic decision(s). For the following cases only: specialization allocation, stop study and suspension, students have the possibility to lodge a formal appeal within 10 working days after the official communication date.

Appeals can only be lodged by the student themselves using the Academic appeal form (Reference pending) available on the Student portal. Appeals received from sponsors or other third parties on behalf of the student will be not considered or reviewed. Appeals are to be sent in writing to

- appeals.panel@glion.edu for Swiss based students or;
- london.registryservices@glion.edu for UK based students.

Art. 32.4   For an appeal on the grounds of an unsuccessful academic complaint: Students must provide new documentary evidence that was not presented as part of their complaint to sustain their claim.

Art. 32.5   For an appeal on the grounds of exceptional personal circumstances affecting the student's performance of which the Progression / Awards / Post-resit Panel had not been aware before reaching its decision:

- Students must attach documentary evidence to support their case;
- Students have a total of 10 working days after the official outcome has been communicated by the Progression / Awards / Post-resit Panel.

Art. 32.6   Failure to act as per articles 31.5 and 31.6 and to meet the required deadlines will result in the student's appeal being automatically rejected.

Art. 32.7   Appeals are subject to an administrative fee (see Incidental charges and penalties (16-A001-GW)) which must be paid prior to lodging the appeal. Students are required to attach a proof of payment to their appeal. Failure to pay the fee will result in the appeal being automatically rejected. If the appeal is successful, the appeal fee will be credited on their student account and can be refunded upon request.

Art. 32.8   The Appeals Panel sits independently. The following parties are not allowed to attend the Appeals Panel (includes but is not limited to): students, sponsors, families, friends or any other parties representing the student.

Art. 32.9   Students will be informed of the outcome of their appeal in writing once the Appeals Panel has sat and reviewed the case. This process can take up to 3 calendar months.

Art. 32.10   The appeal outcome is always final. There is no appeal of an appeal outcome.

Art. 32.11   Once the outcome of an appeal has been officially communicated to the appellant, there will be no further communication regarding the appeal outcome to the appellant, their sponsors or any related parties questioning the outcome of the appeal. The case is closed.

Final provisions

Art. 33 Student's academic feedback policy

Students are expected to provide constructive feedback when requested by the Institution. GIHE highly values the student's feedback for accreditation purposes, the quality of its programs and faculty development. GIHE will strongly support student's efforts to provide their feedback.

Art. 34 Communication with students and disclaimer

The main official channel of communication between the Institution and the students is their institutional email throughout the entire duration of their studies. It is the student's responsibility to ensure that they have access and check their GIHE emails on a regular basis, regardless of their location. The Institution will not accept any claim that a student was unable to check their emails. In the event that a student is unable to access their emails, it is their responsibility to contact our IT service desk through the Student portal.

Art. 35 Changes to regulations

Programs are continually reviewed and developed. Courses, academic standards, and regulations may change at any time. It is the responsibility of the students to ensure that they are familiar with rules and regulations governing their program.

Art. 36 Change and discontinuation of the programs

When programs are discontinued or program requirements are changed, the Institution makes appropriate arrangements for enrolled students so that they may complete their education with a minimum of disruption. See Teach-out policy (Reference pending).

Art. 37 Effective date

This policy is valid from March 2024.

Related documents

Policies

Academic rules and regulations_GEM (03-A002-GW)

Assessment and examinations directives (Reference pending)

Academic Misconduct policy (03-A006-GW)

Recognition and accreditation of prior learning (APL) (03-A007-GW)

Teach-out policy (03-A011-GW)

Student Registry Services policy (14-A001-GW)

Other

Academic mitigation form (Reference pending)

Academic appeal form (Reference pending)

Academic complaint form (Reference pending)

Permanent Withdrawal Form (Reference pending)

Incidental charges and penalties (16-C001-GW)

GIHE Student portal

Department contacts & links

Bachelor's IHB for S1 (Practical Arts):	practical.arts@glion.edu
Bachelor's IHB as of S2 in Switzerland:	bulle.undergraduateprogram@glion.edu
Bachelor's IHB as of S2 in London:	london.undergraduateprogram@glion.edu
Bachelor's LB:	luxurybachelorprogram@glion.edu
Master's HBL:	hblmasterprogram@glion.edu
Master's IHB in Switzerland:	ihbmasterprogram@glion.edu
Master's IHB in London:	london.ihbmasterprogram@glion.edu
Master's LMGE:	lmgemasterprogram@glion.edu
Master's HEI:	heimasterprogram@glion.edu
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Publication approval

This policy has been approved for publication by the Academic Dean on 01.03.2024.