

ACADEMIC RULES AND REGULATIONS

BBA IN INTERNATIONAL HOSPITALITY BUSINESS

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PREAMBLE

At GIHE we seek to provide students with the best educational experience to enhance their adaptability, problem-solving and hospitality skills to succeed in today's complex and fastmoving global marketplace.

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.

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

As staff and faculty, we are here to support all students to reach their full academic potential but we also expect students to take responsibility for their own development and learning by accumulating sufficient credits to be eligible for their target degree.

This document is critical to student success and details GIHE academic rules, regulations, policies and procedures. Glion students are responsible for thoroughly reading all information in this document.

STANDARD TERMS AND SCOPE OF APPLICATION

These regulations apply to academic matters only and for S1, S2, S3, S4, S5, S6 and S7 in September 2022.

In this document:

- “GIHE” or “Glion” refers to Glion Institute of Higher Education as an educational accredited institution in Switzerland, in the United Kingdom or in any locations where Glion operates its programs of studies;
- “Student” means anyone who is registered in a Glion Institute of Higher Education (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);
- “BBA” is the standard abbreviation for “Bachelor of Business Administration”;
- “Hons” is the standard abbreviation for “Honors”;
- A “Course” is defined as a series of periods of learning in a particular subject, leading to an assessment;
- A “module” is a set of courses that may be combined in a number of ways;
- A “program” is a set of courses and/or modules leading to an award.

The program of study referred to in this handbook is the Undergraduate program. Glion Institute of Higher Education currently offers one Undergraduate program:

- BBA in International Hospitality Business

This document applies to academic matters that take place:

- During the program of studies on campus or online;
- During the program of studies off campus (i.e. non-limited to but including internships, educational travels and online courses).

This document applies to academic misconduct by a student or group of students.

- Students will be held individually responsible for their actions, whether acting on their own or as part of a group;
- Student groups and/or their leaders or any identifiable spokesperson for a student group can be held responsible, collectively and/or individually, for violations of these regulations by their members or by participants in their group’s activities if the leaders gave encouragement or consent for the misconduct, or if they knew of, or could have reasonably foreseen, the misconduct and failed to take steps to discourage or prevent it, or to advise Academic staff.

SECTION 1 ACADEMIC PROGRAMS

Article 1 Teaching language

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

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

Article 2 General structure of the International Hospitality Business program

2.1 Please refer to the academic catalog.

Article 3 Program learning outcomes

3.1 Please refer to the academic catalog.

Article 4 Duration of program

4.1 The Undergraduate program consists of seven consecutive semesters. The seven semesters are divided into a first year (semester 1-2), second year (semester 3- 4), third year (semester 5-6) and a specialization and business project semester (semester 7). Each year consists of two regular semesters (fall and spring). Semester 2 and semester 5 are internships.

4.2 Degree specialist courses are delivered in semester 7.

Article 5 Course load and credits

5.1 Under the term “credit” the present document refers to “Carnegie credit point”.

5.2 A standard course of 3 credits carries a study load of 135 hours, including class hours (defined as contact hours) and individual/group work, and preparation for class (defined as personal work). Skills modules and bachelor thesis carry exceptional study loads, weighted in Carnegie credits accordingly (1 credit = 15 contact hours and 30 hours of personal work).

5.3 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.

5.4 Off campus courses are courses that are not offered by GIHE but are taken to fulfil GIHE requirements.

5.5 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, in order to be entitled to use such credits in earning a degree from GIHE. 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.

5.6 The program of study requires students to attempt and pass all courses, worth a total of at least 120 credits.

	Credits required	Semesters validated
Undergraduate Degree Awards		
Generic degree: BBA in International Hospitality Business BBA (Hons) in International Hospitality Business Specialist degrees: BBA in International Hospitality Business with Luxury Brand Strategy BBA (Hons) in International Hospitality Business with Luxury Brand Strategy BBA in International Hospitality Business with International Hotel Development and Finance BBA (Hons) in International Hospitality Business with International Hotel Development and Finance BBA in International Hospitality Business with International Event Management BBA (Hons) in International Hospitality Business with International Event Management	120 credits	Semester 1 to 7

Article 6 Course / Internship exemption

(Recognition of prior learning and accreditation of prior learning: APL)

6.1 Academic Credit Transfer (APL)

Students who transfer to Glion Institute of Higher Education for the BBA programs are required to adhere to the following:

- Academic credit transfer is recognized and granted by the Admissions Department, under the guidance of the Academic Dean and Program Director, prior to the student starting their studies with GIHE.
- A maximum of 82 credits for 120 credit BBA program can be transferred to GIHE with a minimum of 38 credits taken at GIHE in the final year of studies to include the specialization (semester 6 and 7).
- After the student has been admitted to the program, no additional course exemption can be granted except for language electives (e.g. French and Spanish) if the student has been tested and can provide valid evidence (e.g. internationally recognized language test) that he/she has achieved the highest level of all the languages on offer.

6.2 Work Experience Recognition

- No more than semester 1 and 2 or a maximum of 20 academic credits can be recognized through previous hospitality-based work experience prior to admission to campus.
- Internship academic credit (semester 2 or 5 and to a maximum of 10 credits) recognition may be granted by the appropriate panel on campus for students with extensive work experience in a relevant domain. For detailed information, please refer to the internship procedure booklet.
- For students seeking an early exit award during their program of study work experience or non-collegiate learning may not be recognized to fulfil certification. Academic credit recognition for experiential or non-collegiate credits transfer at GIHE is limited to a maximum of 25% of the credit requirement. If a student's total credits are outside of these requirements a student is eligible for a transcript of study and certificate of attendance only. No early exit award can be given.

Article 7 Leave of absence

7.1 A leave of absence is a temporary interruption of studies.

7.2 Before requesting a leave of absence, students must discuss their academic situation with the Program Coordinator/Manager. During this meeting, the Program Coordinator/Manager 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 starting date with the rules and regulations effective for this cohort.

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7.3 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 he/she returns. Grades for the non-validated courses will not be kept in the student's record.

For semester 1 Practical Arts, specific courses cannot be retaken separately. Therefore, the following rules apply:

- when the request for a leave of absence is placed during semester 1, 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 semester 1, in case the student has resit(s), those must be taken upon return from the leave of absence before starting semester 3.

7.4 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 in full upon their return.

7.5 Students may request a leave of absence for a maximum period of 2 years total for the Bachelor 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 the withdrawal policy (article 8). Exceptional circumstances may be considered, should the student consider taking a leave of absence for more than 2 years.

7.6 The total duration of cumulated leaves of absence and total study period (including retakes) may not exceed the validity of registration (article 9).

Article 8 Withdrawal

8.1 A withdrawal occurs after a student has made the decision to permanently stop their studies at GIHE.

8.2 Before withdrawing permanently from their studies, students are advised to meet with the Program Coordinator/Manager 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 Article 7 regarding a Leave of Absence.

8.3 Students wishing to withdraw from their program are required to complete the process of “registry modification” and notify the Registrars Department in writing before they leave the campus.

8.4 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 that have not been completed will be deemed as failed and no credits will be awarded.

Article 9 Validity of registration

9.1 Students must complete their program of studies within a maximum of twice the duration of their program (i.e. for a 3.5-year Bachelor degree program, the validity of registration is 7 years maximum from the start of their current program). This includes any period of retake and/or leave of absence.

Article 10 Academic records

10.1 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

10.2 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.

10.3 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.

10.4 Archives

All assessments including individual exam papers, group work reports and capstone projects are stored by course for a minimum of 12 months at the end of each semester (including course material on Moodle).

Student records including the application form and all documents presented at the time of their application are kept in a secure location as long as the student is active (students are considered active until the end of their study program). They are then deleted unless there is a need to further store such data in particular for the following purposes:

- to comply with retention obligations under civil and tax law.
These laws usually specify time limits of ten years for retention.
- to preserve evidence under the statute of limitations. In accordance with Art. 127 FF of the Swiss Code of Obligations (OR), these statutes of limitation may be up to 10 years. The statute of limitation for diploma documents is 50 years.

10.5 Access to student academic records

In accordance with the Swiss data protection laws GIHE limits the access to individual students' files to the administration staff involved in their maintenance and to appropriate staff members. Students have the right to consult their personal file upon request at any time.

GIHE guarantees the full confidentiality of the students' files. Any information included in their file will not be disclosed to a third party without the student's explicit written consent (exceptions may apply. E.g.: local, cantonal, judiciary authorities).

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Students requiring past academic records (course description, transcripts, duplicates of certificates) can do so by contacting the Registrars Department. Students are required to keep their course material, evaluations and projects at all times as GIHE cannot guarantee that all past academic records be available.

Article 11 Exit certificates

^{11.1} 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		Attempted Semesters
Certificate in International Hospitality Business	40 credits	Semester 1-3 (incl. Internship 1)
Associate Degree in International Hospitality Business	60 credits	Semester 1-4 (incl. Internship 1)
Diploma of Higher Education in International Hospitality Business	100 credits	Semester 1-7 (incl. Internship 1 and 2)

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

SECTION 2 ACADEMIC RULES AND REGULATIONS

Article 12 Attendance policy

12.1 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.

12.2 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. Please refer to the appropriate article for details of penalties for non-attendance.

12.3 Absences should however 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.

12.4 Students are required to be punctual. Lateness is not acceptable and may be considered as an absence.

12.5 Absences and lateness are recorded by each lecturer 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.

12.6 Attendance to all assessments is mandatory.

12.7 Specific attendance rules apply to semester 1 (practical arts). Please refer to Article 13.

Article 13 Academic sanctions with regards to attendance

13.1 Attendance rules specific to semester 1

To develop students' professionalism, team spirit, and rigorous attitude to duties, there are strict participation requirements during this semester. Mandatory attendance is required to all assessments, practical arts workshops and courses. Other specific requirements follow:

- Students are also required to be available for any special events (e.g., open days, graduation, and career fairs);
- Students are also required to be punctual and lateness will be taken into consideration when grading the student on transferable skills;

- Exceptionally, students are allowed 2 extra days of absence for internship (semester 2) and embassy visa application interviews. To be allowed these days, students are required to inform the practical arts program coordinator prior to the interview and must provide corresponding evidence within one day of returning to campus;
- Absences will only be excused for the following reasons: military reason or death of an immediate family member (father, mother, siblings, grand-parents, student's spouse, student's children) with a copy of the death certificate;
- In case of sickness, a maximum of 5 days is tolerated for the whole semester under the condition that the student sends an email to practical.arts@glion.edu before the time her/his workshop is supposed to start;
- After the second consecutive day of absence due to sickness, the student is required to provide an official justification (e.g. Medical or hospital certificate from a qualified medical practitioner in French or English) within 3 working days to practical.arts@glion.edu;
- Please note that after the 5th day of absence, the transferrable skills grade of the missed workshop will result in a zero grade or suspension from the program;
- Exceptional circumstances could be reviewed by the Practical Arts Team.

^{13.2} Attendance rules to scheduled classes specific to semesters 3, 4, 6 and 7

Students in semester 3 and 4 who have exceeded 20% of absence (justified or unjustified) in a course will receive a zero grade for this course and will be required to resit the course. The maximum pass grade for a resit exam is 50%.

Absences in semester 6 and 7 are closely monitored and students in these semesters of studies who have exceeded 20% of absence (justified or unjustified) in a course will be required to meet with their Program Coordinator/Manager. There is no penalty for absences in semester 6 and in semester 7. However attendance may be considered during the progression panels/awards board.

^{13.3} Attendance at assessments (semester 1 to 7)

Unjustified non-attendance at 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 to Article 24. If the mitigation is accepted, an assessment opportunity may be scheduled at a later stage. Progression rules in article 21 apply.

Justified non-attendance at resit exams with accepted mitigation will be reviewed, and subsequent decisions communicated, by the Post-resit panel.

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Article 14 Academic misconduct

14.1 Academic misconduct involves actual or attempted dishonest actions in relation to any academic work. It includes, but is not limited to:

- cheating (e.g. in an examination);
- the falsification or fabrication of any academic activity;
- consulting unauthorized material;
- bringing to an exam room or using unauthorized material or devices;
- plagiarising another person's work. Plagiarism is the act of presenting another's ideas, words or images as one's own;
- Collusion between students or aiding and abetting any such acts, which includes the sharing of work between students and/or an external third party (e.g, ghost writing). In case of collusion between students both parties will be penalized
- not acknowledging any grammar or APA editor in your work (e.g., internship report, project, thesis or capstone)

14.2 Students are advised that any act of intellectual dishonesty will be dealt with under the Academic misconduct regulations (article 15).

14.3 Students who are using proof readers to correct their written work must make a written declaration of this to their faculty member so that the faculty member may monitor the work. Failure to declare will result in a penalty from the Academic Misconduct Panel.

14.4 Students collecting data for their capstone work are responsible for presenting the list of respondents and individuals participating to their data collection.

14.5 The following is prohibited and will also be dealt with under the academic conduct regulations:

- Unauthorized sharing or distribution of past or present course material(s) without the Faculty member's express permission. Methods of distribution include but are not limited to uploading to public websites or distributing unauthorized lectures.
- Offering or giving any favor or something of value for the purpose of improperly influencing a grade or other evaluation of a student in an academic program.

Article 15 Academic sanctions with regards to Academic misconduct

15.1 Academic misconduct Policy Process

GIHE subscribes to the use of a software package which determines the percentage of similarity in a student's work to sources that come from the academic world, business sources and academic work by other students submitted to academic institutions across the globe.

In determining the level of either bad practice, unfair practice, self-plagiarism, collusion and ghost writing, faculty assess the extent of the similarity and the sources of the similarity and use a tariff points calculator to determine if they can impose a penalty as a part of their course's grading scheme, or that the offence is sufficiently serious as to warrant deeper investigation by an Academic Misconduct Panel. In this case or in the case of exam malpractice, the faculty member will report the case with valid evidence to the Program Director/Program Manager who will confirm the necessity to organize an academic misconduct panel to Student registry services. Student registry services are responsible for setting up the panel and providing evidence to the Chair and panel members. This panel is made up of a Chair, one senior member of the faculty and a member of the student registry services and are required to consider the evidence submitted to it from both the member of faculty as well as the student in relation to the allegation of academic misconduct and to determine whether the allegation is to be substantiated (unfair practice, bad practice, self-plagiarism, collusion and ghost writing). The panel then determines the penalty, if the allegation is substantiated, and inform the Program Director/Program Manager as Chair of the Progression/Awards/Post-Re-sit Panels/Post-semester leave committee. Any penalty applied either by Faculty member themselves or the Academic Misconduct Panel Chair is applied according to a tariff point-based penalty.

The similarity of content may include GIHE standard content such as statement of authorship, and thus any report should always include a certain percentage of similarity. However, this type of content is not considered an academic misconduct.

15.2 Penalties with regards to Academic misconduct

Depending on the amount of similarity rate, the grade penalty can be applied directly by the Faculty members themselves or by the Academic misconduct panel:

Program	Amount of similarity rate as detected by Turnitin (%)	Actions and penalty
BBA/MSc	Up to 30% and including 10% or less of suspected Unfair Practice content. If the percent is more than 11% of suspected Unfair Practice content, the process as detailed for 31% of total content should be followed.	The faculty member applies a penalty up to a 30-points grade reduction if the faculty member finds evidence of unfair, bad practice or self-plagiarism, i.e., if the student's grade is 60/100, the penalty can be up to 30 points. Final grade could be 60 - 30 points=30/100
BBA/MSc	From 31% including in excess of 10% of suspected Unfair Practice content	The faculty member may decide to inform the Program Director / Program Manager who will in turn decide whether or not the case requires there to be a call for an academic misconduct panel. The Chair of the Academic Misconduct Panel applies the penalty based on the tariff points grid.

In the case an Academic Misconduct Panel has been called and after investigating the case, the following penalties may apply depending on the value of the assessment (based on the number of credits), severity and/or repetition of the offence by the student.

Decision grid

Points	Decision
Up to 400	<ul style="list-style-type: none"> • Grade reduction of up to 30 points for the assignment • Student allowed to re-sit the course in case of failure of the course • Formal warning sent by Student Registry Services
401 - 430	<ul style="list-style-type: none"> • Assignment awarded 0% • Student allowed to re-sit the course in case of failure of the course • Formal warning sent by Student Registry Services
431 to 494	<ul style="list-style-type: none"> • Assignment awarded 0% • Student not allowed to re-sit the course in case of failure of the course • Student required to retake the course at an extra cost • Formal warning from the Chair of the Academic Misconduct Panel
Above 495	<ul style="list-style-type: none"> • Student may be suspended • Formal warning from the Chair of the Academic Misconduct Panel • In case of ghost writing only: student may be required to attend a viva to explain the content of their work. The student may be expelled and disqualified (the student will not be eligible to receive their final awards but may be entitled to receive their early exit award based on the number of credits accumulated to date and the number of internships completed to date)

^{15.3} Penalties are confirmed by the Academic misconduct panel.

^{15.4} Should the student fail a course as a result of an Academic misconduct penalty in BBA1, a resit examination is permitted. A fail given in these circumstances is part of the progression considerations.

^{15.5} Exam malpractice

The academic misconduct panel may be called in case of exam malpractice. Depending on the offence itself and the number of previous offences already recorded in the student's academic file, penalties may range from a formal academic warning to the suspension and or disqualification of the student.

Offence	Penalty in case of first offence
Student using unauthorised material, such as revision notes, course notes, dictionaries, books or other material unless otherwise specified.	Automatic zero, resit allowed, formal academic warning
Mobile phone in an exam	Automatic zero, no resit allowed, retake required, formal academic warning
Student using communication mediums during the exam and/or blatant ongoing communication with other people	Automatic zero, no resit allowed, retake required, formal academic warning

In case of previous offences already recorded in the student's academic file (from the 3rd offense) and on top of the exam malpractice, the student may be suspended from his studies.

At the fifth offence, the student may be disqualified from the program without receiving their degree.

^{15.6} There is no excuse for students to be involved in any form of Academic misconduct and the Progression/Awards/Post-resit Panels will not entertain or tolerate these activities.

Article 16 Group work policy

^{16.1} 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.

^{16.2} 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 and guidance from the Student Affairs Department or others, 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 by the number of points allocated to the assessment section "working with others", 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.

^{16.3} In the event that students in semester 3 and 4 have exceeded 20% of absence (justified or unjustified) in a course, they will see their course grade reduced by 20% for each course where the student has exceeded 20% of absence. He/she will still be required to continue with the group project (to support the group).

Article 17 Overdue assessments and non-submission of work

^{17.1} 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.

^{17.2} 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.

Article 18 Incomplete course work

^{18.1} 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 I (incomplete) 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. 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, an F (fail) will be assigned. The semester average will then be recalculated.

Article 19 Examinations directives

^{19.1} For detailed information on the examinations directives, please refer to your student portal.

Article 20 Grading scale

^{20.1} The grading scale uses the range of 0 to 100 where 100.00/100 is exceptional work and 50.00/100 is the achievement standard to pass a course.

GIHE LEVEL 4 Grading Guidelines – (Semester 1 to 2)

Grade	
80 – 100% Excellent	<p>a) 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.</p> <p>b) Cognitive: Knowledge used to describe, analyze and interpret aspects of the subject. Clear evidence of thinking and links to originality.</p> <p>c) Professional Competencies: Clear evidence of skills developed and shown to help address issues and problems.</p> <p>d) 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.</p>
70 – 79% Very good	<p>a) Knowledge: A sound grasp of the subject material, logical arguments shown. Reasonable evidence of wider study beyond the classroom.</p> <p>b) Cognitive: Knowledge used to describe, and interpret data. Some evidence of thinking.</p> <p>c) Professional Competencies: Some key skills developed and shown to help address issues and problems.</p> <p>d) 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.</p>
50 – 69% Pass	<p>a) Knowledge: Reasonable understanding of subject matter, but some flaws and errors evident. Limited evidence of wider study and use of informed data.</p> <p>b) Cognitive: Knowledge used to describe, and interpret data. But problems found on overall logic and argument.</p> <p>c) Professional Competencies: Little evidence of key skill development in line with practical and/or professional problem solving.</p> <p>d) 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.</p>



40 – 49% Fail	<p>e) Knowledge: Limited understanding of the topic; considerable factual errors evident. Virtually no inclusion of literature information beyond lecture materials.</p> <p>f) Cognitive: Knowledge used to describe. Limited evidence of argument and logical.</p> <p>g) Professional Competencies: Very limited evidence of skills development in line with practical or professional development or problem solving.</p> <p>h) 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.</p> <p>i) presentation shown.</p>
39 – 20% fail	<p>a) Knowledge: Minimal understanding of the subject; serious factual errors evident.</p> <p>b) Cognitive: Limited argument or logic shown. Poor evidence of thought.</p> <p>c) Professional Competencies: Poor evidence of skills development</p> <p>d) Transferable Skills: Poor use of communication tools, literature, ICT, and planning; poorly structured report; disorganized, missing sections, minimal presentation of supporting data.</p>
0 – 19% Fail	<p>a) 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.</p> <p>b) Cognitive: No argument or logic shown.</p> <p>c) Professional Competencies: None shown</p> <p>d) Transferable Skills: Minimal attempt to provide a structured answer. Poor.</p>

GIHE LEVEL 5 Grading Guidelines – (Semester 3 to 4)

Grade	
80– 100% Excellent	<p>a) 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.</p> <p>b) Cognitive: Knowledge applied to show understanding. Apply knowledge and understanding accurately to a range of issues, questions and problems. Apply established techniques to critically evaluate and interpret the subject. Clear evidence of thinking and links to originality.</p> <p>c) Professional Competencies: Compare and use different approaches to issues and problems. Shows engagement of ethical issues.</p> <p>d) 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.</p>
70 – 79% Very good	<p>a) Knowledge: A sound grasp of the subject material, with some critical understanding and logical arguments shown. Reasonable evidence of wider study beyond the classroom.</p> <p>b) Cognitive: Knowledge applied and used to interpret data. Some evidence of critical thinking.</p> <p>c) Professional Competencies: Some key skills developed and shown to help address issues and problems. Although the range of approaches limited.</p> <p>d) 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.</p>
50 – 69% Pass	<p>a) 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.</p> <p>b) Cognitive: Knowledge used to interpret data with some knowledge application evident. But problems found in overall logic and argument. Limited critical review.</p> <p>c) Professional Competencies: Little evidence of key skill development in line with practical and/or professional problem solving.</p> <p>d) 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.</p>



40 – 49% Fail	<p>a) Knowledge: Limited understanding of the topic with a minimal critical application; considerable factual errors evident. Virtually no inclusion of literature information beyond lecture materials.</p> <p>b) Cognitive: Knowledge used to describe, a limited application knowledge shown. Limited evidence of argument and logical thinking.</p> <p>c) Professional Competencies: Limited evidence of skills development in line with practical or professional development or problem solving.</p> <p>d) 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.</p>
20-39% Fail	<p>a) Knowledge: Minimal understanding of the subject; serious factual errors evident.</p> <p>b) Cognitive: Very limited argument or logic shown. Poor evidence of thought.</p> <p>c) Professional Competencies: Poor evidence of skills development.</p> <p>d) Transferable Skills: Poor use of communication tools, literature, ICT, and planning; poorly structured report; disorganized, missing sections, minimal presentation of supporting data.</p>
0 – 19% Fail	<p>a) 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.</p> <p>b) Cognitive: No argument or logic shown.</p> <p>c) Professional Competencies: None shown</p> <p>d) Transferable Skills: Minimal attempt to provide a structured answer. Poor.</p>

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.

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GIHE LEVEL 6 Grading Guidelines – (semester 5, 6 to 7)

Grade	
<p>80– 100%</p> <p>Excellent</p>	<p>a) 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.</p> <p>b) 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.</p> <p>c) Professional Competencies: Engage, as appropriate practical and profession skills and relevant ethical issues.</p> <p>d) 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.</p>
<p>70 – 79%</p> <p>Very good</p>	<p>a) Knowledge: A sound grasp of the subject material, with some critical understanding and logical arguments shown. Reasonable evidence of wider study beyond the classroom.</p> <p>b) Cognitive: Knowledge applied and used appropriately. Evidence of synthesis, critical review, and arguments. Evidence of critical thinking and evaluation of data.</p> <p>c) Professional Competencies: Some engagement, as appropriate practical and profession skills and relevant ethical issues.</p> <p>d) 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.</p>

50 – 69% Pass	<p>a) 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.</p> <p>b) 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.</p> <p>c) Professional Competencies: Little evidence of key skill development in line with practical and/or professional problem solving.</p> <p>d) 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.</p>
40-49% Fail	<p>a) 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.</p> <p>b) Cognitive: Knowledge used to describe, a limited application of knowledge shown. Limited evidence of argument and logical thinking</p> <p>c) Professional Competencies: Limited evidence of skills development in line with practical or professional development or problem solving.</p> <p>d) 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.</p>
20-39% Fail	<p>a) Knowledge: Minimal understanding of the subject; serious factual errors evident. No critical review or evaluation evident</p> <p>b) Cognitive: Knowledge used to describe, a limited application of knowledge shown. Limited evidence of argument and logical thinking</p> <p>c) Professional Competencies: Poor evidence of skills development.</p> <p>d) Transferable Skills: poor use of communication tools, literature, ICT, and planning; poorly structured report; disorganized, missing sections, minimal presentation of supporting data.</p>
0-19% Fail	<p>a) 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</p> <p>b) Cognitive: No argument or logic shown</p> <p>c) Professional Competencies: None shown</p> <p>d) Transferable Skills: minimal attempt to provide a structured answer. Poor</p>

The qualitative criteria includes 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;
- Evidence of reading / study beyond the regurgitation of standard taught materials
- Shows level 5 competencies together with synthesis and evaluation;
- Common Assessment Methods: case studies, Bachelor Thesis, simulations, applied business projects, final reports/end of term papers, long answer examination.

Article 21 Academic progression

21.1 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 email box.

21.2 Progression rules - semester 1

Students are required to pass all courses with a minimum average of 50.00/100 to validate semester 1 and will not be able to progress to semester 3 if they have not validated semester 1.

21.3 Students joining the International Hotel Development and Finance specialisation are required to pass Managerial Accounting with a minimum average of 70/100 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.

21.4 Resits and retakes – semester 1

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 re-sit examinations. For semester 1, the regulations are shown below:

- Students will be required to resit failed courses if the final course grade is below 50.00/100;
- Resit assessments must be taken at the specified time on the Glion campus, and will take place during semester 1 and after semester 1 for the last BBA1 course;
- 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 will not be given the opportunity to take their resit exam at a later stage but will move directly to retake;
- It is the students' responsibility to consult the course tutor/instructor for guidance towards improvement in preparation for taking the resit assessment;
- Following Progression Panel communication, it is the responsibility of the students who are required to attend resit exams to obtain the resit schedule for the appropriate period;
- If the student is successful in the resit assessment, the resit grade is capped at 50/100 and becomes the new course grade. If a student fails the resit, the actual mark achieved in the resit exam will replace the original course grade;
- If the student has not met the achievement level during the resit period, he/she will not be eligible to continue on their program of study.
- Students will have multiple attempts to pass a course: (1) course itself, (2) resit(s) of that course (3) retake and (4) resit of the retake;
- A resit grade is capped at 50/100;
- Student will not be allowed to progress to semester 3 if they have to retake any semester 1 courses;
- Students who fail a resit of the retake will be asked to stop their studies.

21.5 Progression rules - semesters 2 to 7

From S2 to S7 all courses must be attempted and passed with a minimum grade of 50.00/100 to gain the credits.

21.6 Resits and retakes – semester 3, 4, 6 and 7

- Any courses below 50.00/100 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 (50.00/100);
- Students must pass all courses from one semester before progressing to the next semester. However 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);

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- Students who have more than 1 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 internship S2 or S5 can retake the failed semester before or after the completion of their internship;
- Students will have a maximum of 4 attempts to pass a course: (1) course itself, (2) resit of that course (3) retake and (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.
- Students who fail their BBA7 capstones (Bachelor Thesis or Applied Business Project individual submissions for both capstones) will be automatically registered for their resubmission or retake the following semester.
This resubmission/retake has an additional cost, which will be charged on their student account accordingly. Students in this situation who wish to take a leave of absence or withdraw from the program at the end of BBA7 need to officially inform bulle.undergraduateprogram@glion.edu for Swiss based students and london.programmecoordination@glion.edu for UK based students by the end of the second week of the following semester of studies, otherwise the resubmission/retake fee will be due. Please also refer to the “other fees” document on Moodle and ensure that your sponsor is duly informed. You may contact studentsaccounting@glion.edu for more information.

21.7 Resits and retakes – semester 2

- Semester 2 comprises: Practical Arts Reflection on Practice (course) and the internship itself;
- Students are offered 4 attempts to pass Practical Arts Reflection on Practice (course): (1) first attempt, (2) resit; (3) retake of the course; resit of retake – (4) resit of the retake course;
- Students are only allowed 2 attempts to pass the internship: first attempt (1); retake (2);
- If the fail is Practical Arts Reflection on Practice (1st attempt and/or retake), the student will be required to resit the course at the beginning of the following semester;
- The resit grade for Practical Arts Reflection on Practice will be capped at 50/100 for the course;
- If the student fails the resit for Practical Arts Reflection on Practice but have passed their internship, they must retake Practical Arts Reflection on Practice during their following semester of studies;
- If the fail is the internship itself, the student will be required to retake the internship after semester 4 and before semester 6;
- If the fails are Practical Arts Reflection on Practice (resit) and the internship itself, both the course and the internship must be retaken together after semester 4 and before semester 6;

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21.8 Resits and retakes – semester 5

- Semester 5 comprises: Online Reflection on Management Practice (course) and the internship itself;
- Students are offered 4 attempts to pass Online Reflection on Management Practice (course): (1) first attempt, (2) resit of the failed component only; (3) retake of the course ; resit of retake – (4) resit of the failed components of the retake course only;
- Students are only allowed 2 attempts to pass the internship: first attempt (1); retake (2);
- If the fail is Online Reflection on Management Practice (1st attempt and/or retake), the student will be required to resit the failed components of the course at the beginning of the following semester;
- The resit grade for Online Reflection on Management Practice will be capped at 50/100 for the course;
- If the student fails the resit for Online Reflection on Management Practice but have passed the internship, they must retake Online Reflection Management Practice during the following semester of studies;
- If the fail is the internship itself, the student will be required to retake the internship after semester 7;
- If the fails are Online Reflection on Management Practice (resit) and the internship itself, both the course and the internship must be retaken together after semester 7;
- Students who fail the internship (retake) or the resit in Online Reflection on Management Practice (retake) will be required to stop their studies.

Article 22 Graduation requirements and academic distinctions

22.1 At the conclusion of semester 7, 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 attempted and passed all courses in the degree program;
- The student has attempted and passed both internships in the degree program;
- The student has achieved 120 credits and must meet the progression requirements for each semester, including their last semester of studies;
- The student has passed their capstone: Bachelor Thesis/Applied Business Project;
- All fees have been paid to the Institution. Outstanding fees will result in the diploma being withheld by the Registrars Department.

22.2 Academic distinctions

At the end of semester 7, GIHE awards undergraduate bachelor's level degrees with different academic distinctions, depending on the semester 1 to semester 7 weighted average. 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 S1 to S7 weighted average (i.e. in semester 2: only the numerical grade corresponding to 3 credits for Practical Arts Reflection on Practice will be used in the calculation of the S1 to S7 weighted average. In semester 5: only the numerical grade corresponding to 3 credits for online Reflection on Management Practice will be used in the calculation of the S1 to S7 weighted average. The internships themselves will not be counted in the S1 to S7 average calculation as they are a Pass/Fail course with no numerical grades).

For students who have completed one or several study abroad semester(s) with another Institution (Les Roches Marbella and/or Les Roches Jin Jiang), numerical grades achieved during the study abroad semester(s) with Les Roches Marbella and/or Les Roches Jin Jiang will not be taken into consideration in the calculation of the semester 1 to semester 7 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 articulations agreements, 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 S1 to S7 weighted average	
Honors with Distinction	85.00/100 or higher
Honors with Merit	80.00/100 to 84.99/100
Honors	75.00/100 to 79.99/100
Pass	50.00/100 to 74.99/100

22.3 Students who are in any of the following categories may attend Graduation although will not receive their degree on Graduation day:

- Students who fail or defer the Bachelor Thesis or the Applied Business Project;
- Students with failed courses in Semester 7;
- Students who have yet to complete an internship semester.

A student may not be allowed to participate in the graduation ceremony if the previous semesters of studies requirements have not been met.

Article 23 Online credit recovery courses

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

23.2 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 have 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.

23.3 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.

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

23.5 Once the student has been authorised to register for a course with a partner University and has passed the online credit recovery course, he/she is 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.

23.6 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/module average.

23.7 The student will be informed at the next Progression/Awards Panel of his/her updated academic status.

Article 24 Mitigation process

24.1 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, grandparents, 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

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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). 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.

Your medical certificate needs to clearly state the following information:

- Your full name
- Date of the certificate
- Full name of your doctor
- Exact dates of incapacity
- Doctor's signature

Being the victim of a serious crime

Official crime report from the police

24.2 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.).

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24.3 For academic courses, the mitigation process only applies for missed assessments. 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.

24.4 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 internship department.

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

24.6 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.

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

24.8 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.

24.9 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.

Article 25 Academic complaints

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

25.2 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 member of GIHE staff.

25.3 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.

25.4 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.

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

25.6 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.

25.7 There is no fee associated with lodging an academic complaint.

25.8 Procedure

- Students are required to fill in a complaint form, submit documentary evidence and send it to:
 - academic.complaints@glion.edu for Swiss based students or
 - london.academicoffice@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.

Article 26 Appeals

26.1 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.

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

26.3 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.

26.4 Appeals can only be lodged by the student themselves. Appeals received from sponsors or other third parties on behalf of the student will be not considered or reviewed.

26.5 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;

26.6 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.

26.7 Failure to act as per article 25.5 and 25.6 and to meet the required deadlines will result in the student's appeal being automatically rejected.

26.8 Appeals are subject to an administrative fee (see official list of fees) which must be paid prior to lodging the appeal. Students are required to attach their receipt of payment with 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 your student account and can be refunded upon request.

26.9 Appeals are to be sent in writing to appeals.panel@glion.edu for Swiss based students or london.academicoffice@glion.edu for UK based students.

26.10 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.

26.11 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.

26.12 The appeal outcome is always final. There is no appeal of an appeal outcome.

26.13 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.

SECTION 3 FINAL PROVISIONS

Article 27 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 Glion 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 itsd@sommet-education.com.

Article 28 Changes to regulations

Programs are continually reviewed and developed. Courses, academic standards, and regulations may change at any time. Program Coordinators/Managers/Director will keep students updated accordingly.

Article 29 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.

Article 30 Effective date

This handbook is valid from September 2022 for students.

Article 31 Related documentation

The list below is indicative and non-exhaustive:

- « Academic Misconduct policy »
- « Assessment Guide »
- « Examinations Directives »
- « Online Examinations Updates to Academic Rules and Regulations and Assessment Guide »
- « Panel membership »

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