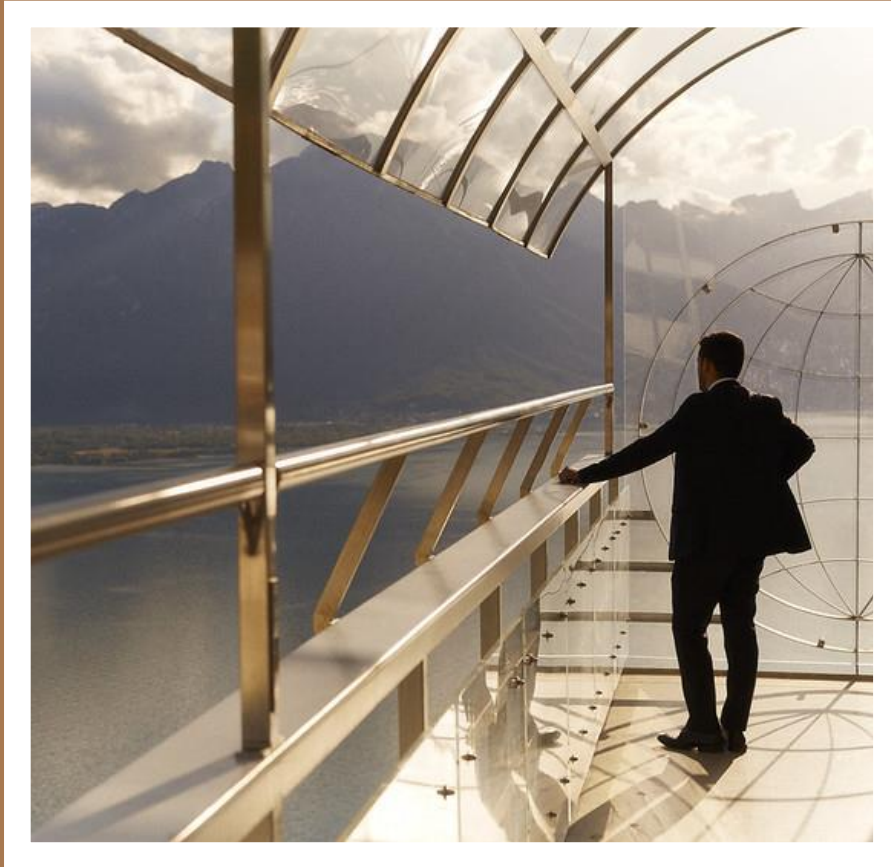




Glion
information

Glion information

Class representative guidelines.....	3 >
Student-faculty covenant.....	9 >



Class representative guidelines

Reference: 03-C005-GW
Distribution: GIHE Worldwide
Department: Academic Management
Updated by: Audrey Reynaud
Updated on: 26.09.2023
Valid until: 31.12.2026

Table of contents

Headline	2
Introduction	3
1. Guidelines	3
1.1 Class Representative's responsibilities	3
1.2 Role towards classmates	3
1.3 How to be well prepared for a meeting with Faculty / Programs Managers / School Management or any other departments	3
2. Student Experience Feedback Session	4
2.1 Roles and responsibilities	4
Related documents	5

Headline

List of acronyms

GIHE: Glion Institute of Higher Education

PAL: Peer-assisted learning

Compliance

This document responds to GIHE's Quality standards 3.3 and 5.1.

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

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

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

Introduction

Glion Institute of Higher Education (GIHE) Class Representatives are role models for their peer group and develop a range of professional and leadership skills to actively and competently undertake the tasks required. They are a direct communication link between the class and the Institution's departments.

1. Guidelines

1.1 Class Representative's responsibilities

- To be the communication link between the class and the various departments of the Institution.
- To collect academic-related and non-academic related comments and remarks addressed by class groups (verbally or by email).
- To keep a regular contact with the Academic or non-Academic team for day-to-day minor issues.
- To attend Student Experience Feedback Sessions and other committee meetings as scheduled, absences will be taken for non-attendance.
- Could be asked by the Academic or non-Academic department to carry out any specific task upon request e.g. passing information on behalf of the institution to their peers.
- To undertake timely feedback to their peers on a regular basis and represent the class and not their own views.

1.2 Role towards classmates

- To be a role model to classmates by showing a positive and professional attitude.
- To build a trusted relationship with his/her peers, to listen and remain neutral.
- To respect confidentiality when required or appropriate.
- To support students in their extra-curricular activities (e.g. attendance in meetings and lunches, grades and absences access, academic regulations...).
- To communicate information on behalf of faculty, Programs Managers or Deans.
- Organize tutorials for the class. Depending on the class' needs and wants, the tutorials can be with the class only, with Peer-assisted learning (PAL) (if available) or with the faculty responsible for the course (upon request).

1.3 How to be well prepared for a meeting with Faculty / Programs Managers / School Management or any other departments

- To raise issues related to a group of students. Individual concerns should be discussed separately and by the student concerned.
- To provide constructive feedback as part of the process and help to differentiate good and bad practices.
- To list concerns according to priority order and to select the most relevant ones that need a particular attention or an urgent action.
- To ensure issues are raised at the appropriate meeting.
- To discuss and participate in a professional and respectful approach.
- To suggest solutions and alternatives to show evidence of a well-thought-out approach.
- To avoid naming any staff member in a public forum.

2. Student Experience Feedback Session

2.1 Roles and responsibilities

- Class representatives should start collecting feedback from their peers 10 days in advance of the meeting and use the template provided by the Programs Managers to summarize comments.
- Class representatives provide feedback to the Programs Managers
- For the Practical Arts semester, class representatives are required to provide verbal feedback at the end of each module as per the sessions scheduled with the Practical Arts Team.
- Class representatives will act as minute takers, adding new comments and discussion points raised during the meeting along with feedback and answers from the Academic Team, Student Affairs Team or other departments.
- Class representative will send the minutes to Programs Managers for validation within 2 days of the meeting.
- Class representatives will also feedback comments and answers to peers.

Related documents

Policies

Student surveys and feedback mechanism policy (02-A004-GW)

Procedures

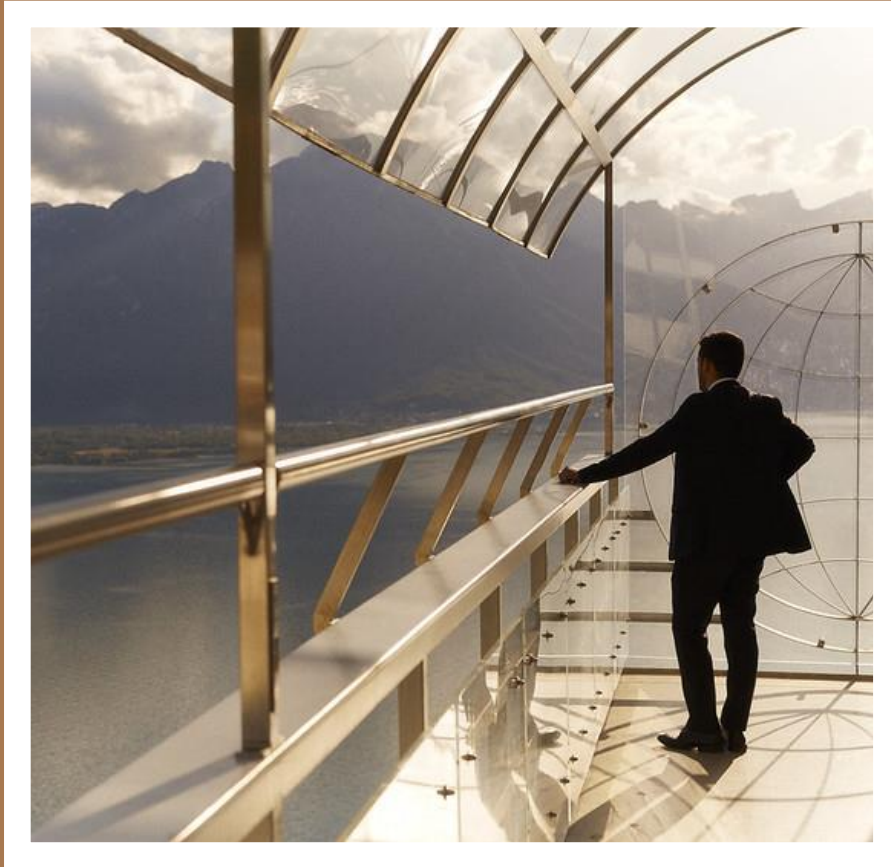
Student surveys and feedback mechanism procedure (02-B002-GW)

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
Master's REFHD:	refhdmasterprogram@glion.edu
Exec Master's LMGE:	emsclux@glion.edu

Publication approval

This document has been approved for publication by Audrey Reynaud on 26.09.2023.



Student – faculty covenant

Reference: 03-C004-GW
Distribution: GIHE Worldwide
Department: Academic Management
Updated by: Academic Board
Updated on: 26.09.2021
Valid until: 31.12.2026

Headline

Glossary of terms

Covenant: is a formal and binding pact between two or more parties, outlining specific rights, responsibilities, and obligations.

Glion community: refers to the entire population of the Institution, including both students and employees.

List of acronyms

GIHE: Glion Institute of Higher Education

Compliance

This document responds to GIHE's Quality standard 5.1, 5.3 and 9.3.

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

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

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

Introduction

This covenant outlines the elements which are crucial to the learning process at Glion Institute of Higher Education (GIHE). It is by “working together” that faculty and students engage in education and development. GIHE encourages active, transformational, and innovative learning both in and outside of the classroom environment. The course description is used as the basis of a learning contract between faculty and students.

Standards for faculty

- Deliver course content and develop skills based on the course description and learning level.
- Link classroom and independent learning activities to course learning outcomes, transferable skills and assessment requirements.
- Demonstrate a dedicated and motivated approach to the educational process and students learning.
- Show patience and tolerance towards diversity, cultural, and linguistic differences.
- Ensure equality in all dealings with students when applying regulations and standards.
- Teach in a participative, relevant, and dynamic manner.
- Give appropriate and timely developmental feedback.
- Build an atmosphere of mutual respect.

Standards for students

- Show respect towards all members of the Glion and local community.
- Strictly adhere to GIHE regulations and standards.
- Adhere to the [Professional image policy \(reference pending\)](#).
- Exercise punctuality and show excellent time management skills.
- Develop a mature, active and independent learning approach.
- Develop creative and innovative thinking skills.
- Avoid being disruptive and distracting others.
- Receive and accept feedback with a positive and constructive attitude.
- Provide peer, course and learning feedback in a professional and constructive manner.
- Understand processes related to assessment and progression.
- Ensure ethical behavior in all aspects of the learning experience.
- Show patience and tolerance towards diversity, cultural, and linguistic differences.

Related documents

Policies

Academic rules and regulations (03-A001-GW)

Academic rules and regulations_GEM (03-A002-GW)

Code of conduct for students (15-A001-GW)

Professional image policy (Reference pending)

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 IHB:	ihbmasterprogram@glion.edu
Master's LMGE:	imgemasterprogram@glion.edu
Master's HEI:	heimasterprogram@glion.edu
Exec Master's LMGE:	emsclux@glion.edu
Career Services and Industry Relations:	career.services@glion.edu
Global Exec Master's HL:	hl.executivemasterprogram@glion.edu

Publication approval

This document has been approved for publication by Academic Board on 26.09.2021.