ACADEMIC RULES AND REGULATIONS

Intensive Hospitality English Language Program (IHELP)

Contents

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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 fast-moving global marketplace.

This document is designed to complement the Academic Catalogue and other related information students will receive prior to and during their studies, with the objective of helping every student maximize their potential and achieving 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 aimed degree.

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

STANDARD TERMS AND SCOPE OF APPLICATION

These regulations apply to academic matters only and for students starting their Intensive Hospitality English Language Program in 2021.

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);
- "IHELP" is the standard abbreviation for "Intensive Hospitality English Language Program"
- "CEFR" is the standard abbreviation for the Common European Framework of Reference.

The program of study referred to in this handbook is the Intensive Hospitality English Language Program (IHELP).

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, educational trips 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

1.1The 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 must be written in English, with the exception of foreign language courses.

Article 2   General structure of the Intensive Hospitality English Language Program

2.1IHELP is a 5-6 week pre-sessional program which is designed for students who need to improve their English level to attain the entry level requirement for the undergraduate program or the MSc program.

*Students choose one elective

IHELP 5/6 week program		
	Contact hours per week	**TOTAL HOURS**
English Skills	3-4	18
English for Hospitality	3-4	18
Listening and Speaking	3-4	18
Reading and Writing	3-4	18
Skills for Academic Success	3-4	18
Test Preparation	3-4	18
Culture & Tourism	3-4	18
TOTAL	**21-25**	**126**

Article 3   Program learning outcomes

3.1 Glion graduates embark on international careers in leading hospitality and luxury companies. Multi-cultured, polyvalent and resourceful, they are global citizens, skilled in the arts of hospitality. Their combination of practical experience, cutting-edge management competencies and a corporate approach enables them to apply their skills according to their specialization in hospitality business, luxury brand management in hospitality, international hotel development and finance, or international event management industries worldwide.

The educational aim of the IHELP program is for students to attain the level necessary to enter the undergraduate or MSc program as appropriate. IHELP enables students to integrate successfully into the GIHE educational community by providing an inclusive supportive program on the appropriate campus. Students are introduced to basic hospitality concepts and hospitality specific language.

3.2 On successful completion of the IHELP program, students should be able to master English at a sufficient level and in accordance with the admissions requirements to be able to study on the undergraduate program or MSc program successfully.

They should be able to communicate appropriately, using both written and spoken English in Hospitality and Academic contexts to a professional standard.

They also should be able to apply a range of study skills, strategies, and techniques to enable them to perform to the reach their full academic and professional potential.

Article 4   Duration of program
4.1 IHELP is a 5/6-week pre-sessional program at Glion, (summer) Les Roches (winter), Switzerland.

Article 5   Course load and credits
5.1 IHELP is a pre-sessional non-academic credit bearing program.

5.2 The study loads of IHELP courses include class hours (defined as contact hours) and individual/group work, and preparation for class (defined as personal work). The ratio of contact hours to personal work is 1:2. Thus, an IHELP course of 24 contact hours requires an additional 48 hours of personal work.

Article 6   Course exemptions
6.1 There are no course exemptions within IHELP.

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 IHELP program manager. During this meeting, the IHELP program 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 appropriate IHELP starting date with the rules and regulations effective for that cohort.
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7.3 The total duration of cumulated leaves of absence and total study period (including retakes) must not exceed the validity of registration.

Article 8   Withdrawal
8.1 A withdrawal occurs after a student has made the decision to stop permanently their studies at GIHE.

8.2 Before withdrawing permanently from their studies, students are advised to meet with the IHELP program 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 courses completed and grades achieved to date. All courses that have not been completed will be deemed as failed.

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's 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 (Not all codes listed below are relevant to IHELP):

Pass/Fail: 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 averages are rounded up or down to 1 decimal place.
- Semester or weighted averages are calculated to 2 decimal places and are not rounded up or rounded down.
- The weightings of retake courses are included in the semester average calculation in which the course has been retaken. The initial failed attempt and 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 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).

Students requiring past academic records (course description, transcripts, duplicates of certificates) may obtain them 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 There are no alternative exit awards from IHELP.

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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.

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.

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 Absences are recorded by each lecturer for each session. Students have the possibility to access their absence records online at any time during the semester. It is also the student's responsibility to keep track of their own absences.

12.5 Attendance at all assessments is mandatory.

Article 13 Academic sanctions with regards to attendance

13.1 IHELP Students who have exceeded 20% of absences (justified or unjustified) in a course will receive a zero grade for this course and will be required to retake the course.

13.2 Attendance to assessments

Unjustified non-attendance to assessments will automatically result in a zero grade for the assessment.

Justified non-attendance to assessments will be reviewed and communicated by the Academic Administration, 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.

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., an examination);

- the falsification or fabrication of any academic activity;

- consulting unauthorized material;

- bringing to an exam room or using unauthorized material or devices;

- plagiarizing another person's work. Plagiarism is the act of presenting another's ideas, words, or images as one's own;

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- 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 proofreaders 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.

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Article 15 Academic Sanctions with regards to academic misconduct

15.1 Academic misconduct Policy Process

Faculty or any staff members suspecting students of any act Academic misconduct report the offense to the Registrars who will invite the students and two neutral faculty members to an academic misconduct panel. The panel is responsible of carrying the investigation and making the decision with regards to possible penalties. The student is invited to attend the panel.

15.2 Penalties with regards to Academic misconduct Once the Academic Misconduct Panel has investigated the case, the following penalties may apply depending on the severity and/or repetition of the offence by the student.

Bad Practice (unintentional dishonesty)	Possible penalties
	- Verbal warning - Grade reduction up to a zero grade for the assessment - Note in the student's file
Unfair Practice (intentional dishonesty) First offense	
	- Zero grade to part of the assessment - Zero grade to whole assessment - Zero grade to whole course - Written warning
Unfair Practice (intentional dishonesty) Second offense:	
	- Zero grade to whole assessment - Zero grade to whole course - Disqualification of candidate (the student will be required to withdraw and no degree/early exit certificate will be awarded).
If the academic misconduct offense takes place under examination conditions, the penalty is a zero grade for the assessment. When evidence of collusion has been found, all the students involved in the collusion case are penalized under the academic misconduct category. The penalty is at the discretion of the Academic Misconduct panel depending on the level of severity and/or repetition of the offense.	

15.3 Penalties are confirmed by the Academic misconduct panel and are reported to the Progression/Awards Panel. If a penalty involves a course from a previous semester, then the grades can be reviewed and discussed at the corresponding progression board/academic board and grades may be changed.

15.4 A fail as a result of an Academic misconduct penalty is part of the progression considerations. 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 There is no assessed group work in IHELP. All IHELP assessments are completed individually by students and are graded as such.

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.

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, the student will be given a zero grade for this 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. 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.

Article 19 Examinations directives

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

Article 20 Grading scales

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.

20.2 The grading guidelines used to assess the work of students are aligned to the Common European Framework of Reference which is also used by the major testing organisations (IELTS, TOEFL, Cambridge) to define the levels of their tests.

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Level	GIHE grade CEFR level (BULATS score)	CEFR level global descriptors
PROFICIENT USER	Excellent 80–100% C2 (90–100)	Can understand with ease virtually everything heard or read. Can summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.
	70 – 79% Very good C1(75–89)	Can understand a wide range of demanding, longer texts, and recognise implicit meaning. Can express him/herself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.
INDEPENDENT USER	50 – 69% Pass B2 (60-74)	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
	40 – 49% Fail B1 (40–59)	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.

BASIC USER	20-39% Fail A2 (20–39)	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
	0 – 19% Fail A1 (10–19)	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help

The qualitative criteria include consideration (based on learning outcomes) 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 material.
- Common Assessment Methods : projects, examinations, presentations, quizzes.
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Article 21 Academic progression

21.1 Students will be communicated their results by the IHELP Progression Panel in writing to their GIHE email account. Students are responsible for checking their institutional emails and for contacting the relevant IT Service if they have difficulties in accessing their email box.

21.2 Progression rules to BBA1 semester 1
Students are required to pass all courses with a minimum average of 50.00/100. Students must also take the exit test and demonstrate that they have acquired the English entry level requirement equivalent to a B2 (CEFR) level for the BBA program.

21.3 Students who do not complete IHELP successfully may either take the following IHELP program or work externally on their English level and gain the required certification before obtaining the level to start their program of study as a provisional (based on successful IHELP completion only) or fully registered (based on successful certification) student.

21.3 Students are registered as a provisional student if they do not have the certification demonstrating the minimum English language level entry requirements. Students are registered as a fully registered student if they have the certification demonstrating the minimum English language level entry requirements.

21.4 The provisional BBA students must then work towards and gain the required level of English language certification during s1, s2 and/or prior to S3 to be able to continue the program and be registered as a full BBA student at the designated time.

21.5 A provisional BBA student who has not achieved the required level by the required deadline will be asked to take a leave of absence to develop their English skills and obtain their required level of English certification. Once achieved (and within the minimum time allowed to complete their program) students can then resume studies.

21.6 A choice of an external English certificate can be made by the student based on their specific needs and these are listed below

- External Tests:
  - Linguaskill BBA (B2 / 160)
  - IELTS BBA: 5.5 overall (minimum 5.0 in every sub component)
  - TOEFL BBA: internet based 70 and paper based 525
  - First Cambridge Exam BBA: Grade C

21.7 Students can choose when to take the test and the test can be completed multiple times up to the deadline date.

21.8 Students wishing to take an external test must do so independently. For example, BBA students wishing to return to their home country for their semester 2 internship would be able to take an external test during their internship at an official test centre.

21.9 The program and semester-based progression board is the final arbiter of student results and registration.

21.10 Progression rules to MSc program semester 1

Students are required to pass all courses with a minimum average of 50.00/100. Students must also take the exit test and demonstrate that they have acquired the English entry level requirement equivalent to a high B2/ C1(CEFR) level for the MSc program

21.11 Students who do not complete IHELP successfully may take the following IHELP 6 program or work externally on their English level and gain the required certification before obtaining the level to start their program of study as a provisional (based on successful IHELP completion only) or fully registered (based on successful certification) student.

21.12 Students are registered as a provisional student if they do not have the certification demonstrating the minimum English language level entry requirements. Students are registered as a fully registered student if they have the certification demonstrating the minimum English language level entry requirements.

21.13 The provisional MSc students must then work towards and gain the required level of English language certification during semester 1 and/or prior to starting semester 2 to be able to continue the program and be registered as a full MSc student at the designated time.

21.14 A provisional MSc student who has not achieved the required level by the required deadline will be asked to take a leave of absence to develop their English skills and obtain their required level of English

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certification. Once achieved (and within the minimum time allowed to complete their program) students can then resume studies.

21.15 A choice of an external English certificate can be made by the student based on their specific needs and these are listed below

- External Tests:
  - Linguaskill Masters (B2-C1 / 175)
  - IELTS Masters 6.0 overall (minimum 5.5 in every subcomponent)
  - TOEFL Masters: internet based 80 and paper based 550
  - Cambridge First Exam Masters: Grade A
  - Cambridge Advanced Exam Masters: Grade C

21.16 Students can choose when to take the test and the test can be completed multiple times up to the deadline date.

21.17 Students wishing to take an external test must do so independently. For example, MSc students wishing to return to their home country between semester 1 and their semester 2 would be able to take an external test at an official test centre.

21.18 The program and semester-based progression board is the final arbiter of student results and registration.

Article 22 Mitigation process

22.1 The following are the only valid reasons of what are considered mitigating circumstances when accompanied with appropriate evidence.

Mitigating circumstances	Example of evidence (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). 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
Being the victim of a serious crime	Official crime report from the police

22..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.).

22.3 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 Academic Administration.

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

22.5 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.

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

22.7 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.

Article 23 Academic complaints

23.1 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.

23.2 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.

23.3 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.

23.4 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.

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

23.6 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.

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

23.8 Procedure :

- Students are required to fill in a complaint form, submit documentary evidence and send it to: - academic.complaints@glion.edu)

- 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 Panel has validated the decision.

Article 24 Appeals

24.1 Appeals can only be accepted for consideration on the grounds of:

- An unsuccessful academic complaint ;
- Exceptional personal circumstances affecting the student's performance of which the Progression / Awards Panel had not been aware before reaching its decision.

24.2 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.

24.3 An appeal can only be lodged after an unsuccessful academic complaint has been confirmed or after the Progression/Awards/Post-Resit Panel has validated and published the grade(s), overall course average(s) and academic decision(s).

24.4 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.

24.5 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;
- Students have a total of 10 working days after they have received the outcome of their academic complaint to lodge a formal appeal.

24.6 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.

24.7 Failure to act as per article 24.5 and 24.6 and to meet the required deadlines will result in the student's appeal being automatically rejected.

24.8 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 fee will be reimbursed to the student.

24.9 Appeals are to be sent in writing to appeals.panel@glion.edu

24.10 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.

24.11 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.

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

24.13 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 25   Changes to regulations

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

Article 26 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 27   Effective date

These rules and regulations are valid from January 1st, 2021 to December 31st, 2021 for students starting their IHELP program with GIHE during 2021.