

ACADEMIC RULES AND REGULATIONS

Executive Graduate Programs

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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 other related program 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, interdisciplinary 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, and procedures. Glion students are responsible for thoroughly reading all information in this document.

Updated editions may be released during the academic program.

STANDARD TERMS AND SCOPE OF APPLICATION

These regulations apply to academic matters only.

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;
- "MSc" is the standard abbreviation for "Master of Science";
- 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.

This handbook refers to executive graduate programs.

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Glion Institute of Higher Education currently offers one executive graduate program leading to an MSc degree:

- Executive Master of Science in Luxury Management and Guest Experience

This document applies to academic matters that take place:

- During the program of studies on campus;
- During the program of studies off campus

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.

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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.

Article 2 General structure of the executive graduate program

^{2.1} Please refer to the [Module and Course Overviews](#) document.

Article 3 Program learning outcomes

^{3.1} Please refer to the [Module and Course Overviews](#) document.

Article 4 Duration of program

^{4.1} The Executive MSc program consists of four consecutive modules, plus Capstone. Module 1 is complemented by one residential week on the Glion campus and Module 3 is complemented by one residential week on the London campus. The program is to be completed within 12 months. Capstone preparation time can be extended but the entire program must not be longer than 18 months.

Article 5 Course load and credits

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

^{5.2} Skills modules, residential weeks, field visits and Capstone projects carry exceptional study loads, weighted in Carnegie credits accordingly (when appropriate).

^{5.3} Executive MSc program involves off-campus and on-campus study activities.

^{5.4} The program of study requires students to attempt and pass all modules worth a total of 32 credits.

Article 6 Recognition and accreditation of prior learning (APL): Academic credit transfer

^{6.1} Recognition and accreditation of prior learning (APL) is not possible for the Executive MSc program.

Article 7 Recognition and accreditation of prior learning (APL): Work experience recognition

^{7.1} Recognition of prior work experience and internship credit recognition is not possible for the Executive MSc program.

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Article 8 Leave of absence

^{8.1} A leave of absence (LoA) is a temporary interruption of studies.

^{8.2} Before requesting a leave of absence, students must discuss their academic situation with the Program Director. During this meeting, the Program Director will advise the student on the conditions for resuming their studies.

^{8.3} At the time of the request for a leave of absence, if a course has been validated (i.e. all the assessments have been submitted), the credits earned for this course will be carried forward to 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. The course will then be recorded as incomplete. If an LoA is requested during a running module and some courses already contain grades, these will be validated during the Progression Panel, and the remaining courses will be taken at a later stage.

^{8.4} Students who have been suspended or expelled due to disciplinary sanctions will not be allowed to take the assessments they have missed. Students who have been allowed to resume their studies will be required to retake the failed courses / modules in full upon their return.

^{8.5} Students may request a leave of absence for a maximum period of 1 year total for the Executive MSc program. Should the leave of absence exceed this period, students will be automatically withdrawn from their program at GIHE. In this case, students will fall under the withdrawal policy (article 9).

^{8.6} The total duration of accumulated leaves of absence and total study period (including retakes) must not exceed the validity of registration (article 10).

Article 9 Withdrawal

^{9.1} A withdrawal occurs after a student has made the decision to permanently stop their studies at GIHE.

^{9.2} Before withdrawing permanently from their studies, students are advised to meet with the Program Director to discuss the options available to them. It may be more appropriate for students to interrupt their studies instead. If this is the case, please refer to Article 8 regarding a Leave of Absence.

^{9.3} Students wishing to withdraw permanently from their program discussions with their Program Director must duly complete the withdrawal procedure.

^{9.4} Once the withdrawal has been processed, students will receive a final transcript showing the credits and grades achieved to date. All courses and modules that have not been completed and validated will be deemed as failed and no credits will be awarded.

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Article 10 Validity of registration

^{10.1} Students must complete their program of studies within a maximum of twice the duration of their program (i.e. for a 18-month Executive MSc program, the validity of registration is 36 months maximum). This includes any period of retake and/or leave of absence.

Article 11 Academic records

11.1 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	30.00-49.99	N/A	F
Unsatisfactory	0.00-29.99	N/A	FX

11.2 Additional codes used within GIHE and displayed on the student records

Pass/Fail:	Indicating the result of a course without a specific grade
Credit (CR):	Validation of Credits
I:	Incomplete
DG:	Deferred Grade
Retake:	Retake courses; credits are only allocated on the final attempt
OL:	Online
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.

11.3 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.
- Retake courses are included in the program average calculation.

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11.4 Archives

All assessments including individual papers, group work reports and Capstone projects are stored by the program team for a minimum of 12 months from the end of a course / module (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.

11.5 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).

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

Article 12 Exit certificates

12.1 A student who has decided to withdraw from the executive graduate programs is not eligible for an exit certificate.

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SECTION 2 ACADEMIC RULES AND REGULATIONS

Article 13 Attendance policy

13.1 Students must attempt all elements of assessment

13.2 Students must actively participate in all learning activities

13.3 Attendance and engagement are monitored by the program team for monitoring and quality enhancement purposes. Students will be contacted by the program team if participation or attendance becomes a concern.

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;
- the falsification or fabrication of any academic activity;
- consulting unauthorized material;
- plagiarizing 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.

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 translation tools / human 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 student being asked to attend the Academic Misconduct Panel.

14.4 Students collecting data for their Capstone project work are responsible for presenting the list of respondents and individuals participating in 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, the faculty member will report the case to the Program Director who will confirm the necessity to organize an academic misconduct panel to the Student Registry Services. The Student Registry Services is 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 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 informs the Program Director as Chair of the Progression/Awards/Post-Re-sit Panels/Post-semester leave committee. Any penalty applied either by a 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 as 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:

Amount of similarity rate as detected by Turnitin (%)	Actions and penalty
Up to 30% included	The Faculty member applies a penalty up to a 30 point 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
From 31%	The Faculty member may decide to inform the Program Director 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.

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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 the Student Registry
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 the Student Registry
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 transcript)

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, a resit is not permitted. A fail given in these circumstances is part of the progression considerations.

15.5 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 Director.

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As a last resort after reflecting on the evidence, jointly the Program 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.

The decision will be reported to the Progression/Awards Panel.

Article 17 Extensions and Late Submissions

17.1 All written work must be submitted through the assessment link on Moodle by the published due date and time. The work uploaded on the assessment link on Moodle is the version that will be officially graded.

17.2 Students are responsible for submitting their assessments on time.

Extension

17.3 An extension allows a student to submit coursework up to 10 calendar days late without penalty. Extensions must be made **prior** to the original submission deadline.

17.4 An application for an extension to be considered by the Program Director, must be made prior to the original submission deadline and the work then submitted as soon as possible, up to 10 calendar days after the original deadline. Where this process is followed, and the extension is agreed, the work submitted late following an extension request to the Program Director will not be penalized for late submission.

17.5 An assessment is considered as a late submission and 'overdue' when it is not submitted by the published due date and time or by the agreed extension date. Such assessment will be penalized as follows:

- Up to a maximum of 10 calendar days from the original deadline: work will be marked and the assessment mark will be capped at the pass mark (50.00/100) for the assessment element.
- If the assessment is late by over 10 calendar days, the piece of work will be deemed a non-submission.

17.6 Students may submit mitigation for non-submission of assessments. Mitigation may be requested **after** the original submission deadline.

Article 18 Incomplete course

18.1 If a student is unable to finish a course, the course will have the designation I (incomplete) assigned on the grade report sheet.

18.2 If the reasons for non-completion are accepted as mitigating circumstances, a completion date will be stated and a deferred grade [DG] will be recorded. Should the conditions stated not be met, an F (fail) will be assigned.

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Article 19 Examinations directives

19.1 Non-Applicable

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 and a module.

Level 7 Grading Rubric GIHE LEVEL 7 Grading Guidelines

Grade	Learning Descriptor
80–100% Excellent	<ul style="list-style-type: none"> a) Knowledge: A conceptual, theoretical, and critical understanding of the subject area and related disciplines. All arguments carefully developed and clearly shown. Considered and effective use of a wide scope of literature beyond that supplied in the classroom. Data specialist in nature and informed by the existing body of knowledge. b) Cognitive: Synthesize, critically evaluate, and challenge information. Apply knowledge and understanding accurately to a range of issues, implicit values, questions and complex problems. Apply established and new techniques at the forefront of knowledge. Recognizes the uncertainty, ambiguity and limits to knowledge. Clear evidence of integrated thinking and links to originality. Can use levels of abstraction to recommend new concepts, approaches, and likely future developments. c) Professional Competencies: Fully demonstrate, comprehensive practical and professional skills and with close consideration of relevant ethical issues in complex environments. Can lead, adapt, and recognize change in an entrepreneurial mindset with sensitivity to diversity. 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. Uses personal reflection to analyze self and own actions to improve future practice and/or performance.
70 – 79% Very Good	<ul style="list-style-type: none"> a) Knowledge: A conceptual, theoretical, and developed understanding of the subject area and its relationship to some other disciplines. All arguments developed and shown. Considered use of relevant literature. Some specialist knowledge shown and informed by the existing body of knowledge. b) Cognitive: Apply knowledge and understanding accurately to a range of issues, questions and complex problems. Apply established and new techniques. Has recognition of some uncertainty, ambiguity and limits to knowledge. Shows evidence of integrated thinking and links to originality. c) Professional Competencies: Use as appropriate, practical and professional skills with evidence of the consideration of ethical issues. Can lead and recognize complex change in a business mindset with awareness of diversity. d) Transferable Skills: Communicate information, arguments, and ideas appropriately to explore issues and problems, use recognized literature, ICT, and planning; good report structure with APA presentation of figures, tables, references (in-text and list) where appropriate. Uses personal reflection to analyze self and own actions to improve future practice and/or performance
50 - 69% Pass	<ul style="list-style-type: none"> a) Knowledge: A conceptual, theoretical, and adequate understanding of the subject area and some related disciplines. All arguments developed and shown. Considered use of literature. Some specialist knowledge shown and informed by the existing body of knowledge. b) Cognitive: Apply knowledge and understanding accurately (with some minor errors) to a range of issues, questions and complex problems. Apply established and some new techniques. Has some recognition of the uncertainty, ambiguity and limits to knowledge. Some evidence of integrated thinking and links to originality. c) Professional Competencies: Use as appropriate, practical and professional skills with evidence of the consideration of ethical issues. Can lead and recognize the simple change in a business mindset with some diversity awareness. d) Transferable Skills: Communicate information, arguments, and ideas appropriately to explore issues and problems; use recognized literature, ICT, and planning; adequate report structure with APA presentation of figures, tables, and references (in-text and list) where appropriate. Uses some personal reflection to analyze self and own actions to improve future practice and/or performance.

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

The qualitative criteria include 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 7 competencies together with synthesis and evaluation
- Common Assessment Methods: case studies, simulations, final reports, capstone projects etc

Article 21 Academic progression

21.1 Progression rules

All courses must be attempted (and passed with a minimum grade of 50.0/100).

21.2 Resits and retakes for all other courses

- Students who achieve a final course grade below 50% must resit all failed courses of that module. Resits will take place during the next module and students will be notified of the exact resit date accordingly;
- In case of a failure of a course resit(s), with a grade below 50%, students will be required to retake the failed course(s) the next time the module is delivered. Only one module at a time can be followed (exception is Capstone);
- In the case of a Capstone failure, students will be automatically registered for their resubmission. This resubmission has an additional cost, which will be charged on their students account accordingly. Please also refer to the “other fees” document and contact studentsaccounting@glion.edu for more information. A capstone resubmission has the same duration as a module;
- Students can only resit a course once;
- Once a student has taken a resit, the resit grade replaces all the grades achieved for the course and is capped at a pass level (50.00/100);

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- The Progression Panel is the final arbiter for any final decision;
- Students will have a maximum of 4 attempts to pass a course (1) course itself, (2) resit of that course 3) retake of the course (4) resit of the retake of the course. This principle also applies to Capstone Projects;
- Students who fail a resit of the retake course, may be required to stop studies therefore needs to meet with the Program Director to discuss their academic positioning;
- Students will be communicated their results by the Progression Panel in writing to their GIHE email account. Students are responsible for checking their GHE email on a frequent basis.

Article 22 Graduation requirements and academic distinctions

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

- The student has attempted and passed all courses and modules in the degree program;
- The student has achieved 32 credits.
- All fees have been paid to the Institution. Outstanding fees will result in the diploma being withheld by the Student Registry Services.
- A student’s admission file must be complete. Missing documents will result in the diploma being withheld by the Student Registry Services.

22.2 Students whose Modules 1 to 4 have been graded and validated by the Progression Panel can attend the graduation ceremony at the end of the taught program.

22.3 Academic distinctions

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

Degree Classifications based on weighted average	
with Distinction	90.00/100 or higher
with Merit	80.00/100 or higher

Article 23 Mitigation process

23.1 The following are the only valid reasons of 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 recognized translator.

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. 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
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 psychiatric (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
Serious, unavoidable and unpredictable business-related situation	Documentary evidence from student's line manager describing nature of the issue or own report with evidence in case of self-employed students.

23.2 Circumstances that are not acceptable include but are not limited to:

- Minor illnesses or self-induced conditions (colds, hangovers, use of substances, legal issues, etc.);
- 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 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.).

23.3 The mitigation process applies to non-submission of assessments.

23.4 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 10 calendar days after the assessment has been identified as 'non-submission' to the Mitigation Panel: mitigation.panel@glion.edu.

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23.5 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.

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

23.7 If the mitigation is denied, the student will receive a zero grade for the non-submitted assessment.

Article 24 Academic complaints

24.1 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.

24.2 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.

24.3 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 the Faculty. Evidence of the faculty communication/meeting will be verified.

24.4 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.

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

24.6 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.

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

24.8 Procedure

Students are required to fill in a complaint form, submit documentary evidence and send it to:

academic.complaints@qlion.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.

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- 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 re-sit panel has validated the decision.

Article 25 Appeals

25.1 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.

25.2 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.

25.3 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: stop-study and suspension, students have the possibility to lodge a formal appeal within 10 working days after the official communication date.

25.4 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.

25.5 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.

25.6 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.

25.7 Failure to act as per article 26.1-25.6 and to meet the required deadlines will result in the student's appeal being automatically rejected.

25.8 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.

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

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25.10 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.

25.11 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.

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

25.13 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.

Article 26 Student's academic feedback policy

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

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SECTION 3 FINAL PROVISIONS

Article 27 Changes to regulations

^{27.1} Programs are continually reviewed and developed. Modules, courses, academic standards, and regulations may change at any time. The Institution will keep students updated accordingly.

Article 28 Change and discontinuation of the programs

^{28.1} 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 29 Effective date

^{29.1} This document is valid from October 2022.

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