



Business & Hotel Management School

Academic Policies

Diploma Programs

Effective January 2020

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General Program Policies

1. General Program Policies

1.1. Diploma Awards

Each year of studies leads to an award. This is either a Diploma, Higher Diploma, or Postgraduate Diploma in Hospitality Management or Culinary Arts. A student is entitled to the award for which they are studying when they have:

- Completed and passed a minimum of 96* academic credits (including transfer credits)
- Have a Grade Point Average (GPA) of minimum 40%
- Have successfully completed an internship period of 4-6 months resulting in 24 Internship credits (or have the equivalent experience recognized in transfer credits).

* a maximum of 6 credits may be condoned for a Diploma/Higher Diploma/Postgraduate Diploma award under the following conditions:

- the failed module grade is between 35-39%
- 90 credits have been passed at the first attempt
- GPA is 40% or higher

The decision to award a condoned pass will be made at the bi-annual Diploma Assessment Boards.

In exceptional cases, students may choose to complete the required 120 credits for an award through academic study only. This will normally entail an additional term of studies which will be charged in addition to the standard program fees.

Students must complete and apply for their award within 3 years, unless documented extenuating circumstances prevent them from doing so. An extension to the program completion period must be approved by the Academic Dean.

1.2. BA Foundation Certificate

Students entering the 3 month (2 terms) BA Foundation program as a prerequisite to joining the final (3rd) BA year, are eligible for a *BA Foundation Certificate* in:

- *Hospitality Management*
- *Global Business Management*
- *Culinary Arts*

If they have successfully passed 48 credits in the prescribed modules of study. Students failing to achieve these 48 credits, may progress to the final BA year if they have achieved at least 36 credits and must pass the remaining 12 credits within 2 terms of commencing the BA year.

1.3. BA Degree, Graduate Certificate and Masters Programs

In programs of study leading to the following awards:

BA Hotel and Hospitality Management

BA Global Business Management

BA Culinary Arts

Graduate Certificate International Hospitality Business Management

MSc International Hospitality Business Management

MSc Global Business Management

the Academic Regulations and Policies of the Robert Gordon University (RGU), UK will apply, unless otherwise specifically stated. These policies can be found at the following link

<http://www.rgu.ac.uk/about/academic-affairs/quality-assurance-and-regulations/academic-regulations>.

In the program of study leading to the:

Master of Business Administration

the Academic Regulations and Policies of the York St John University (YSJ) UK will apply, unless otherwise specifically stated. These policies can be found at the following link

<https://www.yorks.ac.uk/ssr/policies-and-regulations-/student-related-university-policies/>

Students wishing to achieve their BHMS MBA award with one of the following specializations

International Hospitality Management

Global Marketing

Innovation and Entrepreneurship

must complete and pass the associated specialization module (20 credits) and undertake their Capstone Project in this focus area.

It should be noted that for all of the above Degree, Graduate Certificate and Masters programs, the BHMS resit charges apply.

1.4. Program Postponement and Withdrawal

- (i) In extenuating circumstances, students may wish to postpone their studies part-way through a program. This must be discussed and agreed with the Academic Dean. A record of the student's module grades and credits will be maintained. The relevant Immigration regulations will apply to all non-Swiss students with regard to deregistration, re-entry visas and B-permits. Implications for paid tuition and housing fees must be agreed with the BHMS Director.
- (ii) In the event a student decides to withdraw from a program permanently, the BHMS refund policy will apply (see separate policy available from the Admissions Office).

1.5. Module Addition/Drop

The normal module load per term in Diploma programs is 24 credits. Students can study a maximum of 30 credits per term and may request an additional module to be added to their schedule via the Academic Office. The charge for an additional theory/practical module is **CHF 500 per module**. Additional language modules (German, French, Mandarin, Italian, English, Spanish) do not incur a charge. **Additional modules and schedule changes can only be made prior to, or during, week 1 of each term and are subject to availability.**

Students requesting modules through an official sign-up or by informing Program Leaders must attend the requested modules as these are normally offered on demand. Therefore, such requests are not open to change in week 1.

If a student is scheduled for a module and decides not to attend it (drop), the module will be recorded as a 'W' (withdraw) on their transcript. Only in the event the student repeats a dropped module, will the original 'W' be removed from their final academic transcript.

A student is deemed to have dropped a module if their attendance falls below 70% for that module (Refer to [Section 4 Attendance Policy](#)).

1.6 Module Exemptions and Credit Transfer

Module exemptions and thus the transfer of credits will be granted for **CORE MODULES ONLY** under the following circumstances:

- Theory module: official confirmation/evidence that the student has completed and passed an equivalent module of study, at the same or higher level in a recognized institution.
- Lab module: evidence of previous learning/experience and an evaluation for module exemption by the module leader in week one.
- Language module: official level certification OR the passing of the BHMS German placement test in the absence of certification.

A *maximum of 36 credits* (including internship) can be transferred into a Diploma program. No credit transfer is considered for the BA Foundation program

To ensure that schedules and credit completion are not disrupted, exemptions should be applied for in Term 1 of a programme of study.

1.7 Disability Policy

BHMS is committed to providing equal opportunities in higher education to academically qualified students with disabilities who demonstrate a reasonable expectation of college success. BHMS does not offer a specialized curriculum for students with disabilities nor does it assume the role of a rehabilitation center. Input from students and their healthcare providers is welcomed in order to assess individual needs and determines what resources are available for meeting those needs.

Examples of reasonable academic accommodations are:

- Using innovative teaching techniques;
- Providing access to recorded or electronic texts;
- Providing access to tutorial assistance and use of technology, and;
- Additional time in examination assessments.

Students are encouraged to contact their Program Leader as early as possible to discuss the need for reasonable accommodations. Since it is the student's responsibility to disclose disabilities, the student is asked to provide recent documentation which:

- in English (or notarized translation)
- is prepared by a qualified professional about any functional limitations
- recommends support actions to be taken

so the Management Team may make recommendations for the type of reasonable accommodation available to the student. Students with impaired sensory, manual language or processing skills will be allowed to use educational auxiliary aids as appropriate. Such aides may include taped texts, voice recorders, adaptive classroom equipment and other similar services or equipment. If necessary or appropriate, modification of academic requirements may include a change in the length of time permitted for completion of degree requirements, and adaptations in the manner courses are conducted or teaching is demonstrated.

Grading Scale

2. Grading Scale

The BHMS grading scale is as follows:

Percentage	Letter Grade	Explanation
70% - 100%	A	Excellent
60% - 69%	B	Good
50% - 59%	C	Satisfactory (<i>pass requirement for MBA modules</i>)
40% - 49%	D	Passing (<i>all undergraduate and MSc programs</i>)
35% - 39%	CP	<i>Condonable Fail (6 Diploma credits or 1 module in BA and MSc programs)</i>
0% - 39%	F	Fail
Pass (no % given)	P	Credits counted towards award
Exemption	X	credits not counted towards GPA
Incomplete	I	Assessments to be undertaken
Withdrawal	W	Attendance requirement failed
Resit	D*	Diploma Resit assessment taken to pass

Progression Policies

3. Progression Policies

2.1. To an Internship

To qualify to progress to a BHMS internship in years 1 and 2 (Diploma and Higher Diploma programs) and the Postgraduate Diploma programs, students are required to have achieved **72 academic credits**. Failure to have achieved this within the standard 4 terms of study, will mean the student is required to either:

- undertake and pass resit assessments (6-12 credit deficit due to fails) OR
- an additional term of studies (credit deficit due to dropped modules) OR
- return home and secure their own internship if they wish to continue with the program of studies.

2.2. To the Higher Diploma Program (Year 2)

To qualify to progress to the Higher Diploma (year 2), students must have passed at least **84 academic credits**. The failed/dropped 12 credits must then be taken and passed during the Higher Diploma (year 2) academic semester.

2.3. To the BA Program (Year 3)

To qualify to progress to the final BA year (year 3), students must have passed the Diploma (120 credits year 1), AND the Higher Diploma (120 credits year 2).

Students may not start year 3 if they have not completed and passed the full 120 credits (including internship) required for the Higher Diploma (year 2).

2.4. To the MSc Program (from Postgraduate Diploma)

To qualify to progress to the MSc program, students must have passed the full Postgraduate Diploma in Hospitality Management (120 credits).

Academic Warning and Dismissal Policies

4. Academic Warning and Dismissal Policies

4.1. Academic Warning Definition

Academic Warning means a student has a failing GPA (below 40%) and has received a letter of notification from the Academic Dean informing them of such.

Students receiving an Academic Warning are recommended to concentrate all of their efforts on improving their academic performance and refrain from participation in BHMS organized excursions and extra-curricular activities during the next term and beyond until they have significantly improved their academic status.

4.2. Academic Situations Leading to a Warning

Irregular or non- attendance of scheduled classes and poor academic achievements, including Academic Misconduct (Refer to [Section 12: Academic Misconduct](#)) may lead to receiving an Academic Warning.

4.3. Academic Warning Procedure

- (i) Once a term's grades are submitted, a GPA check is made in week 1 of the following term. Students with a failing GPA will then receive a written Academic Warning. A copy of this letter is also placed in the student's file and sent to the student's respective Marketing Manager who may inform parents/guardians as per the disclosure of information clause, signed at the time of application.

A copy of the letter is also sent to the Immigration Office who may also issue a written warning to the student. Future attendance and achievement are then monitored closely by the Immigration Office in relation to applications for permit extensions/renewals, re-entry visas and school changes.

- (ii) The student will remain under review until such time as they have raised their GPA to a passing grade (40% or above).
- (iii) If a student is unable to increase their GPA to a passing level within the normal program time frame (4 terms), they will be required to complete and pass additional term(s) for which the associated fees will be charged, before progressing to an Internship. If no improvement in performance is seen during this extra term(s), the student will face dismissal from the program (Refer to [Sub-section 3.4: Dismissal from Program](#)).

3.4 Dismissal from Program

A student can be dismissed from the program when:

- (i) They have failed to respond to a series of Academic Warnings and the Academic Dean and Director are of the view that further investment in additional terms will not be in the interest of the student.

- (ii) There are repeated, proven cases of Academic Misconduct (Refer to [Section 12: Academic Misconduct](#)).
- (iii) There are serious breaches of BHMS Student Services regulations including gross misconduct, criminal activity and breach of Immigration regulations.

A student facing dismissal may appeal the decision in writing to the Director, along with any supporting evidence. A final decision will be made jointly by the Management Team and President of BHMS.

Attendance Policy

5. Attendance Policy

5.1. Attendance Requirements

BHMS requires regular class attendance by its students who are required by the Immigration Office to have at least 85% attendance in each module taken. Every student is expected to attend classes, unless prevented from doing so by serious illness or other exceptional circumstances.

Students who are sick for 2+ days should present a Dr's certificate to the Academic office within 1 week of their illness/absence. Hospital appointments will also be excused upon provision of an official confirmation of the appointment. In such cases, students will then be marked 'excused' from the affected class(es) with no absence penalty. Students, who are sick for only 1 day, or without a Dr's certificate will be marked absent. Visits to embassies will be marked absent. Absences due to internship interviews/trials will only be excused following confirmation of the event from the Internship Department.

It is the students' responsibility to plan and manage their time to ensure they maintain a minimum of 70% attendance in each module and thus qualify to complete the module and its credits.

In ***exceptional (extenuating) circumstances***, such as an extended illness or serious personal issue, alternative arrangements may be made to repeat a term or allow completion of a module even if the attendance is below 70%. In such cases, students should complete the extenuating circumstances form (refer to [Appendix A](#)) and provide supporting evidence and /or medical certificate and submit this to their Program Manager. ***Please note that extenuating circumstances will ONLY apply in cases where attendance is below the 70% threshold.***

5.2. Recording Attendance

- Lecturers are responsible for monitoring attendance and punctuality at the beginning of each class, and after each break.
- Lecturers are responsible for recording the attendance in the Academic Database within 2 days after the end of class.

5.3. Penalties

- Students arriving late to the start of a class or after a break are considered absent for that hour and can only enter the class after the break. This avoids constant disruption to the class once underway.
- **'Late' is defined as arriving 1 minute after a class session has started.**
- Irregular attendance may lead to an Attendance Warning (Refer to [Section 3: Academic Warning and Dismissal Policies](#)).
- **A student who has an attendance of less than 70% for a specific module is deemed to have failed the attendance requirement and has 'dropped' the module.** This means

that **no final assessments can be completed** and any previously completed assessment marks will be void. In such cases, a 'W' grade is recorded on the student transcript and will only be removed from the final transcript if the student repeats the entire module (Refer to [Section 1.5: Module Addition/Drop](#)).

- An absence from a scheduled assessment will result in a '0' grade for that assessment unless extenuating circumstances apply.

5.4. Students Responsibility

- Students are responsible for monitoring their attendance during the term.
- Regardless of the reason behind the delay and/or absence from class, students are responsible for learning the material and activities that were covered in class.
- Students who anticipate missing a class should contact the Module Lecturer ahead of time.
- Students should contact the Module Lecturer as soon as possible after an absence from class, to ensure they are fully informed of missed content and module activities.

Coursework Submission and Return Policies

6. Coursework Submission and Return Policies

6.1. Definition of Coursework

Coursework assessments cover a variety of assessment instruments such as assignments, project reports, presentations, portfolios, exercises, and any other tasks where specifications are given to students in advance, to be undertaken by the individual or groups of students, and submitted by a specified date. Coursework should be marked as the module proceeds and the level of competency transmitted to the student as quickly as possible.

6.2. Staff Responsibilities

Academic staff are responsible for:

- the provision of a clear coursework descriptor/assessment outline together with detailed marking criteria to students at the commencement of each module.
- informing students of associated deadlines and submission procedures for coursework in the above documentation.
- informing students in the above documentation of:
 - (a) when they can expect marked coursework to be returned, and
 - (b) the mechanism for giving feedback to students on marked coursework.
- notifying students in case of any delays/change to the information stated in the module descriptor.
- informing students of the sanctions that will apply in the case of late or non-submission (Refer to [Sub-section 5.4: Late or Non-Submission of Coursework](#)).

6.3. Student Responsibilities

Students are responsible for:

- ensuring they understand the above information provided to them.
- following the submission requirements.
- making no attempt of Academic Misconduct (Refer to [Section 9: Academic Misconduct](#)).
- notifying their lecturers immediately of any Extenuating Circumstances (Refer to [Section 7](#)) which may affect their ability to meet the submission deadlines.

Students are strongly advised to keep a copy of all coursework.

6.4. Late or Non-Submission of Coursework

- Coursework submitted late (after the advertised deadline) **WILL NOT BE ACCEPTED FOR MARKING**. In such cases, a grade of '0' will be returned for the assessment.
- Coursework not submitted at all will be awarded a '0' grade.
- Coursework submitted late (after the advertised deadline) and accepted because of Extenuating Circumstances (Refer to [Section 7](#)) is assessed in the normal way as a 1st attempt.

- Coursework not submitted at all because of Extenuating Circumstances (Refer [Section 7](#)) will have 'I' (Incomplete) in the final module grade. If coursework is a group submission but is handed in late then the Module Lecturer, in conjunction with the Academic Dean, should decide where responsibility for late submission lies and manage the student(s) as detailed under in this section.
- Students who need to repeat a coursework assessment to pass a module will be assessed as described under [Section 9: Re-assessments](#).

6.5. Coursework Submissions on eCampus

Coursework required to be submitted to eCampus has the same regulations as in [Section 5: Coursework Submission and Return Policies](#). Due to the nature of the electronic submission, it has the following additional regulations:

- Assessments submitted by any channel other than eCampus will generally NOT be accepted. If there are mitigating circumstances which have led to such a situation, a full declaration of the circumstances must be made by the student to the lecturer concerned. This will be discussed with the Academic Management Team and an appropriate penalty will be applied.
- Coursework involving an in-class presentation where the presentation was delivered in class but the supporting files (for example: PowerPoint files) were not submitted to eCampus will be capped at 40%.
- Coursework submitted to eCampus within the advertised deadline but has empty files will be awarded a '0' grade.
- Coursework submitted to eCampus within the advertised deadline but has missing files will be awarded a '0' grade for the missing files.
- Coursework submitted to eCampus within the advertised deadline but has a technical problem (for example: video cannot be played, files could not be opened by the lecturer ...etc.) will be examined on a case by case basis to investigate the issue.

Examinations

7. Examinations

7.1. General Rules for Candidates

- (a) Candidates shall be present at least ten minutes prior to the starting time of examinations.
- (b) Candidates shall NOT be admitted to the examination room after the start of the exam.
- (c) Once a candidate has left the examination room, they will not be allowed back in.
- (d) Candidates shall comply with any notices and/or instructions issued prior to, or during an examination.
- (e) Candidates shall not remove any item of examination stationery from the examination room.
- (f) Candidates shall not use any stationery other than that issued specifically for the purpose of the examination or which they have been instructed to bring with them.
- (g) Candidates shall not bring or use in an examination any form or type of calculator, computer or other device capable of data storage and/or calculation except such as has or have been specifically permitted for the examination. It is the candidate's responsibility to ensure that the device is in complete working order.
- (h) Candidates shall not use any unauthorised book, manuscript or other aid.
- (i) Candidates shall not communicate with each other during the course of the examination.
- (j) Candidates shall not access any cases, bags, books or personal belongings they may have brought with them and shall place these in an area specified for this purpose by the invigilators.
- (k) Candidates shall not take food or drink to examinations.
- (l) Mobile telephones or other communication devices must be switched off and placed with personal items at the front or back of the room during the examination.
- (m) Business dress must be worn except for blazers and/or jumpers.
- (n) Writing implements and aids/related stationery should be kept to a sensible minimum. Invigilators have the right to remove what they regard as excessive supplies of such materials.
- (o) Candidates leaving the examination shall do so with the least distraction to the students still in examination.

7.2. General Rules for Invigilators

- (a) Invigilators shall ensure they understand and monitor the general rules for candidates stated above (Refer to [Sub-section: 6.1 General Rules for Candidates](#)).
- (b) Invigilators shall be present at least 20 minutes prior to the starting time of examinations.
- (c) Invigilators shall record the attendance of all students in an exam and note any absences in the Academic Database in the 'comments' box.
- (d) Invigilators shall never exert pressures on students to leave earlier than the scheduled examination time.
- (e) Invigilators may choose to specify seating arrangements in the exam room.
- (f) Students should be permitted to ask questions (procedural and subject based) in the first 30 minutes of all exams.

- (g) In the case of Academic Misconduct (Refer to [Section 12: Academic Misconduct](#)) during an examination, invigilators should advise the student of the breach, remove all examination papers and evidence of the misconduct where applicable and notify the Academic Dean.
- (h) Invigilators must devote their full attention to the examination room and observing candidates. Therefore, they must not undertake any task(s) that distract them from this (For example: reading, messaging,...etc)
- (i) Invigilators should circulate the examination room frequently and in a quiet manner.
- (j) Invigilators should not leave the examination room unattended for any period of time.

7.3. Non-Compliance to Regulations

A student found to be in breach of the exam regulations will be given a warning in cases relating to administrative matters, and treated as a case of Academic Misconduct (Refer to [Section 12: Academic Misconduct](#)) in all cases where students may gain an unfair advantage through non-compliance with regulations. This includes having a mobile phone on their person during an exam, regardless of whether students use the device.

7.4. Access to Marked Examination Scripts

Students are entitled to see their marked examination scripts and should submit a request to the Academic Office to facilitate this. A mutually agreeable time will be arranged with either the Module Lecturer or administrative staff, who will supervise the review and ensure examinations are not removed from the archive.

Any controversy arising from this review shall be dealt with in accordance with the Grade Appeal Process (Refer to [Section 8: Grade Appeal Process](#)).

Extenuating Circumstances

8. Extenuating Circumstances

Extenuating circumstances cover, but are not restricted to:

- extended illness or hospitalization supported by a medical certificate.
- exceptional personal circumstances (for example: serious illness or death of an immediate family member, guardian or close friend, being a victim of significant crime).
- exceptional travel circumstances beyond your control (for example: airline strike, natural disaster,... etc) which prevented the student from attending an examination or other scheduled assessment.

Extenuating circumstances are NOT:

- Short-term illness (1 day) including minor ailments such as colds, headaches, hangovers,... etc.
- Long term illness or condition, where special arrangements have already been made for the student's assessments.
- Scheduling of other examinations or coursework deadlines.
- Problems caused by English not being the student's first language.
- Poor time management or personal organisation (for example: failure to plan for potential last-minute problems such as computer crashes, printing or travel problems).
- Circumstances within the student's control (for example: holiday plans, paid employment, getting a cheaper flight, choosing to miss an assessment or coursework deadline for something considered more important).
- Claims made after the submission deadline (except in exceptional extenuating circumstances which can be validated and supported by evidence).
- Claims without supporting evidence.
- Lack of awareness or understanding of BHMS's Academic Policies.

Grade Appeal Process

8. Grade Appeal Process

A student can initiate the grade appeal procedure if he / she believes that proof exists that an inappropriate grade has been assigned, only if one or more of the following circumstances apply and for a period of **no more than 90 days** after the exam/assessment has been taken:

- The lecturer has used criteria other than those used to grade all other students in the same class to arrive at the final grade;
- The lecturer has used criteria other than the ones listed in the course description, issued to all participants prior to the beginning of the course;
- The grade has been inaccurately assigned due to numerical computation errors and / or errors in recording.

If a grade was assigned in error because of a mistake in numerical computation or an error in recording, the student should consult the appropriate lecturer not later than 10 working days after having received the grade on his / her interim transcript. Interim transcripts are available to all students via the '*My Interim Transcripts*' link in Ecampus.

If a student believes that a final module grade was unfairly awarded other than by error in calculation or recording, the student may initiate the grade appeal procedure, by the following steps:

- Using the **Grade Appeal Form** (Refer to [Appendix C](#)), the student must submit a written objection if he / she wishes to appeal a grade to the Academic Dean and to the lecturer, but not later than 10 working days after having received the grade on his / her interim transcript, issued by BHMS. A written explanation of why the student is disputing the grade received should be clearly stated on the form.
- No later than 10 working days after submitting the Grade Appeal Form to the administration and to the lecturer, the student should meet with the lecturer to attempt to resolve the issue. If agreement is reached between the student and the lecturer, the administration should correct to transcript issued. If no agreement between the lecturer and the student can be reached, the student has the right to appeal. In this case, on the Grade Appeal Form the lecturer has to write his / her point of view and has to clarify the grading system used for determining the final grade contested. The form is then forwarded to the Academic Dean (via the administration) and both the lecturer and the student will be given a copy.
- No later than 10 working days after the Academic Dean has received the Grade Appeal Form, an appeal hearing will be organized. The student and the lecturer concerned, together with a student representative and another faculty member, and the Academic Dean, will attend the hearing. The decision of this hearing will be final.

Re-assessments & Distance Learning Modules

9. Re-assessments: Resit Exams and Coursework & Repeating Modules

9.1. General Regulations

If a student fails a module, they can choose to either resit the failed assessment(s) OR repeat the module when it is next run. Only “F” or ‘W’ modules may be repeated. Resit assessments may be taken only if the overall module grade is an “F” and the original assessment was failed or missed due to a reason not falling under Extenuating Circumstances (Refer to [Section 7](#)).

All assessments can be attempted a maximum of three times. This means a student will be able to resit a failed assessment **TWICE ONLY**. In the event that a resit is failed for the 2nd time, an additional/repeat course must be taken *by attendance* in order to gain the required credits. This may require arranging time off from work if a student is in on internship.

9.2. Resits Period and Resits Days

Resits should be completed within 9 months of finishing an academic period of study (ie. by the end of the internship period) to avoid potential additional costs. Failure to complete resits during this time period may mean that students have to return for an additional term of studies which will be charged at the standard term rate.

Resit exams are ONLY held on the specified resit day during term break. These dates are advertised on eCampus, and on the School Calendars on the BHMS website. Resit coursework assessments are normally scheduled within a standard term period and the submission deadline will be set by the Module Lecturer.

9.3. Resit/Repeat/Additional Module Costs

The resit fee of **CHF 100** per assessment (exam or coursework) is payable by ALL students undertaking resit assessments and serves to cover administrative costs associated with retesting. This fee should be paid **BEFORE** taking a resit assessment. Students who must REPEAT or take an alternative additional module will be charged **CHF 500** (Refer to [1.5 Module Addition/Drop](#)).

Non-Swiss/EU students who must repeat or take an additional module(s) AFTER completing their program of study and who are not continuing their studies at BHMS will be required to pay the full tuition fees, plus optional accommodation/meal fees, for 1 additional term. This is due to Immigration regulations requiring students to be registered as full time students requiring a minimum 4 modules to be taken.

9.4 Registration Process

To register for a resit assessment, a student should:

1. Complete the **Resit Registration Form** (Refer to [Appendix B](#)) available on eCampus or from the Academic Office.

2. Pay the resit fee of CHF 100.00 per assessment to the Admissions Office, who will sign to confirm the fee has been paid, or via bank transfer.
3. Submit the form to the Academic Office to register for the term break date on which they wish to take the resit exam/assessment. **Forms must be submitted by week 4 of the term prior to when they will take the resit.**

9.5 Resit Grading

The normal resit exam or assessment mark will be graded on its merit and the student informed of this grade by the Academic Office. However, if the assessment is passed, **the new module grade will be capped at 40% (D) and shown with a *** on the transcript to indicate a resit assessment has been taken.

An assessment which is taken to complete an approved, 'incomplete' module due to extenuating circumstances will be marked as normal as a first attempt.

If a student ***repeats a failed/dropped module by attendance or via distance learning***, they will be assessed as for a first attempt. The original failed module grade will then be removed from the FINAL transcript when receiving the award.

10. Distance Learning Modules

BHMS has a limited number of modules which can be studied on a distance learning (DL) basis via eCampus to support students in completion of their credits. **A maximum of 12 credits per programme can be completed in this manner.** To qualify for distance learning enrolment, students must either :

- be on internship and unable to repeat a module by attendance due to their location and/or working schedule, or
- have completed their program of studies and departed Switzerland.

The fee for each DL module is CHF 500. Students requiring who need to repeat 18 or more credits will be required to repeat by attendance in the form of an additional term of studies.

Assessments Archiving Policy

11. Assessments Archiving Policy

To ensure consistency of practice, and facilitate review by the External Examiner, all written summative assessment materials, including examination scripts, coursework and projects shall be submitted to the Academic Office for archiving for a minimum of 12 months. Assessments materials must be submitted by all lecturers **within 4 weeks** of the end of a term.

Academic Misconduct

12. Academic Misconduct

12.1. Definition of Academic Misconduct

Academic Misconduct is defined as any attempt by a student(s) to gain an unfair advantage in any assessment, and includes:

- **Plagiarism:** this as the practice of presenting the thoughts, writings or other output of others as the student's own work, without acknowledgement of the source(s) at the point of their use in the student's work.

All materials including text, data, diagrams or other illustrations used to support a piece of work, whether from a printed publication or from electronic media, should be appropriately identified and referenced and should not normally be copied directly unless as an acknowledged quotation.

Text, opinions or ideas translated into the words of the individual student should in all cases acknowledge the original source. Please refer to the **Student Study Skills Guide** for further information on referencing.

- **Falsification or fabrication of data:** this as the misrepresentation of the results of experimental work or the presentation of fictitious results.
- **Collusion:** when two or more students working together, without the prior authorization of the module Lecturer, to produce the same piece of work, and then attempting to present this work as their own.
- **Bribery:** the paying, offering or attempted exchange of an inducement for information or material intended to advantage the recipient in an assessment.
- **Personation:** this as a substitute taking the place of a student in an examination, preparing coursework for assessment on behalf of another student, or submitting coursework for assessment that has been prepared by someone other than the student to whom the resulting grade would be awarded.
- **Cheating:** the taking of any unauthorized material into an examination, including mobile phone, programmable calculators or translators, communicating or attempting to

communicate in any way with another student during an examination, copying or attempting to copy from another student during an examination.

12.2. Academic Misconduct Procedure

In cases of identified and proven plagiarism, the Academic Dean will automatically issue a written Academic Misconduct warning.

When a case of suspected misconduct arising from other means has been identified, the Academic Dean shall be informed and the student(s), Module Lecturer and Academic Dean shall meet to discuss the allegation within 5 working days.

In cases where the misconduct is proven, the following penalties shall apply:

- Failure in the associated assessment.
- A record of the misconduct placed on the student file.

The Academic Dean will make a decision on whether the student(s) will be required to repeat the entire module or is/are eligible for re-assessment as outlined in [Section 9: Re-assessments](#).

Formal Student Complaints

13. Formal Student Complaints

BHMS aims to resolve issues of student dissatisfaction as quickly as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, evidence-based decisions can be made on the facts of each individual case.

A complaint may relate to, (though is not limited to) the following:

- the quality and standard of teaching;
- failure to provide a service;
- the quality of facilities or learning resources;
- treatment by or attitude of a staff member or other student;
- inappropriate behavior by a staff member or student;
- the failure of BHMS to follow an appropriate administrative process.

A student can make a complaint in writing, in person, by telephone, by email, or by having someone complain on their behalf.

Complaints submitted anonymously will NOT be considered.

In the event of a complaint, the following procedure should be followed:

- Notification of the complaint in writing, in person, by email or by telephone to either:
 - ▶ A member of Student Services Staff
 - ▶ The Course Leader
 - ▶ the Academic Dean
 - ▶ the School Director

APPENDICES: FORMS

Appendix A: EXTENUATING CIRCUMSTANCES CLAIM FORM

It is important you read the [Extenuating Circumstances](#) section of the BHMS Academic Policies before completing this form. All sections of this form must be completed, otherwise your claim may not be considered.

Surname/Family Name			
Title		Forename(s)	
Telephone Number(s)			
Email Address			
Course			

SECTION 1		
Courses affected		
<i>Columns 1 and 2 must be completed. Complete columns 3 and 4 as applicable.</i>		
1	2	3
Module Code	Module Title	Dates of Classes affected

SECTION 2	
Reason for submission of claim	
<i>Please indicate the reason(s) you are submitting the form by ticking the relevant box(es):</i>	
(iii) Non-attendance at class	
(iv) Impact on performance	

SECTION 3

Extenuating Circumstances – Impact on performance or attendance

Describe concisely the circumstances which had an adverse effect on your performance or ability to undertake an assessment. Include relevant dates and refer to supporting evidence.

Completion of this section is compulsory.

SECTION 4 *continued*

Impact on Performance

Describe clearly how these circumstances affected your performance when preparing for or undertaking the assessment. *Completion of this section is compulsory.*

SECTION 5

Evidence Submitted

List the supporting evidence submitted with this form

- 1.
- 2.
- 3.

Section 7:

Signature

Date

What to do next?

Print pages 1-3 of this form, complete and sign this Extenuating Circumstances Claim Form and submit to the Academic Dean or Academic Office for processing.

Please retain a copy.

SCHOOL USE ONLY

For completion by the Academic Office / Academic Dean

DECISION ON EXTENUATING CIRCUMSTANCES	
Recommendation made:	
Date:	
Date of communication:	
Signed:	

Appendix B: RESIT REGISTRATION FORM

RESIT EXAMS WILL ONLY BE HELD ON A SPECIFIED DAY IN EACH TERM BREAK WEEK. PLEASE CHECK eCAMPUS, OR CONTACT THE ACADEMIC DEAN OR THE ACADEMIC OFFICE TO CONFIRM THESE DATES AND TIMES. THIS APPLIES TO ALL EXAMS.

RESITS FOR PRESENTATIONS AND ASSIGNMENTS WILL BE ASSIGNED A DEADLINE AND SUBMISSION METHOD INDIVIDUALLY.

Instructions:

- Students must complete the sections below.
- A fee of **CHF 100.-** is charged by the school for each resit assessment which the exception of the MSc Research Project which is charged **CHF 400.-**. This can be paid to the **Admissions Office (1st floor, City Campus)** who will sign to confirm the fee has been paid.
- Submit the form to the Academic Dean** to register for the date/term on which you wish to take the resit exam/assessment. **Forms must be submitted by week 4 of the term prior to when you will take the resit.**

Student Name:				
Student email address:				
Programme of Study (please tick):				
☐ Diploma/Higher Diploma in Hospitality Management	☐ BA Hotel & Hospitality Management			
☐ Diploma/Higher Diploma in Culinary Arts	☐ BA Global Business Management			
☐ Postgraduate Diploma in Hospitality Management	☐ BA Culinary Arts			
☐ Postgraduate Diploma in Culinary Arts	☐ MSc Int. Hospitality Business Management			
☐ Graduate Certificate Int. Hospitality Business Management	☐ MBA Global / Hospitality Management			
Resit Courses				
Module Code	Module Name	Lecturer	Type of assessment (exam, report etc)	Date/Term of resit*

* Specify the resit date from those advertised for exams OR the term during which you will complete an assignment resit

Resit Fee Due:	CHF
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Student Signature of acknowledgement of fee due: _____

For Office Use Only:

Resit Fee Paid	CHF	Date:
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Staff Signature: _____

PRINT name: _____

Appendix C: GRADE APPEAL FORM

Surname/Family Name			
Title		Forename(s)	
Email Address(es)			

Course	
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Grounds for Appeal <i>[tick as appropriate]</i>	
Disagreement with the academic judgement of the Course Lecturer of the grade awarded	
The student's performance was adversely affected by illness or other factors which he/she was unable or, for valid reasons, unwilling to divulge to the Course Lecturer prior to the grade decision being made	
There had been a material administrative error, an irregularity in procedures, or that the assessment was not conducted in accordance with the current regulations.	

Decision of the Module Lecturer <i>[provide details of the decision you are appealing]</i>

Statement of Appeal <i>[please state your case and, in doing so, provide as much detail as possible relevant only to the Grounds of Appeal, including dates and names as appropriate, and refer to any documentary evidence you can provide; continue on a separate sheet if necessary]</i>

Did you submit an <i>Extenuating Circumstances Claim Form</i> within the required timescale?	Yes	No

List of Documentary Evidence submitted with this form
1.
2.
3.
4.

Signature <i>[By signing this form you are declaring the above information to be accurate to the best of your knowledge]</i>	Date

Please submit this signed form and all accompanying documentary evidence to the Academic Dean, within 10 working days of the date you received notification of your results which you are appealing.

Please retain a copy.

Appendix D: DISTANCE LEARNING MODULE REGISTRATION

DISTANCE LEARNING MODULES MAY BE OFFERED IF A STUDENT IS REQUIRED TO MAKE UP FAILED CREDITS WHEN THEY ARE OUTSIDE OF SWITZERLAND AND UNABLE TO EITHER (A) ATTEND CLASSES, OR (B) COMPLETE RESIT ASSESSMENTS IN THE USUAL METHOD. THE RANGE OF MODULES AVAILABLE IN THIS FORMAT IS LIMITED AND AT THE DISCRETION OF THE ACADEMIC DEAN.

Instructions:

1. Students must complete the sections highlight in **red** below.
2. A fee of **CHF 500.-** is charged by the School for each DL module IF the student is taking these in lieu of resits or repeating a dropped module. This can be paid to the **Admissions Office**, who will sign to confirm the fee has been paid, or via bank transfer
3. **Submit the form to the Academic Dean before the start of a term** to register. An email with the module access link will be sent to the student at the start of the term of undertaking.

Student Name:			
Email address:			
Programme of Study (please tick):			
☐ Diploma/Higher Diploma in Hospitality Management ☐ Diploma/Higher Diploma/ Postgraduate Diploma in Culinary Arts ☐ Postgraduate Diploma in Hospitality Management			
Distance Learning Courses			
Module Code	Module Name	Teacher	Month(s) of undertaking

Distance Learning Fee Due:	CHF
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Student Signature of acknowledgement of fee due: _____

For Office Use Only:

DL Module Fee Paid	CHF	Date:
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Staff Signature: _____ PRINT name: _____