

Academic Policies

Undergraduate and Postgraduate Programmes

Effective May 2026

These Regulations set binding academic standards for studies at BHMS. They apply in full to all students enrolled in all BHMS programmes, including BA (years 1-3), PGD, PG CLN, MSs, and MBA - and to all academic staff delivering and assessing those programmes.

The Bachelor of Arts (BA), Master of Science (MSc) and Master of Business Administration are awards conferred by Robert Gordon University (RGU). The conferral of those awards and the calculation of their classifications follow the agreed BHMS - RGU partnership terms. RGU academic regulations apply only to those specific award conferrals and classification matters expressly agreed between BHMS and RGU. They do not replace BHMS procedures for study at BHMS.

BA, MSc and MBA students based at BHMS follow BHMS procedures in all matters covered by these Regulations — admissions, attendance, assessment administration, internship, conduct, extenuating circumstances, reasonable adjustments, complaints, appeals, and welfare. Where a specific BA, MSc/MBA award matter is governed by RGU under the partnership agreement, this is identified expressly in the relevant section of these Regulations.

Table of Contents

1. General Programme Policies.....	4
1.1. Diploma Awards	4
1.2. BA Foundation Certificate	4
1.3. BA Degree, Graduate Certificate and Masters Programmes	5
1.4. Programme Postponement and Withdrawal	5
1.5. Module Addition/Drop	5
1.6. Module Exemptions and Credit Transfer	6
1.7. Inclusive Learning and Student Support.....	6
2. Grading Scale.....	8
3. Progression Policies	9
3.1. To an Internship.....	9
3.2. To the Higher Diploma Programme (Year 2)	9
3.3. To the BA Programme (Year 3).....	9
3.4. To the MSc Programme (from Postgraduate Diploma).....	9
4. Academic Warning and Dismissal Policies	11
4.1. Academic Warning Definition	11
4.2. Academic Situations Leading to a Warning.....	11
4.3. Academic Warning Procedure.....	11
4.4. Dismissal from Programme	11
5. Attendance Policy	12
5.1. Attendance Requirements	12
5.2. Recording Attendance.....	12
5.3. Punctuality.....	12
5.4. Absences.....	12
5.5. Below 70% Outcome	13
5.6. Students Responsibility	13
6. Internship Submission and Return Policies.....	13

6.1	Status.....	13
6.2	Internship Eligibility and Progression Overview.....	13
6.3	Internship Duration and Requirements	13
6.4	Working Conditions, Insurance, and Compliance	14
6.5	Approval Required Before Any Change.....	14
6.6	Early Termination	14
6.7	Retake.....	14
7.	Coursework Submission and Return Policies.....	15
7.1	Definition of Coursework	15
7.2	Staff Responsibilities	15
7.3	Student Responsibilities	15
7.4	Late or Non-Submission of Coursework.....	15
7.5	Verbal Defense/Viva Voce.....	16
8.	Examinations.....	17
8.1	General Rules for Candidates	17
8.2	General Rules for Invigilators	18
8.3	Non-Compliance to Regulations.....	18
8.4	Access to Marked Examination Scripts.....	18
9.	Extenuating Circumstances.....	19
10.	Grade Appeal Process	20
10.1	Years 1 and 2 of Undergraduate Programmes, PGD, and PGCLN	20
10.2	Year 3 (BA) and Postgraduate Programmes (MSc, MBA).....	21
11.	Re-assessments: Resit Exams and Coursework & Repeating Modules	21
11.1	General Regulations	21
11.2	Resits Period and Resits Days.....	21
12.	Assessment Archiving Policy	22
13.	Academic Misconduct	22
13.1	Definition of Academic Misconduct	22

13.2	Academic Misconduct Procedure.....	23
14.	Formal Student Complaints.....	24
	Appendix A: EXTENUATING CIRCUMSTANCES CLAIM FORM.....	25
	Appendix B: RESIT REGISTRATION FORM.....	28
	Appendix C: GRADE APPEAL FORM	28
	Appendix D: DISTANCE LEARNING MODULE REGISTRATION.....	31

General Programme Policies

1. General Programme Policies

1.1. Diploma and Associate Degree Awards

Each year of studies leads to an award. This is either a Diploma, Higher/Advanced Diploma, Associate Degree, or Postgraduate Diploma in Business and Hospitality Management, Pastry, Chocolate and Bakery 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 successfully completed an internship period of 4-6 months resulting in 24 Industry Training credits
- Have successfully completed and passed the respective Career Development and Professional Integration (E-Portfolio) module (12 credits).

* a maximum of 12 credits may be condoned for a Diploma/Higher Diploma/Postgraduate Diploma award under the following conditions:

- the failed module grade(s) is an E grade
- 96 credits have been passed with D grade or higher

The decision to award a condoned pass will be made by the Programme Leader / Academic Dean.

20creditprogramme. **Students must complete and apply for their award within 3 years, unless documented extenuating circumstances prevent them from doing so.**

An extension to the programme completion period must be approved by the Academic Dean.

3-monthprogrammeas a prerequisite to join the final (3rd) BA year, are eligible for a *BA Foundation Certificate* in:

- *Hospitality Management*
- *Global Business Management*
- *Culinary Arts / Culinary Arts and Patisserie*

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.

Note: 40% pass mark in effect from January 2014 for all Diploma/Associate Degree Programs.

1.2. Degreeesters Programmes

In programme the third and final year of the undergraduate program, leading to the following awards:

- *BA Hotel and Hospitality Management*
- *BA Global Business Management*
- *BA Culinary Arts and Patisserie*
-
- *Culinary Entrepreneurship*
-
- *MSc Global Business Management*
- *Master of Business Administration (MBA)*

the Academic Regulations and Policies of the Robert Gordon University (RGU), UK will apply, unless otherwise specifically stated.

<https://www.rgu.ac.uk/about/governance/academic-governance/academic-regulations>.

BA students must also complete and pass the CPD 3000 Career Development and Professional Integration (E-Portfolio) module to meet the BHMS BA requirements. Students wishing to achieve their BHMS MBA award with specialization must complete and pass the associated BHMS specialization module (20 credits) and undertake their MBA Research Project in this focus area. It all programme

1.3. Programme Postponement and Withdrawal

- (i) In extenuating circumstances, students may wish to postpone their studies part-way through a programme. 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 regarding 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 programme permanently, the BHMS refund policy will apply (see separate policy available from the Admissions Office)

1.4. Module Addition/Drop

The normal module load per term in Diploma programmes is 24 credits plus CPD activities. 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. **Additional modules and schedule changes can only be made in week 1 of each term and are subject to availability.** Students wishing to take an additional module which fits their programme schedule is subject of approval by the programme leader or academic dean. Additional modules follow the standard module fees of **CHF 500 per 6 credit module / CHF 1,000 per 12 credit module.** If a student is scheduled for a module and decides not to attend it, 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.modulemodule

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 programme. A maximum of 15 credits can be transferred into a year 3 BA programme or Master programme. No credit transfer is considered for the BA Foundation programme.

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 Inclusive Learning and Student Support

BHMS is committed to providing equitable access to higher education for academically qualified students requiring accessibility support or reasonable adjustments. BHMS maintains the academic and professional standards of its programmes and cannot provide individualized curricula or therapeutic services. Input from students and their healthcare providers is welcomed to assess individual needs and determine what resources may reasonably be available to support those needs.

Examples of reasonable academic accommodation may include:

- Use of alternative or innovative teaching techniques;
- Access to recorded or electronic texts;
- Tutorial support and assistive technology; and
- Additional time in examinations or assessments.

Students are encouraged to contact their Programme Leader as early as possible to discuss the need for reasonable adjustments. As disclosure remains the responsibility of the student, students requesting support may be asked to provide recent documentation which:

- Is in English (or officially translated);
- Has been prepared by a qualified professional;
- Outlines relevant functional limitations; and
- Recommends appropriate support measures.

Based on the documentation provided, the management team may determine appropriate reasonable adjustments available to the student. Reasonable adjustments are intended to provide equitable access to learning and assessment but do not guarantee progression, award, or programme completion. Reasonable adjustments cannot compromise the academic standards, learning outcomes, professional requirements, or safety expectations of the programme.

Where a student, despite appropriate support and reasonable adjustments, is unable to consistently meet the academic, practical, professional, behavioural, or safety requirements of the programme, BHMS may determine that the student is not able to continue their studies.

Before such a decision is made, the student will normally be invited to a formal academic review. Relevant evidence will be considered, and the student will have the opportunity to provide supporting information.

Following review, the Academic Dean may determine that the student:

- May continue with additional conditions or support;
- Should interrupt studies;
- Should transfer to a more suitable programme where available; or
- Is not permitted to continue in the programme.

Any such decision will be based on academic and professional competency requirements and not solely on the existence of a disability, learning difference, or health condition.

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
40% - 49%	D	Passing
35% - 39%	E	Borderline Fail (BA 3 rd year, MSc, MBA)
0% - 39%	F	Fail
	CP	Condoned Pass (3 rd year BA, MSc, MBA only), i.e. partial failure in the module has been condoned and the credit awarded
	CT	Credit transfer (BA 3 rd year, MSc, MBA)
	I	Incomplete: assessments to be undertaken at 1 st attempt
	M	Mitigating circumstances
	P	Pass: credits counted towards award
	W	Withdrawal: attendance requirement failed
	X	Exemption
	*	1 st Resit assessment taken
	**	2 nd Resit assessment taken

Progression Policies

3. Progression Policies

3.1. To an Internship

To qualify to progress to a BHMS internship in years 1 and 2 (Diploma and Higher Diploma programmes) and the Postgraduate Diploma programmes, 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 programme of studies.

3.2. To the Higher Diploma Programme (Year 2)

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

3.3. To the BA Programme (Year 3)

To qualify to progress to the final BA year (year 3), students must have passed the Diploma (132 credits year 1), AND the Higher Diploma (132 credits year 2). Students progressing from a Foundation BA programme must have passed at least 36 credits, and pass the remaining 12 credits within 2 terms of starting year 3.

Students may not start year 3 if they have not completed and passed the full 132 credits (including internship and CDP 1000) required for the Diploma (Year 1) and full 132 credits (including internship and CDP 2000) required for the Higher Diploma (year 2).

3.4. To the MSc Programme (from Postgraduate Diploma)

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

Academic Probation and Dismissal Policies

4. Academic Probation and Dismissal Policies

4.1. Academic Probation Definition

Academic Warning means a student has failed several modules and has received a letter of notification from the Academic Dean informing them of such. Students receiving an Academic Warning will not be permitted to participate 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, CDP activities and poor academic achievements, including academic misconduct (Refer to [Section 812: Academic Misconduct](#)) may lead to being on Academic Probation.

4.3. Academic Probation Procedure

Once a term's grades are submitted, a credit check is made in week 1 of the following term. Students with a credit deficit will then receive a written Academic Warning stating they have been placed on Academic Probation. A copy of this letter is also placed in the student's file and sent to the Sales Manager clause

- The student will remain under review until such time as they have raised their credit achievement.
- If a student is unable to pass the required minimum number of credits within the normal programme 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 internship/Industry Training. If no improvement in performance is seen during this extra term(s), the student will face dismissal from the programme (Refer to [Sub-section 3.4: Dismissal from Programme](#)).

4.4. Dismissal from Programme

A student can be dismissed from the programme when:

- They have failed to end their period of academic probation 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.
- There are repeated, proven cases of Academic Misconduct.
- There are serious breaches of BHMS Student Services regulations including 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

Students in all programmes, who are based at BHMS Luzern, are subject to two separate attendance thresholds, which serve different purposes

Threshold	Purpose	Consequence of Falling Below
70% per module	Academic - required to complete the module and earn its credits.	Automatic withdrawal from the module; W grade recorded; module must be repeated by attendance
85% across registered modules	Regulatory - required by the Swiss cantonal Immigration Office.	Risk to residence permit, permit renewal, re-entry visa, school transfer eligibility.

5.2 Recording Attendance

- Lecturers record attendance and punctuality at the beginning of each class and after each break.
- Students are responsible for checking-in with the teacher if they arrive late to class! Absences recorded because the student entered the class late without informing the teacher, will not be removed.
- Attendance is entered into the Academic Database within 24 hours of the end of class.

5.3 Punctuality

- Punctuality is defined as arriving on time to class. Arriving even one (1) minute or more after a class session has started, is considered late.
- Students arriving late at the start of a class, or after a break, are recorded as absent for that hour and may only enter the class after the next break to avoid disruption.

5.4 Absences

An absence supported by documentation, such as below, will be recorded as *Excused* only if supporting documentation is submitted to the Academic Office within seven (7) days following the student's return to class after the absence. Accepted documentation includes:

- A medical certificate (an official confirmation of a hospital or medical appointment).
- Confirmation from the Internship Department regarding an approved internship interview or trial.

Excused absences are still counted toward the overall attendance calculation and are therefore included when determining whether the student meets the minimum attendance requirement of 70%.

Excused absences are excluded from disciplinary attendance warnings.

5.5 Below 70% Outcome

- The student is automatically withdrawn from the module.
- A W grade is recorded.
- Any completed assessments in the module are void.
- The module must be repeated. A repeat fee applies.

5.6 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/module.

Internship Submission and Return Policies

6. Internship Submission and Return Policies

6.1 Status

The internship is compulsory in all programmes except for MSc and MBA

6.2 Internship Eligibility and Progression Overview

Stage	Requirement	Outcome
To Internship (Year 1 or Year 2)	72 academic credits in each year	Eligible for placement
To Year 2 (Higher Diploma)	84 credits passed in Year 1	Progress with deficit; deficit must be cleared in Year 2
To Year 3 (BA)	Full Year 1 (132 credits) and Year 2 (132 credits) including internships and CPD	Eligible to enter BA
From BA Foundation to Year 3	Full 48 credits passed (or 36 credits passed with the remaining 12 cleared within the first 2 terms of Year 3)	Eligible — see Section 19.3
To MSc or MBA	Full 120 credits passes	Eligible to enter MSc/MBA
To MBA top-up	Full 180 credits earner in MSc	Eligible to enter MBA top-up

6.3 Internship Duration and Requirements

- The standard internship duration is six (6) months.
- Students must demonstrate professional conduct and engagement throughout.

- Students must meet the academic and employer reporting requirements set by the Internship Department.
- Students must complete the internship reflective assessment by the published deadline.

6.4 Working Conditions, Insurance, and Compliance

- Internships in Switzerland must comply with Swiss hospitality labour law (L-GAV), including working time, rest, and minimum compensation rules where applicable.
- All internships in Switzerland are covered by employer accident insurance under Swiss law. Students are required to have health insurance organized by the school or alternative provider.
- Internships outside Switzerland must comply with the relevant local labour law and immigration requirements.
- The Internship Department reviews and approves all placements before commencement.

6.5 Approval Required Before Any Change

Students must obtain written approval from the Internship Department before any of the following:

- Resigning from a placement.
- Changing employer.
- Ending an internship before the agreed end date.
- Reducing agreed working hours.

Informing BHMS is not the same as obtaining approval. Any internship ended, interrupted, or materially changed before completion of the agreed contractual period will normally be treated as an unsuccessful internship attempt, even where BHMS subsequently agrees to the termination. This will result in a failed internship module, repetition requirements, and/or applicable administrative penalties or fees.

6.6 Early Termination

The internship is graded Fail in any of the following circumstances:

- Student resignation
- Employer termination for performance, conduct or attendance issues.
- Documented lack of engagement or professionalism.
- Abandonment of the placement.

6.7 Retake

- The full internship must be repeated. Minimum standard duration applies.
- BHMS may determine the employer, location, and conditions of the retake.
- A retake is recorded on the academic record alongside the original Fail.
- Administrative fees apply to early termination, withdrawal, or change of employer. Fees are set out in the BHMS Fee Schedule.

Coursework Submission and Return Policies

7. Coursework Submission and Return Policies

7.1 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 or undertaken by a specified date. Individual pieces of coursework should be marked as the module proceeds and the level of competency communicated to the student as quickly as possible.

7.2 Staff Responsibilities

Academic staff are responsible for:

- The provision of a clear coursework descriptor/assessment outlines together with detailed marking criteria to students at the commencement of each module.
- Informing students of associated deadlines and hand in 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](#)).

7.3 Student Responsibilities

Students are responsible for:

- Ensuring they understand the above information provided to them.
- Following the submission requirements.
- Making no attempt at Academic Misconduct (Refer to [Section 8: 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.

7.4 Late or Non-Submission of Coursework

- Coursework submitted after the advertised deadline **WILL NOT BE ACCEPTED FOR MARKING**. In such cases, an F or NS grade will be returned for the assessment.
- Coursework not submitted at all will be awarded an NS grade and the final course grade marked as 'I' (Incomplete).
- Coursework submitted late and accepted because of Extenuating Circumstances (Refer to [Section 7](#)) is assessed in the normal way.

- 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 this section.
- Students who need to repeat a coursework assessment to pass a module will be assessed as described under [Section 9: Re-assessments](#).

Verbal Defense/Viva Voce In certain cases, students may be asked to give a viva examination or verbal defense of their coursework submission.

The purpose of the viva examination is to:

- Demonstrate that the assignment is the student's own work
- Confirm that the student has understood what has been written and can defend it verbally

Should a student fail to demonstrate appropriate understanding of the assignment submitted, the submission will be treated as a case of Academic Misconduct (Refer to [Section 9: Academic Misconduct](#)).

Examinations

8. Examinations

8.1 General Rules for Candidates

- (a) Candidates shall bring their BHMS student ID to the examination room.
- (b) Candidates shall be present at least ten minutes prior to the starting time of examinations.
- (c) Candidates shall NOT be admitted to the examination room after the start of the exam.
- (d) Once a candidate has left the examination room, they will not be allowed back in.
- (e) Candidates shall comply with any notices and/or instructions issued prior to, or during an examination.
- (f) Candidates shall not remove any item of examination stationery from the examination room.
- (g) 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.
- (h) 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. This includes smart watches. It is the candidate's responsibility to ensure an authorized device is in complete working order.
- (i) Candidates shall not use any unauthorised book, manuscript or other aid.
- (j) Candidates shall not communicate with each other during the examination.
- (k) 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.
- (l) Candidates shall not take food or drink to examinations.
- (m) Mobile telephones and smart watches or other communication devices must be switched off/placed in silent mode and placed with personal items at the front or back of the room during the examination. **A student who is found to have mobile phone or smart watch on their person during an exam, will be asked to leave the examination and the attempt failed.**
- (n) Business dress must be worn except for blazers and/or jumpers.
- (o) 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.
- (p) Candidates leaving the examination shall do so with the least distraction to the students still in examination.

8.2 General Rules for Invigilators

- (a) Invigilators shall ensure they understand and monitor the [General Rules for Candidates](#) stated above.
- (b) Invigilators shall be present at least 30 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 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 do 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. They should not be stationed in one room location.

8.3 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.

8.4 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

9. Extenuating Circumstances

Extenuating circumstances cover, but are not restricted to:

- 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:

- Minor ailments such as colds, headaches, hangovers, etc.
- Long term illness or condition, where special arrangements have already been made for the students' assessments.
- Scheduling 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 students' 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

10. Grade Appeal Process

10.1 Years 1 and 2 of Undergraduate Programmes, PGD, and PGCLN

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:

- 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 letter 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 issued by BHMS within 10 working days after the end of every term.

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:

- 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 academic dean, 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 must write his / her point of view and must 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.

10.2 Year 3 (BA) and Postgraduate Programmes (MSc, MBA)

Students enrolled in year 3 of BA; MSc and MBA programmes need to refer to RGU Academic regulations in this case:

- A student may initiate a grade appeal only on permitted grounds, such as evidence of a material procedural, administrative, or computational error affecting the confirmed grade or assessment outcome.
- An appeal cannot be submitted solely based on disagreement with the academic judgement of the lecturer or Assessment Board, including disagreement with the academic evaluation of work or the grade awarded.
- Any grade appeal must be submitted in writing no later than 10 working days after the confirmed results have been officially published to the student following ratification by the Assessment Board.

Re-assessments & Distance Learning Modules

11. Re-assessments: Resit Exams and Assignments & Repeating Modules

11.1 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 “E”, “F” modules may be repeated. Resit assessments may be taken only if the overall module grade is an “E” or “F” and the original assessment was failed or missed due to a reason not falling under Extenuating Circumstances (Refer to [Section 7](#)).

- (a) In years 1,2, and 3 (BA),
Module grades earned in year 3 are subject to approval by RGU Assessment Board, until then they are considered provisional.
- (b) In MSc and MBA programmes, all assessments can be attempted a maximum of two times.
This means a student will be able to resit a failed assessment ONCE. Unless extenuating circumstances occurred at the time of submission, RGU Assessment Board will discontinue the students failed 2nd attempt from the programme. Module grades earned in year 3 are subject to approval by RGU Assessment Board, until then they are considered provisional.

The resit fee of **CHF 100.00** per assessment 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.

- 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 deadlines for years 3 (BA), MSc and MBA are set by RGU Assessment Board.
- Resit registration forms must be submitted by **week 4 of the term preceding the resit date or term** during which a course re-assessment is to take place.

- The submission deadline for coursework re-assessments will be set by the Course Lecturer.
- Module Registration Process
- Students may, if the timetable allows and subject to availability, opt to take an additional elective course in a future term to gain the required credits for their program instead of taking a resit assessment. This should be discussed and agreed with the Academic Dean in advance. The module fees are **CHF 500 for a 6-credit module and CHF 1'000 for a 12-credit module.**
- 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 programme of studies and departed Switzerland.

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

Assessments Archiving Policy

12. Assessment 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 the term.

Academic Misconduct

13. Academic Misconduct

13.1 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 is 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 reference.

- **Falsification or fabrication of data:** this is 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 attempt 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:** taking 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.

1. 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 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 decide 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

14. Formal Student Complaints

BHMS aims to resolve issues of student dissatisfaction as quickly as possible and to conduct thorough and fair investigations into 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 behaviour 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

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.

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.

Student Name:	BHMS Student Number:
Student E-Mail:	RGU Cohort:
Programme of Study (please tick): <input type="checkbox"/> Diploma/Higher Diploma in Business & Hospitality Management <input type="checkbox"/> Diploma/Higher Diploma in Culinary Arts <input type="checkbox"/> Diploma/Higher Diploma in Pastry, Chocolate, and Bakery <input type="checkbox"/> Postgraduate Diploma in Hospitality Management <input type="checkbox"/> Postgraduate Diploma in Culinary Arts <input type="checkbox"/> Graduate Certificate Int. Hospitality Business Management	<input type="checkbox"/> BA Hotel & Hospitality Management <input type="checkbox"/> BA Global Business Management <input type="checkbox"/> BA Culinary Arts <input type="checkbox"/> MSc International Hospitality Business Management <input type="checkbox"/> MSc Global Business Management <input type="checkbox"/> MSc Culinary Entrepreneurship <input type="checkbox"/> MBA

Section 1			
Modul	Modul		Date(s) of affected classes

Section 2
Reason(s) for submission of claim (please tick)
Non-attendance at class Non-submission of an assessment / no-show for an examination Impact on performance undertaking an assessment / examination

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
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 alongside this form (completion of this section is compulsory)

Student Signature	Date
by signing this form, you are declaring the above information to be accurate to the best of your knowledge	

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.

1. Students must complete the sections below.
2. A fee of **CHF 100.-** is charged by the school for each resit assessment with the exception of MSc International Hospitality Business Management/Global Business Management **Final Project** which is charged **CHF 400.-**. This can be paid to the **Student Finance Office at CityCampus**, who will sign to confirm the fee has been paid.
3. Submit the form to the Academic Office (academic@bhms.ch) to register for the date/term/cohort 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:		BHMS Student Number:		
Student E-Mail:		RGU Cohort:		
Programme of Study (please tick): <input type="checkbox"/> Diploma/Higher Diploma in Business & Hospitality Management <input type="checkbox"/> Diploma/Higher Diploma in Culinary Arts <input type="checkbox"/> Diploma/Higher Diploma in Pastry, Chocolate, and Bakery <input type="checkbox"/> Postgraduate Diploma in Hospitality Management <input type="checkbox"/> Postgraduate Diploma in Culinary Arts <input type="checkbox"/> Graduate Certificate Int. Hospitality Business Management		<input type="checkbox"/> BA Hotel & Hospitality Management <input type="checkbox"/> BA Global Business Management <input type="checkbox"/> BA Culinary Arts <input type="checkbox"/> MSc Int. Hospitality Business Management <input type="checkbox"/> MSc Global Business Management <input type="checkbox"/> MSc Culinary Entrepreneurship <input type="checkbox"/> MBA		
Resit Assessment				
Module Code	Module Name	Lecturer	Type of Assessment (exam, report, video, etc.)	Resit Date*

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

Resit Fee Due (CHF): _____

Student Signature: _____ Date: _____

For Office Use Only:

Resit Fee Paid (CHF): _____ Date: _____

Staff Signature & Stamp: _____ Print Name: _____

Appendix C: GRADE APPEAL FORM

, The student must submit a written objection if they wish 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 their interim transcript. A written explanation of why the student is disputing the grade received should be clearly stated on the form. **Please retain a copy.**

	BHMS Number:
--	---------------------

Student Name:		
Student E-Mail:		RGU / Cohort Number:
Module Code	Module Name	Teacher
Grounds for Appeal (please tick)		
Disagreement with the academic judgement of the Course Lecturer of the grade awarded		<input type="checkbox"/>
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		<input type="checkbox"/>
There had been a material administrative error, an irregularity in procedures, or that the assessment was not conducted in accordance with the current regulations.		<input type="checkbox"/>
Decision of the Module Lecturer (provide details of the decision you are appealing)		
Statement of Appeal		
(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 a separate sheet if necessary)		
Did you submit an Extenuating Circumstances Claim Form within the required timeframe?		
<input type="checkbox"/> Yes, on: _____ to: _____		
<input type="checkbox"/> No		

Section 5
Evidence Submitted
List the supporting evidence submitted alongside this form (completion of this section is compulsory)

Student Signature	Date
by signing this form you are declaring the above information to be accurate to the best of your knowledge	

For completion by the Programme Leader / Academic Dean:

Section 6
Decision on Extenuating Circumstances:
Decision:
Date of decision:
Date of communication:
Print Name & Title:
Signature:

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

- Students must complete the sections below.
- A fee of CHF 500.- is charged by the school for each module. 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 Office 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:		BHMS Student Number:	
		RGU Cohort:	

Resit Fee Due (CHF): _____

Student Signature: _____ Date: _____

For Office Use Only:

Resit Fee Paid (CHF): _____ Date: _____

Staff Signature & Stamp: _____ Print Name: _____