

Study Regulations

(valid for students starting from fall semester 2015 on)

Swiss Professional Degree «Dipl. Hôtelière-Restauratrice/Hôtelier-Restaurateur HF»

SSTH Swiss School of Tourism and Hospitality Ltd.



The first thing to do is to understand the rule;

the second is to learn the practice of it.

**The theory may be understood at once by an effort of reason,
and yet the practice of it only acquired in the course of time.**

*Arthur Schopenhauer
Aphorisms on The Wisdom of Life*

Content

1. Aim and purpose of the study regulations	3
2. How SSTH perceives itself	3
2.1. Duty of care	3
2.2. Respect	4
3. Our status	4
3.1. State certification and quality assurance	4
3.2. Course overview	4
4. General information	5
4.1. Room and board	5
4.2. Clothing	5
4.3. Insurance policies	5
4.4. Residence permits.....	6
4.5. Practical functions.....	6
4.6. Use of mobile phones	6
5. Semester dates	6
6. Exemptions from study and/or internship semesters	6
6.1. Policy	6
6.2. Procedure	6
6.3. Exemption from an internship	6
7. Exemption from classes	7
7.1. Policy	7
7.2. Procedure	7
7.3. Exemption from English or French/Italian	8
8. Absence	8
8.1. Policy	8
8.2. Unforeseeable absences.....	9
8.3. Other absences	9
8.4. Absence from examinations.....	9
8.5. Unpunctuality.....	10
9. Copyrights	10
10. Data protection and usage rights.....	10
11. Entry into force	11

1. Aim and purpose of the study regulations

In addition to the clearly defined scholastic achievements, the Swiss School of Tourism and Hospitality (in the following 'SSTH') expects its students to conduct themselves in a manner befitting their future profession. This conduct is characterized by conscientiousness, helpfulness and consideration toward everyone involved.

The main focus must be on enjoying, and taking pleasure in, learning. This is why the study regulations only set out a few rules that are necessary to run the school in an orderly fashion and that will be required to ensure conduct in keeping with the students' future profession.

Moreover, we attach significant importance to safeguarding the privacy of everyone here. The personal integrity of each individual must be protected. Any behaviour, action, statement or image that may infringe on the dignity of others must be prevented.

The management, executives, teachers, staff, students and apprentices work together in a spirit of open communication to create at SSTH an atmosphere of personal respect and mutual trust.

2. How SSTH perceives itself

Students are aware that they must expect disciplinary consequences or, depending on the severity, even expulsion from the school if they violate the study regulations. They must be positive ambassadors and will therefore uphold the following principles.

2.1. Duty of care

Students benefit from a peaceful and studious atmosphere in which they conduct themselves in a friendly and considerate manner.

They are aware that the consumption and possession of controlled substances are harmful to our health and restrict our performance, and that they are forbidden at SSTH. The *Campus Regulations* contain other rules in this respect.

The students abhor violence and will refrain from carrying weapons of any kind on the campus or during their internships.

The students take care in the classrooms and at school functions to ensure that their attire and their appearance are befitting of their future profession. The *Campus Regulations* define the dress code.

When in groups, students behave cordially and considerately. Everyone is entitled to their own opinion. Students who feel unjustly treated or who notice inadequacies in how the school is organized are required to take the opportunity of the class tutor meetings to report these matters to the relevant teacher or the school management (see *Examination Regulations, Chapter 8*). Moreover, students are entitled at any time to submit written proposals or complaints to quality management.

Students attend classes as listed in the lesson plan. This also includes class excursions, sports days and other school functions. Exemptions from lessons in individual subjects may be approved upon submission of a written recommendation from the teacher following application to the school management (see *Exemptions, Chapter 6*).

The teacher must be given prior notification in the event that the student is unable to attend an individual lesson (see *Absence, Chapter 8*). SSTH must be informed immediately and, if possible, before the start of classes (tel. 081 255 11 11) in the event of unforeseen events (e.g. illness). Students must be punctual and shall honour appointments, agreements and instructions.

The students are aware that they will not progress to the next semester, i.e. will be required to repeat a semester, in the event that their performances are inadequate. The *Examination Regulations* describe the consequences of inadequate performances.

2.2. Respect

Students solve conflicts with words and not violence, although they remain mindful at all times that words can be extremely hurtful. This is why they are careful in what they say.

Neither mobbing nor sexual abuse of other persons will be tolerated. Please contact a person you trust if you experience problems. The mediation team is also happy to help.

Students behave in a decent and helpful manner towards everyone they meet, conducting themselves with due respect. They do not disturb others seeking to study or to teach. This is why they behave quietly on the school premises, and remember at all times to switch off their electronic devices in the classrooms (apart from pocket calculators).

Students do not entice others to use addictive substances. If they smoke, they do so in a manner that is considerate towards others. It is forbidden to smoke in the school building. Smoking areas outside the school building are clearly marked and are listed in the *Campus Regulations*.

3. Our status

3.1. State certification and quality assurance

The College of Professional Education and Training (HF) is a department within SSTH. As defined under the Swiss Vocational Training Law, the HF is state-certified and awards a degree recognized in Switzerland. The degree entitles graduates to use the title Swiss Professional Degree «Dipl. Hôtelière-Restauratrice/Hôtelier-Restaurateur HF», which is protected by law. The HF is monitored by the Swiss Confederation.

SSTH is a member of the Divisional Conference of Professional Education and Training Colleges and is recognized under the NQF framework. The degree course is accredited according to the eduQua quality standard.

3.2. Course overview

The degree course at the HF conveys profound knowledge and skills in the hotel and catering industries with the aim of equipping graduates to accept demanding positions in management and senior management. The degree course consists of four compulsory school semesters, each lasting 18 weeks, and two compulsory internship semesters.

The compulsory school semesters at the HF are:

The 1st & 2nd semesters Course in hotel operations

The 4th & 6th semesters Course in hotel management and hospitality

The two 6-month internships are integral elements of the degree course. At least 6 months of these internships must be completed in Switzerland (see *Internship Regulations HF*).

3rd semester Internship in hotel operations

5th semester Internship in business management

4. General information

4.1. Room and board

Students live on the campus of the school hotel in Passugg during the first two semesters. Room and board are not included in the semester fees and will be charged separately. Students do not have the right to request a refund for meals they do not take. The purpose behind this internal housing arrangement is for students to practice studying and living with people from different cultures; this is becoming an increasingly important aspect, even after graduation in the hotel and catering sector.

4.2. Clothing

Professional conduct and a guest-centric demeanor are among the educative aims at a school for young executives in the hotel trade. Therefore, the HF attaches significant importance to a well-groomed appearance.

The designated professional clothing for practical classes are mandatory in the first two semesters of the hotel operations course (see *Campus Regulations, Chapter 2*). They must be purchased from SSTH.

The general dress code as described in the *Campus Regulations* applies during classroom lessons throughout the entire course.

4.3. Insurance policies

Students must ensure they have sufficient insurance coverage. Here, the requirements vary according to the student's nationality; students must consult the *Insurance Regulations* before they begin their degree course.

4.4. Residence permits

SSTH will apply to the competent authorities for the residence permit that foreign nationals require to study at the SSTH. The costs will be charged as described in the *Fee Regulations*. Students will be charged for any costs and fines incurred due to a failure to adhere to the prescribed periods.

4.5. Practical functions

Students are required to assist in a practical capacity in at least two school functions in each study semester. In exceptional cases the organizer may provide remuneration. However, as a rule, SSTH will not provide any payment to students for serving at functions during teaching hours.

4.6. Use of mobile phones

Mobile phones must be switched off during classes and while working. Exceptions are only possible with the teacher's consent.

5. Semester dates

The list of main dates posted on Infopool (intranet) contains more precise information on the semester dates.

6. Exemptions from study and/or internship semesters

6.1. Policy

Students who possess a suitable basic education and/or professional experience may seek exemption from no more than one study and/or internship semester (see *Internship Regulations HF, Chapter 3.3*). The school record may be consulted for decisions in individual cases.

6.2. Procedure

A request for exemption must be submitted in writing upon enrolment for the degree course (with attachment of suitable references). The school management will rule on whether the application will be approved after consultation with the responsible persons. The school management will decide on exemptions in exceptional cases and will, in these instances, give suitable consideration to the special circumstances.

6.3. Exemption from an internship

The internship period during the course may be reduced by no more than six months. The student must possess a recognized qualification in the hotel or catering sector for this exemption to be granted. The type of prior education determines whether exemption is granted for one or more internship areas (catering, accommodation, business management).

A **reduction in the internship period** is possible upon presentation of a:

- completed 3-year apprenticeship in the hospitality sector, or
- completed 2-year apprenticeship in the hospitality sector and 1 year of professional experience in hospitality, or
- other completed apprenticeship and 2 years of professional experience in hospitality.
- internships that were completed and recognized during a course at an accredited hotel management school in Switzerland.

An **exemption from the internship areas** depends on the type of prior education:

Apprenticeships in the hotel and catering sector Exempted from accommodation and gastronomy

Apprenticeships in the restaurant and catering industries and as chefs Exempted from gastronomy

Apprenticeships in the hotel, gastronomy and tourism industries Exempted from accommodation

Internships from other certified schools of hotel management Exempted from areas already completed

Several years of professional experience Individual decision after consultation with the school

The student is required to provide proof of prior education by submitting suitable degrees and employment references. The conditions for completion of the internships required for qualification at the SSTH must have been satisfied before the course ends (see *Internship Regulations, Chapter 14, Recognition of internships*).

7. Exemption from classes

7.1. Policy

Students may, in exceptional cases and based on particular prior knowledge, be exempted from classes in a certain subject over the course of a semester. Exemption from attending classes shall under no circumstances entitle students to claim reimbursement of semester fees.

7.2. Procedure

Requests must be discussed with the teacher before the end of the second semester week, and must then be submitted in writing to the school management, who will decide in this respect.

Students are nevertheless required to complete the regular examinations in the subjects in which they are exempted from attending classes; their grades will be used to decide on whether the exemption can continue. The grades will also count toward the semester grade point average.

7.3. Exemption from English or French/Italian

Students whose mother tongue is neither German nor English will be exempted from the French/Italian classes and shall not be required to sit these examinations. In these cases French shall not be an integral element of the degree course or the grades that count toward advancement to the next semester. The term mother tongue shall describe the teaching language used in the last school qualification that the student earned.

Students who demonstrably possess advanced skills in French, Italian and/or English may be exempted from the classroom teaching and from the examinations in semesters 1 and 2.

The following foreign language certificates shall be considered proof:

- | | |
|---------|--|
| English | <ul style="list-style-type: none">• Cambridge; Certificate in Advanced English/Certificate of Proficiency in English• Cambridge; BEC 3/BEC Advanced• OXFORD; ARELS Higher Certificate, Business English, Executive Level |
| French | <ul style="list-style-type: none">• Alliance Française; Diplôme de Langue (Grades: «bien» and «très bien»)• Alliance Française; Diplôme Supérieur• Alliance Française; Certificat d'Etudes Commerciales• DELF B2 and DALF C1 and C2• Chambre de commerce et d'industrie de Paris: Diplôme de français des affaires, DAFA, Diplômes de français des professions (DFS, DFTH) |
| Italian | <ul style="list-style-type: none">• DELI A2 - Diploma Elementare della Lingua Italiana |

Exemption from English and/or French/Italian will be noted in the semester report. The subjects in which the students have been exempted from classes and examinations will not contribute to the semester grade point average or to advancement to the next semester. Exemption does not in any way give students the right to request a reduction in semester fees.

8. Absence

8.1. Policy

Students must attend classes unless they have been issued with an exemption by the school management. The set classes must always be attended. Absences are categorized as follows:

- | | |
|---------|--------------|
| 0 – 5% | Not critical |
| 5 – 10% | Frequent |

10 – 15% Very frequent

> 15% Excluded from examinations

The school management may take special measures (repetition of a subject, refusal of advancement to the next semester, a recommendation to leave school, expulsion) in the event of inordinately frequent absences. Functions involving external parties (e.g. guest lectures, special or project events, etc.) are also compulsory.

Subjects in which absence accounted for over 15% of the lessons will be considered incomplete and therefore not fulfilled. The grade 1 will be awarded in these cases. This means a part of the final qualification will be missing, which may lead to a failure to advance to the next semester.

The school management will decide on exceptional cases in cases of hardship (e.g. longer periods in hospital). It is important to note here that all absences must be confirmed and reasoned in writing.

Students are required to review their current absence levels in the school administration system CARE at the end of each week. Inaccuracies must be discussed immediately with the school management.

8.2. Unforeseeable absences

The following aspects must be considered in the event of unforeseeable absences due to illness, accident, delayed trains and such like:

- Student services must be informed immediately (by telephone, in person, by fellow students, parents, landlord, etc.) to ensure that SSTH is informed of the absence. Written reasoning must be submitted in due course.
- A medical certificate must be submitted to SSTH for longer absences due to illness lasting several days.

8.3. Other absences

The school management must approve all other foreseeable, longer absences in good time (at least 2 weeks in advance).

8.4. Absence from examinations

As a rule, students must sit all examinations. The teacher will set the date and the examined material. The subject cannot be considered completed until all examinations in the subject have been taken.

Missed examinations (apart from end-of-semester examinations) can be repeated at a later date (see *Examination Regulations*). The teachers will inform the school management of any examinations that students did not sit. Dates for the resits will be announced and organized by student services. The students are then required to resit the missed examinations on these dates.

Students are only entitled to resit an examination free of charge if they can present a medical certificate confirming they are 'unfit to sit examinations' or if their absence from the examination had received prior approval from the school management.

The rules governing absence from end-of-semester examinations are described in the *Examination Regulations*.

8.5. Unpunctuality

Lessons begin on time. Unpunctuality will not be tolerated.

The teacher will note as 'absent' any arrival at class after the lesson has commenced.

9. Copyrights

The copyrights for the work produced by students during their training at the SSTH are transferred to SSTH.

Course material and other forms of intellectual property are given to students exclusively for training and exercises and must not be copied by them or used in any way other than the originally intended purpose without authorization.

10. Data protection and usage rights

SSTH commits herself to follow the principles of data protection law, in particular not to pass on data to third parties. Students' results will be deleted after completion of the education. On the other hand, the SSTH stores information concerning school reports, the diploma, the student's home as well as e-mail address in order to be able to provide information later on.

The students agree to the SSTH's unrestricted usage right of any data and work that is produced during their studies as part of their training. This includes the processing and storage of personal data – also on servers outside the SSTH – for the purposes of the course of study. Learning platforms and databases are used in accordance with the usage regulations (conditions of use).

The student agrees to receive e-mails from the SSTH and to notify SSTH of any significant changes to their personal data. The student agrees that his / her name, address and other relevant data will be published within the framework of the school organization (eg class lists).

The student agrees that the SSTH may take photos or videos of him / her in school rooms and at school-relevant events. He / she releases those photo or video material, as well as names and first names, which are directly related to the activities of the SSTH, for the usage on the school website, in newsletters, for information and marketing material of the SSTH and especially social media.

The student ensures that he / she will not use or announce personal or company-related information, which he / she has learned during the education at SSTH, by the SSTH, other learners, students, teachers or third-party participants. The student has to keep secrecy about the business and business secrets that he / she has learned while studying at SSTH, during the training period and also after leaving the SSTH.

11. Entry into force

The Study Regulations at SSTH have been approved by the management and will come into force as per 24.05.2017 for students commencing their course from the fall semester 2015. They replace all prior regulations.