

Information Booklet

Fall 2020

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INTRODUCTION

Dear student,

Welcome to Caux-Palace. In order to facilitate your arrival in the School, please find in this booklet the main information you will need for your academic semester.

You will find more information on my.shms.com where you can access your schedule, the Programme Guide, the semester calendar, Moodle, The Caux Library Website, etc...

We wish you a very successful semester with us and we look forward working with you.

The SHMS IHTTI Caux Team

1. Important dates

Presentation of the Rules and Regulations, Prevention Meeting, Presentation of the IRF, B-Permit Trip, SAF Elections, Internship Career Center Presentation,

In order to keep up with the major semester deadlines and presentation, please refer to the semester calendar as well as to your timetable. Both the semester calendar and the timetables are available on my.shms.com

2. Rules & regulations

2.1 Absence policy for BA students

- 4 hours absent from 1 module = First Warning Letter
- 6 hours absent from 1 module = Final Warning Letter
- 7 hours absent from 1 module = Deregistration from the Module = Summer Retake Session
- 3 modules deregistration = expulsion from the school & repetition of the semester
- 50 hours of absences in total = expulsion from the school

2.2 Absence policy for Master students

- 2 sessions missed in 1 module = First Warning Letter
- 3 sessions missed in 1 module = Final Warning Letter
- 4 sessions missed in 1 module = Deregistration from the Module = retake of the module in full

Please refer to your [Programme Guide](#) or Programme Manager Mr Nektarios Lykopantis for further details.

2.3 Grooming Policy - Dress code

Grooming standards

Uniforms are required to be worn by all BA1 & BA2 students around the entire campus from Monday to Thursday from 7am to 7pm.

Master students are required to wear business attire Monday to Thursday from 7am to 7pm.

All students are allowed to wear business attire on Friday from 7am to 5.30pm.

Name Tag

Required to wear it at all times: during class hours and while on professional excursions. Wear it horizontally on the left side of the chest.

Kitchen and Restaurant Uniforms

Professional uniforms for the kitchen and restaurant practical classes are loaned to the students during the semester.

Female students must bring 2 black skirts or trousers.

Male students must bring 2 black trousers.

Please refer to the SHMS IHTTI Grooming standards for further information.

3. Exemptions, Study Advisor

3.1 Exemptions

This policy applies to repeating BA students, BA direct entry with previous gained credits related to the module. You can download the form from Moodle (Academic Page) or ask your Programme Manager. This form needs to be completed and handed to your Programme Manager at the latest on Friday week 2.

3.2 Study Advisor

- **Become a Study Advisor**

You have qualifications for a subject, you would like to help your colleagues by teaching & encouraging them and at the same time earn money?

The purpose is to provide assistance to your colleagues facing challenges in specific areas of study and help them overcome any difficulties they may be having.

Should you have any question, please do not hesitate to come and see the Academic Office in Office 18.

Interested?

Click [HERE](#) to sign up online to become a Study Advisor.

- **Get help from a Study Advisor**

You need help for a subject? You want to be encouraged and guided to find ways of solving problem areas in your studies?

The study advisors are here to help you! They will help you by teaching & encouraging you and improving your knowledge & understanding in the subject where you need help.

Interested?

Click [HERE](#) to sign up online to get help from a Study Advisor.

4. Representatives

4.1 SAF – Student Ambassador Forum

The SAF representative has a role of fostering and creating a positive, productive and meaningful atmosphere for the student body in the school.

- The positions within SAF are:
 - President
 - Vice President & Green Ambassador
 - Academic Ambassador
 - Communications & Social Media Ambassador
 - Operations Ambassador
 - Internship & Career Ambassador
 - Sports & Leisure Ambassador
 - Student Welfare & Cultural Integration Ambassador
 - Design Ambassador
 - Events Ambassador

- Election

If you are interested to become the SAF President*, you will need to present yourself in a short video of maximum 2 minutes and explain your motivation to be part of the SAF.

*The President position are only open for returning BA2 students

4.2 Class Representative

- Role

- Act as a liaison between the students and the Academic Leaders and the SAF
- Represent your class at Students Forums
- Represent your class at Programme Councils or any events both within and outside SHMS (such as IRF or during excursion)
- Ensure that your classmates are properly represented and completely informed

- Election

You Programme Manager will seek the class representative during the first week.

- Year representative

The overall year representative is elected among the class representative and voted by each one of them. This person will represent the overall year (BA1, BA2 and MIB) and will be the voice for all year students.

This person will liaise closely with the Management Team and the SAF.

5. Offices

5.1 Academic Department

Academic – Office 18

For any question related to the diplomas, certifications, transcripts, legalization, exemptions, absences, grades, classroom booking, group emails, etc.

- Office info
 - Open Monday to Friday
 - From 8.00am to 5pm
 - Contact
 - Ms Laetitia Roux - lroux@shms.com
 - Mr Tanguy Colcombet - tcolcombet@shms.com
 - Mrs Ana Cardoso – acardoso@shms.com
 - +41 21 962 99 10

Student Affairs– Office 18

For any question related to the school tuition, invoices, B- Permit, health insurance etc...

- B-Permit
 - Authorize you to live and stay in Switzerland legally
 - Travel around the Schengen space in Europe
 - Please DO NOT lose it. In case of loss: 150CHF charged from the school
 - Valid for the 2 years in SHMS IHTTI - Caux
- Do not authorize you to work in CH (except internship)



- Health insurance
 - Covered during all your studies (internship included)
 - Worldwide except US (only emergency)
 - ISOS: Worldwide emergencies, medical advices and security, routine questions...
 - Download “MyHealth” app on:



- What else?
 - School invoices
 - Questions about travelling
 - Questions about health insurance cover
 - Open questions
- Office info
 - Open Monday to Friday
 - From 8am to 5pm
 - Contact
 - Mr Léonard Simonin - lsimonin@shms.com
 - Ms Allison Ekah – aekah@shms.com
 - +41 21 962 99 65

Internship and Career Center – Office 18

The Internship and Career Coaches will be assisting you in successfully finding an internship through personalized coaching and tailor-made service delivery. For any queries about internship, visas, employers around the world, please contact:

Emily Brun Internship & Career Coach
ebrun@shms.com

Jacqueline Tran Internship & Career Coach
jtran@shms.com

- Office info
 - Open Monday to Friday
 - From 8am to 5pm
 - +41 21 962 99 43/51/62

Programme Managers (PM) – Office 15

The Programme Manager is responsible for managing and overseeing semester programme.

For any questions relating to the programme, modules, grading criteria or providing exemptions, you can contact your PM as per below:

BA1 PM:	Mr Simon Thompson	Office 14
BA2 PM:	Mr Connor Lamb	Office 16
MAIHBM PM:	Mr Nektarios Lykopantis	Office 12
Language PM:	Mr Zorbey Schuster	Office 13

Library

The Library is open every day from **9am to 9pm**.

The Librarian trainee in the following hours:

- Monday to Thursday - from 12am to 9pm
- Friday - from 9am to 6pm

5.2 Operation Department

Reception

For any question related to the accommodations, mails, dry cleaning, maintenance, housekeeping, luggage problems, lost & founds, general information, excursion booking, etc... you can contact:

- Ms Sissy Paumer from Monday to Friday, from 7.30am to 4.30pm
- Residence Management Team (RMT)

The Residence Management Team - composed by the Residence Manager and the Residence supervisors - provides you with a general support 24 hours a day, 7days/7. They are in charge of ensuring your security as well.

- Ms Alicia Gonzalez - Residence Manager
- Residence supervisors - Telephone number: 9000

Student Counsellor

For any personal question or health problem please contact your Student Counselor Mrs Ana Cardoso (room 536 / Telephone number: 9981)

Sport & Leisure

Mr Paulo Pinto, the Sports & Leisure Coordinator, will provide you with the sport and leisure programme.

Meals

The meals time are as below:

Breakfast	from 7.15am to 7.50am
Lunch	from 11.30am to 1pm
Diner	from 5.30pm to 7pm

On Saturday and Sunday, a brunch is prepared for you from 10.30 am to 1.00 pm and diner from 5.30 pm to 7.00 pm

6. Caux-Palace Restaurant

The students have the opportunity to reserve a table with their classmates or school friends in the Caux Palace Restaurant.

You can book the table directly at the restaurant reception desk. The restaurant is opened from Monday to Friday.

Lunch from 12am to 2pm

Diner from 6pm to 8pm (except Friday evening)

The students who reserved must be present 5 minutes before the opening.

The reservation can be done from Monday to Friday from
9.30am to 11.30am and from 2pm to 5pm.

7. Laundry

The laundry is located at the first floor of the school in room 136.

It is accessible to the students 24hours/24, 7 days /7. In order to use the laundry, you can purchase a laundry card at the reception of your school:

Price of a Laundry card CHF 35

8. Dry cleaning

The school offers an online dry-cleaning service with *On My Way*.

In order to benefit from this service, visit their website: www.on-way.com.

9. IT

For any question related to the use of your iPad, your laptop, the printers, technical support for your events & Banquets, Mr Alex Rasu is in charge of assisting you (IT office – 3th floor)

We wish you an enjoyable and successful semester,

Your SHMS IHTTI Team