



# Student Handbook 2021

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## **1.0 Introduction**

The information contained in this document will help you to become familiar with your school and offer you valuable advice and information relating to all aspects of your life inside and outside the classroom.

### **1.1 - SHMS - Mission Statement**

At SHMS our emphasis is on applied Swiss Hospitality Expertise combined with Management Competencies. We teach quality hospitality management programmes founded upon the Swiss hospitality tradition. Our broad range of undergraduate and postgraduate programmes reflects the diversity of the service sector and are designed to meet the needs of the industry and set standards for the 21st century.

### **1.2 - Vision Statement**

Our aim is to be considered by industry and academia to be amongst the top providers of quality education in hospitality, culinary, tourism and events management in Switzerland. This will be achieved by differentiating ourselves in the education market by focusing on the student and by ensuring that we satisfy their unique needs and wants. It is our goal to recruit motivated and well-educated students and to provide them with the possibilities to succeed in attaining their qualification and in their careers, by providing relevant and quality education. This is our competitive advantage.

### **1.3 - Our Credo**

To achieve our academic and operational objectives, we strongly believe in the following values:

- Success is determined largely by effort and hard work;
- The most important stakeholders at our institution are the students-- we are here for them first, and all efforts are to provide them with the best possible education;
- Students' development is a function of their learning environment;
- Mutual respect and freedom of expression for both faculty and staff is imperative to advance the frontiers of knowledge;
- An awareness of, and respect for, the natural environment is imperative so that our children and grandchildren can enjoy their

heritage;

- Professional and friendly behaviour at all times is a prerequisite for creating a comfortable work and learning environment;
- Our faculty and staff are our most important resource. We firmly believe in, and support, their academic and professional development;
- Decisions and actions should be taken in light of how others might be affected.
- Students and faculty in our organisation must abide by the highest ethical and moral code, fostering the wellness of the environment and working for the greater good.

Our credo serves as a guideline for life at our colleges and the kind of institutional culture we are cultivating. All actions will have an impact on the perception of students, faculty and staff. Therefore actions guided by the credo allow our aims to be achieved.

## **2.0 - Induction**

We welcome you and are glad to have you with us for the coming term/semester. To facilitate your stay in Switzerland and familiarisation of the school environment, we have organised for you Induction Points. After receiving the documentation provided to you by Front Office, an overview of the different induction points will be provided. A welcome presentation will be held according to your chosen programme during the induction.

Should you require any further information, please do not hesitate to contact the Front office.

### **2.1 - Welcome Desk**

During arrival weekend (Friday 08:00 to Sunday 18:00), the School welcomes all students at Geneva Airport and provides you with any help you may require on arrival in Switzerland. A staff/student representative will assist you with your travel arrangements to the respective campuses. The Welcome desk is located in front of the arrival area, right after luggage claim. Please ensure to arrange your flight in order to reach Geneva airport during these hours.

### **2.2 - Airport Transfer**

The School organises transportation from Geneva Airport to the School at an additional charge for one way. You can book a transfer from Geneva airport to your school through [airport@swisseducation.com](mailto:airport@swisseducation.com) via email. It is important that you communicate your arrival details no later than 2 weeks before the beginning of term:

Airport pickup requests must be sent only with the following information

- Ms. / Mr. Student name, Last name , Birth date
- Arrival date
- Arrival time
- Airline and flight details
- From
- Destination.
- School and programme
- Any flight connection : airline, flight number, airport

Please remember that for long distance flights, the arrival date in Switzerland might be one day after your departure. Should your flight be delayed by more than 1 hour, you should inform [airport@swisseducation.com](mailto:airport@swisseducation.com) by email and your school if possible by phone.

## **2.3 - Welcome Programme**

A welcome programme is made available for you upon arrival in the school. The programme informs you of all activities, induction points and food & beverage timings organised during the induction period. Please read the information given on this programme carefully and keep the relevant form(s) with you.

## **2.4 - Induction Points**

The induction is organised to help you to get yourself ready for your stay in Switzerland and our school. You will meet many of our staff members, become familiar with our facilities, participate in presentations and complete forms and documents.

## **2.5 - Meals During Welcome Weekend**

During the induction weekend there will be brunch, dinner and a Danish

& Sandwich station available 24 hours. Your family is welcome and invited throughout the day to join activities and dine.

## **2.6 - Late Arrival Induction**

If you arrive at the school late, you will be requested to follow our late arrival check-in procedure. A staff member will go through the related late arrival induction points and assist you with all related tasks.

***Please note that ALL students (including returning students) are expected to participate in the induction activities. Students who arrive late will have their absences counted and may have to forfeit their choice of room, unless a valid reason is provided***

## **3.0 - Code of Student Conduct**

Our schools' priorities are academic rigour, Swiss professional training, multicultural awareness, and a caring approach to the personal development of our students. We aspire to offer an environment where students can grow personally and professionally and acquire the knowledge needed to succeed in their chosen academic programmes.

***Our student compares himself/herself to the best and strives to do better!***

Students are expected to behave in a reasonable and orderly manner at all times. Students are expected to treat each other with respect and tolerance to ensure the quality of living and studying together in a multicultural environment.

The school community, faculty and students have particular aims in reaching personal goals and ambitions. The faculty must teach in an environment that is conducive to learning. The student body must learn processes and principles that will provide knowledge and foundations on which to build future careers. Any individual who is unable to accept the policies of the community, or wilfully tries to disrupt this environment by his or her actions, runs the risk of being expelled from this community.



Correct conduct and excellent academic standing in the school are only one part of a student's obligations; the other part relates to the student's conduct of his/her private life, namely living within the community of the town, on- or off-campus, in studios and apartments. In an environment such as the one in which we live, we are open to observation, comment and judgment.

### **3.1 - Expectations of Behaviour**

Living with fellow students from diverse and international backgrounds is not only a unique experience, but also a challenge. The mix of cultures, beliefs, religions and styles provides an opportunity for everyone to learn from each other. For the benefit of all, it is necessary to have a Code of Behaviour that enables every individual to live a satisfying lifestyle, to be productive, and ultimately to succeed in their studies. The following five principles form a code of behavior that reflects the needs of the majority, and by which all our students are encouraged to lead their lives here at school:

***Self - responsibility:*** Set yourself the highest possible standards and maintain them under all circumstances. Present yourself each day as the professional person you aspire to be. Attend every class energetically with an open mind and be ready to learn.

***Concern of others:*** No student is more important than any other. Show respect to all and you will earn the respect of others. Moderate your behavior at all times out of consideration for those whom your actions affect. Take pride in creating an atmosphere where all students can grow and succeed. There can be few things worse than lowering the quality of life of a fellow student.

***Respect the surroundings:*** Leave facilities as you would expect to find them – clean, organized and ready for use by others. Respect your surroundings both in the school and in the local area. Damage to property and littering are anti-social acts and unacceptable to everyone.

***Safety and security:*** The welfare and personal safety of every individual is a collective responsibility. Behavior that threatens the well-

being of any person is totally unacceptable under any circumstances. In case of physical aggression towards a fellow student or member of staff, an expulsion from the school is recommended.

**Participation:** Become an active member of the student body. Take part in activities both socially and professionally, and contribute to the development of all areas of the school. Balance your commitment to study with an active and enjoyable social life. Both are important parts of your development.

### **3.2 - Professional Dress Code**

The School expects all students to dress and present themselves in the schools' uniform. When the students are scheduled (including evening classes should they be timetabled) or are participating in formal or special occasions, (such as school events, formal dining room, graduation, field trips, alumni reunions and ceremonies) school uniform must be worn by everyone, unless announced otherwise. This includes the school's name badge and pin, which should be worn at all times with business dress.

The overall appearance of a student should be discreet, conservative and professional.

***Our student compares himself/herself to the best and strives to look better!***

The professional dress code applies from Monday through Friday starting at breakfast until after dinner, as well as during evening classes and events in all public areas (including but not limited to, classrooms, office floors, reception areas and restaurants). Outside of these hours, on weekends from Friday dinner to Sunday night, during holidays when there are no classes, smart casual dress, including jeans and T-shirts (or shorts during the summer when physical activities are required) may be adopted but students are expected to ensure that garments are in good taste and in good repair (for example: no ripped jeans). As the school operates in a multicultural environment, and to avoid situations where the way one dresses could unintentionally offend, there are a limited number of items which are not considered suitable for casual

attire on campus: beach wear (swimming shorts, swimming costumes, flip-flops, etc.), transparent clothing, visible undergarments and hats (including baseball caps).

Any student who fails to follow the dress code regulations or is considered to be inappropriately dressed, may be requested by a member of staff or faculty to leave class, restaurant or outlet to return to their room and to change their attire to conform with our school's professional appearance standards. Students are reminded that comments on appearance also play a necessary role in contributing to a student's professional development as well as professional conduct and should be perceived by the student as constructive feedback. If a student is in doubt about whether their attire would be considered appropriate they should seek advice from a member of staff.

We reserve the right to refuse any students access to the premises (public facilities included) for being improperly attired/dressed whilst attending the school. These policies are designed to ensure that a professional appearance becomes a habit for all students. In the industry, appearance and image are of the utmost importance if you wish to succeed.

***Furthermore our school follows a “No shirts, no shoes, no service” policy which is extended to include a decent appearance in the bars/restaurant areas and public areas at all times.***

The professional dress code is valid up until and including the official closing of the academic term, unless otherwise advised.

### **3.3 - Appearance Policy**

#### **Gentlemen Dress Code:**

##### **School Uniform**

- The School provides blazer, trousers, school tie, name badge and pin. All other items are to be provided by the student.
- Long-sleeved white shirts.
- Ties should not be tied too short or too long and the size of the tie knot should be adapted to the shirt collar.
- Socks should not be too short (no skin showing when sitting down)

and should be black.

- Smart closed black shoes which should be clean, polished and in good repair(No openings, decorations, patent leather, suede or moccasins allowed).
- During colder periods, plain dark V-necked cardigans/pullovers with ties visible, under suit jackets are authorized.

### **Professional/Business Attire (when school uniform is being dry cleaned)**

- Dark colour suits with matching trousers (black/blue/grey/brown).
- For jackets, the sleeves should not be too short or too long and the jacket should not be too tight. Embroidered patches are not authorised.
- For trousers, they should not be too long or too short and they should not be too tight.
- Long-sleeved shirts (light colour, plain or discreet pattern).
- Socks should not be too short (no skin showing when sitting down) and should be black.
- Smart closed black shoes, which should be clean, polished and in good repair(No openings, decorations, patent leather, suede or moccasins allowed).
- Name badge and pin provided by the school.
- During colder periods, plain dark V-necked cardigans/pullovers with ties visible under suit jackets are authorized

### **Grooming - do's**

- Well-groomed, clean hair, not touching the collar.
- Daily clean shaven, no beards are permitted.
- Short, clean nails.

### **Grooming - don'ts**

- NO outlandish haircuts or multiple hair colour. Partially shaved, as well as "skin-head" type haircuts are not allowed due to their unprofessional look and political implications. Students who shave their heads will be suspended from all classes for one week, except

for tests or exams.

- NO visible earrings or piercings, no large neck chains or identity bracelets.
- Tattoos should not be visible.

## **Ladies Dress Code:**

### **School Uniform**

- The School provides blazer, skirt or trousers, scarf, name badge, and pin. All other items are to be provided by the student.
- Plain white business shirt (no frills and no logo, brand advertising, photo, etc.).
- NO skirts shorter than 7 cm above the knees.
- Skin coloured or black transparent hosiery/stockings, NO short cotton socks.
- Smart black closed shoes, clean, polished and in good repair, heels must not be higher than 7 cm (No openings, platforms, decorations, patent leather and high stiletto heels allowed). Heavy boots or ankle boots are not permitted.
- No visible underwear

### **Professional/Business Attire (when school uniform is being dry cleaned)**

- Plain uncluttered dark colour skirts/dresses and coordinated jackets (no frills, flounces, etc.) with a scarf.
- Dark colour two-piece suit or trouser suit.
- Plain white blouse or shirt (no frills and no logo, brand advertising, photo, etc.).
- Smart black closed shoes, clean, polished and in good repair, heels not higher than 7 cm (No openings, platforms, decorations, patent leather and high stiletto heels allowed). Heavy boots or ankle boots are not permitted.
- Skin coloured or black transparent hosiery/stockings, NO short cotton socks.
- NO skirts shorter than 7cm above the knees.
- No tight clothing or visible underwear.

- Name badge and pin are provided by the school.

## **Grooming - Do's**

- Hair should be clean, well cut and tied back if longer than shoulder length.
- Make-up should look natural and be kept to a minimum.

## **Grooming - Don'ts**

- NO outlandish hairstyles or multiple hair colours and no visible roots showing.
- NO exaggerated make-up.
- NO excessive jewellery and no ankle chains.
- NO visible piercing or tattoos (one pair of discreet earrings is acceptable except when participating in F&B Operations). NO coloured nail polish/varnish/false nails with decoration.

## **Special Conditions - School Uniform or Professional/Business Attire**

### **Gentlemen & Ladies**

Authorisation to apply the summer dress code will be announced by the Head of Operations. The dress code for the summer term is the same as throughout the rest of the year, with the difference that short-sleeved shirts or blouses may be worn without a jacket.

### **Smart Casual Dress code**

The guidelines for smart casual wear which may be worn for certain in-house events, and when business dress is not required are listed below.

#### **Gentlemen**

- Suit trousers or khaki trousers/Chinos; no ripped jeans.
- Shorts are appropriate only if outdoor physical activities are required. Acceptable colours for trousers: black, beige, earth tones,

dark blue, dark & light grey.

- Shirts with short or long sleeves and shirts with buttoned down collars of light, conservative colours without a tie are acceptable, provided they are also worn with coordinating trousers. Top button should be open if no tie is worn. Undershirt (vest) must not show at the neckline.
- Plain golf/polo shirts (no striped collars). Sleeves and collars must be the same pattern as shirt and should be a conservative colour. They must be buttoned, with the exception of the top button. Stripes or extravagant patterns are not acceptable.
- Shirts should be of the following acceptable colours; white, beige, blue, pale yellow, grey, pale pink, purple, pale green and should coordinate with the trousers.
- Shirts of the following colours are unacceptable; loud, bright or neon colours such as red, orange, bright pink, bright yellow, etc.
- Black or brown belt with a small buckle.
- All other grooming standards referring to hygiene, nails, hair, socks/hosiery and jewellery remain the same.

## **Ladies**

- Blouse/shirt or a sweater set with coordinated trousers, cotton trousers (Chinos), or skirts; no ripped jeans.
- Shorts are appropriate only if active outdoor activities are required. They should not be "cut-off" jeans with frayed hems.
- Skirts should be dress skirts and not of denim, khaki, etc. Suggested materials would be silk, acetate, rayon, polyester blends, etc.
- Unacceptable colours include: any bright or loud or neon colours.
- Skirt and dress lengths should be no more than 7cm above the top of the knees.
- Miniskirts, ankle length skirts or leggings are not acceptable.
- Any slits at the sides of skirts or dresses will be no more than 5 cm high, and back slits no more than 5 cm high from the top of the knees. Slits in the front are acceptable as long as they have a double fold or are overlapped. Skirts should only have a straight hem.
- Multi-coloured or neon blouses are not permitted, or sports T-shirts.

- Extravagant designs, see-through, lacy, frilly, sequined or studded blouses are not acceptable.
- No body parts from the shoulders to the knees should be visible, except for arms. The goal is to keep cleavage and stomach views to a minimum.
- All other grooming standards referring to hygiene, nails, hair, make-up, socks/hosiery and jewellery remain the same.

## **4.0 - Food and Beverage Department**

### **4.1 - Introduction and information**

During weekdays different menus are proposed in one of the restaurants available on campus. Food is produced 7 days a week, 3 meals are served on weekdays, 2 on weekends (brunch and dinner).

All meals in these restaurants are included in the fees, except for food and beverages in the schools' outlets. Any meal provided to our students should be consumed in the restaurant, no food is to be taken out of the Self Service or Fine Dining restaurants.

Dietetic meals are not included. If needed because of illness or special request please inform our Student Counsellor. In case of allergy you are responsible to ensure that you are aware of the menu composition and included substances and ingredients.

### **4.2 - Production and Services**

The different menus that are proposed in the different restaurants provide a wide range of food variety, ensuring that it will satisfy the various cultural habits and tastes.

The Practical Service implements the theory into a real life situation through the school's various restaurants. This includes; basic styles and standards of five star Food & Beverage prevalent in the Hospitality Industry, techniques of Food & Beverage service and their practical application. The aim is to provide you with not only the necessary skills needed to excel in the industry, but also to provide you with the knowledge of why things are done in certain ways.



## **4.3 - Table reservation**

You do not have to make a prior reservation in order to dine at the school self-service restaurant. To dine in the training restaurant you have to reserve at the training restaurant desk of each restaurant at least a day prior to the actual reservation.

## **5.0 - Events**

### **5.1 - Introduction**

Your school organizes events throughout the term. Your participation or attendance is a part of your academic and professional learning outcomes. This involves hosting and organising events on or off school's premises. It is part of the hospitality industry curriculum and is therefore graded accordingly.

### **5.2 - VIP List and Sponsors**

Your school invites VIPs and sponsors to all of its organized events. The aim is to attract representatives from hospitality industry or related, to attend, support and promote the school's events. This creates opportunities for both the students and the school to successfully connect to the industry through networking , etc. Therefore, the school keeps a database listing of VIPs and sponsors which consists of important contacts of hotels, restaurants, hospitality related industries and international diplomatic contacts. You may also provide the school with additional professional contacts of which must be in relation with the industry. Contacts can be provided directly to both the Front Office and Academic Office.

### **5.3 - SEG Events**

#### **International Recruitment Forum (IRF)**

We have an excellent reputation within the hospitality industry worldwide for producing highly qualified, motivated and professional graduates. The IRF is a signature event that demonstrates the direct link between SEG schools and the hospitality industry. This relationship

allows us to learn exactly what the industry is looking for in our students and graduates, so that SEG can deliver meaningful educational programmes. In addition, this "visible" link sets SEG apart from our competitors and gives our students a leading edge in the job market. The IRF is scheduled twice a year. Our objectives are clear; to ensure that we can continue to attract top international hotel, event, catering and cruise line companies for our well-prepared students.

## **SEG Sportsday**

We believe that the students' learning experience should continue outside of class times, therefore the SEG sports and leisure departments organize a sportsday between all schools, twice a year. The Sports & Leisure Coordinator of your school is ready to work in conjunction with the Student Ambassador Forum organizing this event, with the objective to enrich the students' overall educational and professional experience.

## **6.0 - Admissions**

### **6.1 - Semester - Finance - Payments**

We assume that you have paid all your school fees for the term according to the rules and regulations that are stated in the application policy prior to your arrival.

Should the payment have been made within 14 days prior to your arrival, please be so kind as to bring along proof of payment. Payment must be fully completed in order for you to be permitted to join classes. All bank charges, (e.g. commissions or costs for currency exchange, bank transfer charges, etc.) for incoming and outgoing money-transfers for either school fee or deposit payments will be at your cost and deducted from your security deposit if needed. Be informed that the banks charge commission for any foreign currency payments done in cash at a bank counter; therefore it would be in your best interest to simply transfer your payment directly into the college account and not

to bring foreign currency. We discourage payment in cash. Students bringing along cash for payment of fees will be asked to make the payment directly at the bank to the school's account.

Some nationals may have to pay the full fees of their first year (1 semester) of studies in advance to be eligible for a visa. This is required by the Swiss Government as a measure to reduce illegal immigration.

*Students, who have not paid the full school fees may be suspended from classes and expelled. The school will not release any diplomas, degrees or transcripts unless all financial obligations have been settled.*

## **Deposit Policy**

Should an accepted student wish to postpone enrolment to the following term, the school will transfer the full amount paid to the new term. The school will accept only one postponement of enrolment. While making your payment, please ensure that you have indicated your full name & student number on the payment order.

## **Expelled students**

Expelled students are not entitled to any form of refund.

## **Refunds**

Please note that in case the school would have to refund you a certain amount (overpayment on your side, change of room...etc) the payment will be done through bank transfer. You should send your bank details to the Student Administration Coordinator who will then proceed with the transfer. No refunds can be done in cash at receptions or elsewhere.

## **Surcharge for the rooms**

Included in the fees is accommodation in a standard double room. We also offer a range of more exclusive rooms with an extra cost. Special rooms are confirmed once full fees have been received. It is a first-paid, first-served policy.

## **Refund of rooms**

Please note that if a student decides to live off campus before the beginning of the semester he/she will get a refund of 100 CHF Per Week for accommodation (only) and the refund of the amount paid for a special room category if any (single, deluxe...etc).

If the student decides to live off campus once the semester has started:

- The extra cost paid for a special room type will not be refunded
- If the student moves off campus before the end of week 6 he / she will get a pro-rata refund of 100 CHF per week not spent in your room.
- If the student moves off campus after the end of week 6 for terms he / she will get no refund.

## **SEG PAYMENT FOLLOW UP PROCEDURES**

### **Week 1:**

- All students without payment plan but with an open balance will receive an email informing them of the deadlines and the procedures. Students will then have until the end of week 2 to complete their payment or move into a payment plan.
- Any outstanding fees less than 100.- CHF will be deducted from the security deposit.
- Students should contact their Students Administration Coordinator to inform how and when the payment will be done.

### **Week 3:**

- Students with outstanding balance > 20,000 CHF will receive an email informing them that they will be put in payment plan D with an extra cost of 900 CHF and they will have until end of week 4 to bring their balance below 20,000 CHF.
- Students with outstanding balance between 5,000 and 20,000 CHF will receive an email informing them that they will be put in payment plan A with an extra cost of 500 CHF and they will have until end of week 9 to settle their balance.

- Students with outstanding balance < 5,000 will get a reminder and must pay before end of week 9.
- Students with a payment plan who have respected their instalment will be reminded of the respective deadlines.

### **Week 5:**

- Students with outstanding balance > 20,000 CHF will receive an email and be met by the Academic Director and the Student Administration Coordinator and may lead to suspension from classes. They will then have one week to complete their payment.
- Reminder sent to ALL students with an open balance, their school fees must be paid before end of week 9.

### **Monday of week 6:**

- Students with outstanding balance > 20,000 CHF will be met by the Academic Director and the Student Administration Coordinator and may lead to expulsion.

### **Week 9:**

- Deadline for payment plan A, B and D (end of week). Week 10:
- All students should have paid full fees.
- Students with outstanding balance > 5,000 CHF will receive an email and be met by the Academic Director and the Student Administration Coordinator and may lead to suspension from classes. They will then have one week to complete their payment.

### **Monday of week 11:**

- Students with outstanding balance > 5,000 CHF will be met by the Academic Director and the Student Administration Coordinator and may lead to expulsion.

### **Reminder regarding payment plans:**

- Payment plan A: 50% of the school fees must have been paid before the beginning of the semester and the remaining 50% before end of week 9. Extra cost: 500 CHF.

- Payment plan B: 33% of the school fees must have been paid before the beginning of the semester. Another 33% must be paid before end of week 4 and the remaining 34% must be paid before end of week 9. Extra cost: 750 CHF.
- Payment plan D: only for students with outstanding > 20,000 CHF before end of week 2. They will have until end of week 4 to bring their balance below 20,000 CHF and the remaining must be paid before end of week 9. Extra cost: 900 CHF.

## **Security deposit**

Please note that the security deposit is not subject to any interest rate and may not be utilized for any personal and private expenses. The security deposit is a "safety" deposit for the school, from which can be deducted the following (this list is not exhaustive):

- Damages caused directly by you in your room and / or the school.
- Yearbooks.
- Your health insurance premiums during your internships / independent studies / term breaks / holidays... as long as the B Permit is still valid.
- Unpaid school fees < 100 CHF.
- Improper Checkout fees < 300 CHF.

The security deposit is only paid once in full. The following terms you will only pay what you have used from your security deposit during the previous term. In other words you will pay once 1500 CHF for your first term and then you will top up each new term.

Your security deposit will be transferred back to you 6 months after the end of your last academic term. EXCEPTION: students doing a last mandatory internship in Switzerland after their final academic term will have their security deposit refunded 3 months after the end of their internship.

If we have to use your security deposit to make a payment on your behalf a surcharge of 10% will apply and management reserves the right to take further disciplinary measures (for example if we have to pay an invoice on your behalf).

*NB. Students must return their B-Permits, Health insurance card and Room Keys (card and/or key) upon completion of their studies. Failure to do so will result in financial deductions of the security deposit.*

## **6.2 - Visa and B-permit**

### **Visa**

Students from countries outside Europe need a visa to enter Switzerland for studies. You need to apply for an entry visa at your local Swiss Embassy or Consulate.

For more information about nationals from countries that require a visa:  
<http://www.bfm.admin.ch>

### **Invitations**

For visa purposes, if you require an invitation from the school for visitors from your country you can contact the administration office of your school.

### **B - Permit (Resident Permit)**

All students studying at our school must be in possession of a valid Resident Permit (B-Permit) issued from the community in which the individual campus is placed. Should a student move from one campus to another, a copy of the Resident Permit is given to the community to notify the change of address. The school will apply for the respective Resident Permit. Students completing their studies or their internship in Switzerland are expected to return their B-permit before leaving the country. The school reserves the right to make a charge, which will be deducted from the student's security deposit, for failure to return the permit immediately. The B-Permit is a legal document issued by the local community which allows students to temporarily reside in Switzerland during their period of study which may include the official published internships in Switzerland. The B-Permit is only valid with valid and current medical insurance which is authorized by the local authorities.

The Resident Permit is a study permit and not a work permit; however internships, being part of the official programme, are permitted. The Resident Permit is only valid for the maximum period of 12 months. It is the student's responsibility to ensure that the Resident Permit is handed in *two months prior to its expiry date* for extension.

The Swiss Resident Permit at the same time configures as a Schengen Visa, allowing students to freely travel to other EU Countries with the exception of Great Britain. Again students themselves must assure that the Resident Permit grants them entrance into foreign countries prior to leaving for the respective countries.

Please note that each student should always be carrying his-her resident permit at all times when in Switzerland (whether in school or on internship) as this is a legal requirement.

Please note that once the student has graduated he/she must leave Switzerland even if his/her B Permit is still valid.

Students taking a break from their studies are themselves responsible to ensure that the visa application process for continued studies is started well in advance with all the proper documents and procedures. This process is the same as it was for when they entered Switzerland the first time. It is not uncommon that this process takes up to 10 weeks.

### **Loss of B Permit**

Please note that if you lose your B Permit you will be charged the following amount (in order to get a new one) : 150 CHF

### **Rule for optional internships**

Please note that as a general rule set by Swiss Immigration Authorities, students are not allowed to do an optional internship in Switzerland after their last academic term / semester of their studies.

This only concerns optional internships in Switzerland therefore:

- If the student wants to do an optional internship abroad it is



possible.

- If the student still has a mandatory internship to do, he/she can do it in Switzerland, as mandatory internships are part of the studies.

The only exception to this rule is students doing a direct entry into MIB or MA. Those students are exceptionally allowed to do an internship in Switzerland as otherwise they will not have the opportunity to do so.

## **Contact**

For questions about your B-permit please contact the Student Administration office of your school.

## **6.3 - Health and Accidents Insurance**

### **Medical Insurance**

SwissLaw

As per Swiss law, it is compulsory to have a valid and Swiss approved health and accident insurance during your stay in Switzerland and as long as the B-permit is valid.

### **SOS INTERNATIONAL**

**Your single point of contact in case of any needed medical or security assistance 24/7:**

**Tel: +41 (0) 22 719 11 85**

**Membership Number: 22AYCA590432**

### **Coverage by Allianz Worldwide Care**

All students (unless exempted - refer to "Exemptions") are insured by the School's Insurance company (Antaé - Allianz) from the day of arrival until the expiring date of B/L permit (or until the day of your departure from Switzerland) for the following risks:

- Sickness: Medical cost, daily costs of hospitalization in a shared room, medication as prescribed by a doctor.
- Accident on and off school premises.

A document outlining in detail what is or is not included in the insurance coverage (e.g. not included: orthodontic treatments, dental care or request of a private room instead of a shared room...etc.) will be handed out to each student upon arrival. And a copy can also be obtained with the Student Affairs coordinator in each school.

Please note that in case of accident or sickness linked to drug or alcohol abuse no refund will be possible.

Furthermore, please be aware that if you need to undertake supplementary medical exams or vaccinations, which may be required by an internship employer or a visa application, these costs are not covered by your medical insurance. You will have to undertake these costs privately.

## **Private civil liability plan**

Included with the health coverage each student now also benefits from a private civil liability plan valid worldwide (excluding USA and Canada). This covers for personal injury or material damages to a third party for up to CHF 3 million. However there is CHF 200 deductible by claim.

## **Cost of the insurance**

### **During Academic Term**

During your academic terms / semesters, the health insurance premium is included in the additional charges.

### **During Internship / Independent Studies / Dissertation Stays / Term breaks / Holidays**

During those periods (and as long as the B Permit is valid), the student must pay his health insurance premiums. In order to make the process easier the full premiums will be deducted from the "security deposit".

However in some special cases the school reserves the right to ask for the student to pay directly for the premiums (in case there are insufficient funds on the deposit). As long as the B Permit is valid the student must have a valid health insurance. This is a requirement from the Swiss authorities. Therefore, when on internship, ALL students must keep their health insurance wherever they are. For all students the monthly premium is CHF 140.00.

## **Insurance exemptions**

The following students can be exempted from the compulsory Health and Accident Insurance:

- European students with a valid European Insurance Card E-111

The following students cannot benefit from the school's health insurance, according to Swiss regulations:

- Swiss citizens (please provide copy of your insurance card or contract)

Important: Exemption requests must be submitted to the Admissions / Insurance Coordinator at the latest 2 weeks after the arrival at school! No exemption requests will be accepted after this period.

Please remember that if you are exempted from the insurance, absolutely NO medical expenses (invoices for hospitals, doctors, medications etc.) are covered by Allianz / SEG and you will have to request yourself from your own insurance company in your home country. All information given in this document about insurance is valid only for students who are not exempted.

Students who are exempted get a monthly refund of 85 CHF during academic months. All exemption requests will be sent to the official cantonal insurance department (OCC or SAM) for approval. This is done by the Administrations / Insurance Coordinator who will then inform you by email if your exemption request was approved or rejected.

Important: It is important to remember that if you are exempted from the Swiss Insurance, all medical expenses must be paid by yourself or your insurance company. If you visit a doctor, pharmacy or hospital you will be responsible yourself for the payment of all bills related.

## **Insurance Cards**

### **Use of the Allianz Insurance Cards**

At the arrival weekend or during the 2 first weeks of the term, you will receive your 2 insurance cards (unless you are exempted from the insurance) showing your name, given name and insurance number. You should always carry these insurance cards with you (in your wallet). In case you need to visit a doctor or hospital you have to present these cards.

All medical bills will then automatically be sent to the insurance company.

You will keep the same insurance cards during the complete length of your studies unless advised otherwise, including internships. The insurance number will remain the same for the entire period of your stay in Switzerland.

### **Loss of the Allianz Insurance Cards**

If you lose the insurance cards, you have to contact the Student Affairs Coordinator to request a copy. As soon as he/she has received the copy he/she will send you an email and you can collect the cards.

### **Blockage of Insurance Cards**

If you cancel your insurance at the end of academic term or after completion of your internship (if your B permit is cancelled), your Insurance cards will be blocked and the insurance coverage cancelled. You are no longer allowed to use your insurance card when visiting a doctor, pharmacy or hospital but must pay the medical bills yourself. When you have finished your studies please return your health insurance cards to the school.

## **Medical Bills - Medical Assistance**

### **Doctor's visit**

If you feel ill, you should approach the student counselor, the front desk or the resident supervisor. If required, they will arrange for an appointment with a doctor.

### **Hospitalization**

In serious cases (e.g. accidents) you may need to be hospitalized. The insurance covers all cost - as indicated in the "General Insurance Conditions" including accommodation in a shared room.

### **Pharmacy/Medication**

If the doctor gives you a prescription for medication, you will need to go to a pharmacy, show them the prescription and your medical cards. However, please note that the insurance company does not cover any medication you get from the pharmacy if it was not prescribed by a doctor. Some prescribed medication (e.g. skin care products) might not be covered by the insurance.

### **Payment of medical bills**

It is important that you never pay for your medical invoices (pharmacy, doctor, hospital) but present your insurance card instead. The pharmacy, doctor or hospital will then send the invoice to SEG who forwards them to Antaé - Allianz for payment. In case an invoice is given directly to the student, the student has to hand over/send the invoice immediately to the Student Affairs Coordinator.

Exemption: For medical glasses and contact lenses, you will have to pay first to the provider/shop and can then give the receipt to the Student Affairs Coordinator who will submit it to the insurance company to

request a refund.

Note 1: Should you not have received your insurance card, you will have to inform the pharmacy that you are insured with Antaé - Allianz but do not yet have received the Insurance Card. They will then call the insurance company Antaé - Allianz or - the Student Affairs Coordinator in your school (phone number on your student ID-card) to check.

Payment by Allianz Worldwide Care

The insurance company pays 100 % of all treatment and medication on prescriptions, which are covered.

### **Uncovered invoices**

If you have requested medical treatment which the insurance doesn't cover, the amount of the invoice will be deducted from your deposit or you will receive an invoice from your Student Affairs Coordinator which you then have to settle within 30 days with the enclosed payment slip. Note: Dental care is not covered by the insurance company.

Important Information: Please note that if a student is taken to hospital by ambulance, due to excessive alcohol consumption, the insurance company will NOT reimburse the cost of the ambulance.

If you have any questions, please call the following Toll-Free numbers:

Switzerland: 00 80066 302 302

English: + 353 1 630 1301

German: + 353 1 630 1302

French: + 353 1 630 1303

Spanish: + 353 1 630 1304

Italian: + 353 1 630 1305

Portuguese: + 353 1 645 4040

The school cannot be held responsible if medical bills are not paid because you did not follow the correct procedures.

Swiss students and students from the European Community (EU) and EFTA countries may have the possibility to keep their own health insurance provided that they can submit an insurance policy approved by the Swiss Authorities.

## **Contact**

For questions concerning your health insurance you can contact the Student Affairs Coordinator of your school.

## **6.4 - Cancellation Policy**

### **General rules:**

#### **1. Registration fee**

- Every student must pay a registration fee of 3,000 CHF within 30 days after receiving the acceptance letter (hereafter called "registration fee").
- This payment will ensure your place in the programme.
- This amount will be deducted from the total school fees (hereafter called "school fees").

#### **2. School fees**

- Full school fees must be paid latest 6 weeks before the beginning of the semester / term.
- This payment will confirm your place in the programme.

#### **3. Cancellation insurance**

- Every student can decide to take a cancellation insurance, which costs 290 CHF per term OR 385 CHF per semester.
- The payment of the cancellation insurance has to be done at the same time as the registration fee.

- The cancellation insurance only covers a maximum of 9,000 CHF per term OR 15,000 per semester. It is only valid for cancellation (during the semester / term) for medical reasons (for the full details regarding the cancellation insurance please contact your school representative).

## **4. Cancellation**

### *A) Before the beginning of the semester / term*

I. If a student cancels 8 weeks or more before the beginning of the semester / term he/she is entitled to a full refund of the school fees minus the registration fee which will be kept as a lump sum indemnity according to the article 160 of the Swiss Obligations' Code.

II. If a student cancels 4 to 8 weeks before the beginning of the semester / term he/she is entitled to a refund of 50% of the amount paid minus the registration fee. The remaining being kept as lump sum indemnity.

III. If a student cancels 4 weeks or less before the beginning of the semester / term the full school fees paid will be kept as a lump sum indemnity.

IV. The following exceptions apply (see point 4.c.).

### *B) During the semester / term*

I. If a student cancels during the semester / term the full fees paid for that particular semester / term will be kept as a lump sum indemnity.

II. The following exceptions apply (see point 4.c.).

### *C) Exceptions*

I. In case a student cancels before the beginning of the semester / term for visa refusal reasons (and that the necessary proof is sent) the full school fees paid will be refunded minus an administrative charge of 250 CHF.



II. In case a student cancels during the semester / term for medical reasons, and that this student has taken the cancelation insurance, he/she is entitled to a maximum refund of 9,000 CHF per term OR 15,000 CHF per semester (if the necessary documents are provided).

III. In case a student cancels during the semester / term for valid, exceptional, reasons (approved by SEG management) and wants to come back at a later intake, the full fees paid which have not been "consumed" will be transferred to the next semester / term minus an administrative charge of 250 CHF. This case will be then treated as a deferral (see point 6.).

IV. If a student wishes to cancel their studies with the school, an appointment should be made with the program leader/manager, in advance in order to: discuss the request, try to find other solutions and receive information about the consequences (both academic and financial).

## **5. Expulsion**

- In case a student is expelled for any reason, no refund will be processed. The full fees paid are kept as lump sum indemnity.
- Expelled students are not allowed to pursue their studies within any SEG school.

## **6. Deferral**

- If a student decides to defer his/her commencement date before the beginning of the semester / term, the full school fees paid will be transferred to the next intake. However the student will have to pay the new published school fees.
- If the student, after deferring his/her studies, decides to cancel, the full school fees paid will be kept as lump sum indemnity.

## **7. Payment of several semesters / terms in advance**

- If a student has paid more than one semester / term in advance and cancels before or during the first semester / term paid for then the above cancellation conditions will apply. However the full fees

paid for future semesters / terms will be refunded minus an administrative charge of 250 CHF.

## **8. Information duty**

- If the student is not the one paying for his/her school fees, he/she commits to inform the person in charge of doing so (parents, sponsors, agents, loan agencies...etc) of the cancellation and payment conditions mentioned in this document. The student is also responsible of transmitting all payment – school fees related matters to the person in charge of payments.
- SEG cannot be held responsible if the student does not respect the above mentioned.

## **9. Cancellation policies for bridge courses, summer sessions, English Foundation Program, Retakes and Independent Studies**

- If a student cancels 1 week or less before the beginning of the course, he/she is not entitled to any refund.
- If a student cancels 1 week or more before the beginning of the course the full fees paid will be refunded minus 250 CHF of administrative charges.

## **Contact**

Should you have any further questions or queries in regards to your school fees, invoice, or security deposit you can contact the administration coordinator of your campus or:

- Jean-Christophe Isenschmied, Student Affairs and Administration Manager, for questions related to school fees, cancellation, and refunds: [jisenschmied@swisseducation.com](mailto:jisenschmied@swisseducation.com)
- Usha Jaquet, Students Accounting Specialist, for questions related to security deposit and cancellation insurance: [ujaquet@swisseducation.com](mailto:ujaquet@swisseducation.com)

## **7.0 - Student Ambassador Forum (SAF)**

## **7.1 - Introduction**

The aim of the Student Ambassador Forum is to represent the student body to promote and improve the quality of all areas of student life. The forum is headed by a Student President Ambassador and may include the following ambassador members:

1. Student President Ambassador
2. Student Vice President Ambassador
3. Student Welfare Ambassador
4. Communications and Social Media Ambassador
5. Green Ambassador
6. Academic Ambassador
7. Sports & Leisure Ambassador
8. Internship & Careers Ambassador
9. Operations Ambassador
10. Events Ambassador

The Forum holds weekly meetings where minutes are copied and distributed to all forum members and school management. The Student Ambassadors will gather several times per term with members of the school management team to collaborate on progress in the school.

Student Ambassadors who successfully complete their service in the forums will be awarded a special certificate for their contribution.

Please refer to the Student Ambassador Forum By-Laws for further details.

## **7.2 - Student Ambassador By-Laws Information**

The philosophy of the Student Ambassador Forum defines the vitality to foster and create a positive, productive and meaningful atmosphere for the student body in the school. Through professionalism,

representation, teamwork, compromise and voting, members of the forum have a chance to learn how democracy works and to apply it to everyday school life.

Therefore, this philosophy improves the quality of life in school by giving the students a practical place to learn lifetime skills of being leaders and followers in an organized and structured team with a unified purpose and goal under a common constitution.

The primary objective of the Student Ambassador Forum is to act as the voice and representative of the entire student body. The forum shall be the official link between students, administration and staff that presents and facilitates ideas, opinions, and matters of interest. The forum itself has limited governing authority, however, it is responsible for organizing meetings with and presenting ideas to staff and administrators for final action. The purpose of this role of the Student Ambassador Forum is such that in the process of presenting the ideas, the students are given opportunities for decision-making.

The Student Ambassador Forum shall develop sensitivity to and awareness of the needs and problems of others through the proper delegation of its branch members. The forum shall encourage and foster a sense of multi-cultural unity and friendship amongst all students as well as a general spirit of friendliness within the school. Through social activities and aid within the community, the Student Ambassador Forum encourages the involvement of the student body in both social and organizational activities and events as well as problem solving in the school.

## **8.0 - Sports and Leisure**

### **8.1 - Introduction and Information**

The Sports & Leisure department is there to support the student population. We believe that the students' learning experience should continue outside of class times, therefore we provide educational and leisure activities for students in the evenings and at weekends. The Sports & Leisure coordinator regularly organizes on and off campus activities and is ready to work in conjunction with the Student

Ambassador Forum organising activities and events with the objective to enrich the students' overall educational experience.

During the induction weekend, you will be participating in the "Sports & Leisure Induction Point". The Sports & Leisure coordinator will provide you with information about the sports and leisure programme and facilities available in the area for the term/semester.

## **Events / Activities / Teams**

Having a good quality of life includes events such as hiking/biking trips, football/basketball/volleyball, cultural events and other organised activities, which gives the students an opportunity to become more involved with their fellow students outside of academic and residential areas.

Students are encouraged to approach the Sports & Leisure coordinator or the sports & Leisure ambassador and or event ambassador in their school to suggest activities that they would like to participate in. Get involved and enjoy the experience!

## **8.2 - Excursions**

### **Professional Excursions**

One optional excursion (sightseeing/Shopping/city visit) per term/semester is included in the fees, as well as one professional visit (Hospitality related visits or a trade-fair). Numerous other cultural or sightseeing excursions are proposed at a minimal fee during the term/semester.

Additional activities such as weekend excursions, concerts, skiing trips etc. are not included in the fees and must be paid at the Front Office while making the reservation.

You can register for any sports or leisure activity/excursion directly at the Front Office and at the Sports and Leisure Coordinator's office.

### **Waiver of Liability**

Before all excursions each participant will be informed about the potential risk for said excursion and that full and personal legal responsibility for any loss or personal injury is the student's own responsibility.

Awareness of this is always given to the participant before the events and written confirmation is required upon Check-In through the Induction Point Control Form.

## **9.0 - Student Counsellor**

### **9.1 - Introduction and Information**

The Student Counsellor is available to assist students with any medical or personal issues. Should you be ill and need assistance, a doctor or dentist appointment, health advice or counselling of any kind, please contact the Student Counsellor during opening hours, and the Front Office or the Residence Supervisor after hours. The Student Counsellor is not a doctor and therefore cannot prescribe medicaments. The school will assist the student with the needed transport. All transport costs are the student's responsibility.

### **9.2 - Illness and Accidents**

In case of illness please contact the Student Counsellor during opening hours and Front Office or the Residence Supervisor after hours. If the Student Counsellor is not present during opening hours, because of an emergency please call the Front Office or the Residence Supervisor.

In case of Accident please contact and report ***immediately*** to the Student Counsellor during opening hours and Front Office or the Residence Supervisor after hours or any other staff members present. All accidents have to be officially reported in order for the health insurance company to consider it as an accident and proceed with coverage of all medical costs.

For illness and accidents you may make an appointment with a doctor by yourself, but prior to doing so, please inform firstly the Student

Counsellor and if not present the Front Office or Residence Supervisor.

***In Switzerland doctors receive their patients in their private consulting office, only once an appointment has been confirmed. Missing a scheduled appointment with a doctor or hospital is considered to be a gross misconduct, and will be dealt with accordingly.***

### **9.3 - Personal Counselling**

In case requested/needed the Student Counsellor listens to the students' personal concerns and provides advice and support. If more assistance is required he/she will refer the student to a local specialist.

### **9.4 - Prevention and Student Well-being**

At the beginning of each school term/semester a Welfare and Prevention Meeting is organized by the Student Counsellor. Useful information will be provided regarding personal life, Swiss law, addiction to alcohol and drugs, etc. It is mandatory for all new students to attend and it is strongly advised to others.

## **10.0 - Residence Management Team**

### **10.1 - Introduction**

Our well-trained Residence Management Team provides a secure and safe environment to the students and staff, ensuring compliance with campus rules and regulations, which are based on common sense, industry requirements and have been formulated to protect you and your environment.

They support students towards the quality of living and studying together in a pleasant environment.

### **10.2 - First Aid**

Please contact the Front Office for any kind of emergency. If necessary, the student will then be seen by a staff member who will provide

medical attention if needed. Out of office hours, please contact the Residence Supervisor.

The school provides a number of first aid kits. They are based at the Front Office, in the Food & Beverage department and available by the Residence Management Team.

### **10.3 - Guests and Visitors**

All visitors (including staff, faculty and students on internship, etc.) must register and leave some form of identification at the Front Office or with the Residence Supervisor upon arrival during authorized times.

The school may at any time refuse entry to any of its facilities. Visitors staying on campus outside office hours must be registered 48 hours prior to visiting the campus. A visitor form must be filled in and be approved by the Operations Manager/Director, Assistant Operations Manager or Residence Manager. The visitor must announce him/herself at the reception or to the Residence Manager/Residence Supervisor where he/she will receive a visitor's pass, which must be worn at all times. Under no circumstances are visitors allowed to stay overnight in another student's room. No visitors are allowed during the term breaks. Visiting friends, relatives and students from other campuses are not authorized to stay overnight and have to leave by 22:00.

A student from another campus and a students' immediate family may take complimentary meals at the school with authorization from the Management. Friends and other guests of the students must obtain permission from the Management to dine at the school, and must purchase a meal ticket.

Be aware that the school will not carry any responsibility for your visitors and rejects all responsibility for anyone you bring onto school property. The student takes responsibility for all actions of the visitor.

Management reserves the right to dismiss any visitors at any time without notice and at their complete discretion if they cause problems, noise or do not behave in accordance to the rules and regulations of our school.

The use of the public areas (laundry facilities, student bar, etc.) for visitors is limited. They are only allowed to make use of these facilities



in the company of the hosting student and, in the case of the student bar, after obtaining permission from management.

This visitor's pass is to be returned to the Front Office upon departure.

## **10.4 - Safety and Security**

Every measure complying with Swiss safety standards and matching international requirements is taken by the school management to ensure a secure and safe environment for students to live in. The welfare and personal safety of every individual is a collective responsibility. Behaviour that threatens the well-being of any person is totally unacceptable under any circumstances.

To prevent any abuse in case of a room key loss, the student is required to immediately report it to the Front Office or a Residence Supervisor, whereby a new key/electronic key card will be issued against a fee. Under no circumstances will students be let into, or allowed to open, another student's room.

## **10.5 - SHMS Caux - Emergency Procedure**

### **Emergency Procedure SHMS Caux**

Every measure complying with Swiss safety standards and matching international requirements is taken by the school management to ensure a secure and safe environment for students to live in.

The welfare and personal safety of every individual is a collective responsibility. Behaviour that threatens the well-being of any person is totally unacceptable under any circumstances. For security and safety reasons, all entrances and most of the public areas are monitored by a camera surveillance system.

Each semester the Residence Management Team assembles a Fire Marshal Team and carries out various fire drills throughout the term in order to familiarize all students and staff with the evacuation procedures.

In case of fire or smoke in the building, the evacuation plans foresee that everyone proceed calmly but quickly to the assembly points. Wait

for further instructions. If in your room when the alarm sounds: close all windows and doors; remove the red "out" sign from behind the door and hang on the outside doorknob; leave your room and building as instructed below.

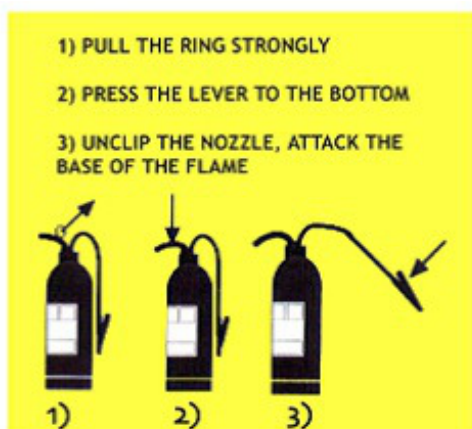
Following is a pictorial guideline outlining the Emergency procedures:



## Fire Extinguishers

Note: Abuse of fire equipment will result in heavy sanctions as well as a possible fine from the fire department.

Below you will find a pictorial guideline of three steps, on how to use a fire extinguisher.



If a student sets off a fire alarm, because he/she was smoking or cooking in the accommodation, which is an infraction to the rules and regulations, the student has to pay the full charges for the false

alarm.

## **10.6 - Discipline**

We expect all students to obey accordingly the School rules and regulations, which are based on common sense and have been formulated to protect you and your environment. The rules must apply to every one, not just individuals. Please note that any inappropriate behaviour will be sanctioned according to the rules.

## **11.0 - Information Technology**

### **11.1 - Introduction and Information**

The IT Department has an office on each campus and they are there to support you in connecting to the Wi-Fi and advising you with any Information Technology questions. Please feel free to drop in during the posted hours.

### **Information Technology Services**

The IT services are equipped with personal computers with multimedia capabilities and operate under the latest Microsoft platform. These PCs are connected to the Internet and all students have a private school e-mail address. All necessary software is installed on the school computers and this includes standard software like MS Office and also other hospitality based packages.

### **Supported operating systems:**

Laptops should correspond to the system requirements, Mac OS X 10.6.8 (or higher) or Windows XP Service Pack 3 (or higher) with English as the main language and Microsoft Office installed.

### **Email address**

All students will be provided with their own personal school email address. Details are on the check-in form.

### **Services offered to students**

Wireless Internet access is provided to students when they arrive at the school. The IT department is available to aid you to set up your laptop for internet access, as long as it corresponds to the requirements above, it does not however provide any maintenance support of your laptop or the software installed on it.

The IT Department doesn't install nor distribute software such as Microsoft Windows or Microsoft Office.

The IT Department doesn't re-install nor repair your laptop but we will help you to find the closest IT Shop (Note: Keep your Restore / Rescue DVD safe!)

The IT department does not repair your hardware but will be more than happy to orient you to the right shop or support center.

Please note that set up services for student laptops will only be provided for laptops operating in the English language.

### **IT Office Opening Hours**

The IT Office opens for Student Support every weekday. Please check the posted hours in your campus.

### **IT Material**

IT material belonging to the school such as: computers, printers, mouse & keyboards, Beamers, etc. are there to provide you a service, so please take care of them. They are school property.

Anybody misusing any IT equipment or devices will be sanctioned.

Do not bring any food or drink into the Computer Labs. Do not push, pull or remove any cables from school computers. You are not allowed to connect your laptop to any network cables or any plugs (unless you have a prior agreement with the IT Department).

Computer labs and study rooms must be left clean and tidy after use - waste paper should be put in the paper bin.

### **Student Network - How to connect to the Internet**

The Wireless Network password will be provided at the IT Check Point

or at the Front Office. This password might be changed, of which you will be informed by email. Front Office will also be able to provide you with the current Wireless password on presentation of your Student ID Card.

## **Anti-virus software**

The IT department can provide Sophos Anti-Virus for Macintosh or Windows to any student that needs it. The IT department also maintains a web page with links to recommended free open source software at <http://it-support.swisseducation.com>

## **Printing**

Students get a number of printing credits per term/semester for printing. No refund for unused credits will be given, however any remaining amount will be transferred to the next term/semester on request.

## **Unapproved equipment**

Switches, routers and other network components are not permitted. Should any such equipment be found to be in use or physically present in a student's room, the school reserves the right to seize such property without notice and the occupier of the room in question will be fined a penalty for such unauthorized possession and/or use of any such equipment. In addition, any related cost to cover internal and external labour and/or damaged equipment will be charged to the student.

## **Contact**

For any questions regarding Information Technology you may contact the IT office located on each campus.

## **11.2 - iPad**

### **Swiss Educations Group Students iPad Guidelines**

Swiss Education Group supplies all new students at the beginning of their studies with an iPad. The goal of this device is to provide a tool to help you succeed in your studies in our school.

## **Ownership**

SEG remains the owner of all devices for the entire period that the student follows our programmes. At successful completion of their studies, students may keep their iPad. In the event that a student leaves before the end of their studies, the management reserves the right to decide, case by case, if the student should return their device.

## **Use**

For all courses/modules, students will have to bring their iPad to class. Teachers will decide how these devices will be incorporated in their courses/modules. Students should return after each term break with their iPad, including cables and power adapters. Students are not allowed to remove the labels stuck on the back of their device. Several applications need to be installed by the students so please make sure you install them. In public areas please use headphones to listen to music or video on your device.

## **Warranty / Breakdown**

SEG will be responsible, during the time of the students' studies, for all issues related to technical problems. We will repair or replace the iPad for normal problems. This excludes breakage of the screen or case, misuse such as water damage, etc. and jailbreaking.

## **12.0 - Front Office Services**

### **12.1 - Introduction**

The school provides accommodation for all current students during the specified term/semester dates. All students attending a programme at the school live on campus or external buildings. Students may on occasion, choose not to live in the student accommodation provided by school. These students must have received permission from the Director/Manager of Operations or Assistant Director/Manager of Operations to live out and will be refunded for accommodation according to Admissions guideline. Students who for whatever reason, receive an extension on their Dissertations, are on probation, etc. are

not automatically granted an extension to stay in the school's provided accommodation after the official end of term. The management also has the right to restrict the student's privilege to reside on campus. The student is a guest at the school and does not own their room. If the school is at full capacity some students may be asked to reside off-campus.

Your school offers different room categories. All rooms are available in single or double occupancy. The category included in the fees is double standard. The facilities available in your room, depend on the room category you have booked.

## **12.2 - Guests and Visitors**

All visitors (including staff, faculty and students on internship, etc.) must register and leave some form of identification at the Front Office or with the Residence Supervisor upon arrival during authorized times.

The school may at any time refuse entry to any of its facilities. Visitors staying on campus outside office hours must be registered 48 hours prior to visiting the campus. A visitor form must be filled in and be approved by the Operations Manager/Director, Assistant Operations Manager or Residence Manager. The visitor must announce him/herself at the reception or to the Residence Manager/Residence Supervisor where he/she will receive a visitor's pass, which must be worn at all times. Under no circumstances are visitors allowed to stay overnight in another student's room. No visitors are allowed during the term breaks. Visiting friends, relatives and students from other campuses are not authorized to stay overnight and have to leave by 22:00.

A student from another campus and a students' immediate family may take complimentary meals at the school with authorization from the Management. Friends and other guests of the students must obtain permission from the Management to dine at the school, and must purchase a meal ticket.

Be aware that the school will not carry any responsibility for your visitors and rejects all responsibility for anyone you bring onto school property. The student takes responsibility for all actions of the visitor.

Management reserves the right to dismiss any visitors at any time without notice and at their complete discretion if they cause problems, noise or do not behave in accordance to the rules and regulations of our school.

The use of the public areas (laundry facilities, student bar, etc.) for visitors is limited. They are only allowed to make use of these facilities in the company of the hosting student and, in the case of the student bar, after obtaining permission from management.

This visitor's pass is to be returned to the Front Office upon departure.

### **12.3 - Front Office Key Management**

Upon check in students will receive an individual room key/keycard that will have to be returned upon departure. Should you lose your room key/keycard, please report it immediately to the Front Office or Residence Supervisor in order to have it replaced against a fee. Refunds will be given in case the lost key/keycard is found.

### **12.4 - Student Services**

#### **Laundry**

Card operated washing machines and tumble dryers, as well as drying and ironing facilities are installed in school. It is not permitted to wash or hang up clothes outside these designated areas. Cards can be purchased directly from the Front Office.

#### **Irons**

It is not allowed to keep an iron in your bedroom because of fire hazard reasons. You may use the iron from the school and iron your clothes in the designated area of the school. Please note that any personal irons found in rooms will be confiscated and dealt with according to rules and regulations.

#### **Student Cars/Parking**

Students owning or renting a car are requested to register their cars at



Front Office. In- or Outdoor spaces can be rented per term for a fee based on availability. No refund will be given should a student decide to cancel the lease before the end of the term without valid reason.

### **Loss of a Student Card**

The reprinting of a student card is possible on request at a cost of 20 CHF at the school's Front Office.

### **Door Code**

You will find that some building entrances are monitored with a security code. You will receive an e-mail by the staff in charge and in case needed, the Front Office will inform you of the code number whenever it is changed. You are not supposed to give this number to any person who is not a student or a member of staff. These codes are put in place for your own safety and security and are changed frequently in order to avoid any intrusion of an unknown person.

### **Registration of Activities**

- A student may register for any free excursions at the Front Office or the location indicated by the organizer, and pay a 20 CHF deposit. Cancellation for all free excursions is possible 72 hours before departure, after that the 20 CHF deposit will not be refunded.
- Should a student wish to attend a paid leisure activity organized by the school, he / she may do so by registering at the Front Office or the location indicated by the organizer and pay the total amount required for the activity. If not indicated otherwise cancellation for all paid activities is possible no later than 72 hours before departure or the start of the activity, after that, the total amount paid will not be refunded.

### **Main Safe at the Front Office**

Upon your arrival at the school, you may deposit money at the Front Office's main safe for no longer than 10 days until you open your own bank/post account.

## **Lost and Found**

If you have lost or found an item within the school premises, go to the Front Office to inquire and if found it will be returned to you.

## **Name Badge and Pin**

If you lose your student name badge please inquire at the Front Office in order to have it replaced at a cost of 8 CHF. The missing pins can also be replaced at a cost of 2 CHF.

## **Housekeeping Requests**

If you have a housekeeping issue within your room, please go to the Front office and inform them about the matter. They will follow-up with the housekeeping department and have the problem solved as soon as possible.

## **Maintenance Requests**

If you have a maintenance issue within your room (broken bulb, water leakage, etc.) please go to the Front Office and inform them about the matter. They will follow-up with the maintenance department and have the problem solved as soon as possible.

## **12.5 - Mail**

In general, If not in an emergency do not ask your friends, parents or potential employers to call the school's main number to ask for you, as it is not always possible to locate you. Any incoming calls to the school number will not be transferred.

Mailboxes/pigeon holes have been set up for students next to the Front Office area where letters are sorted alphabetically or by room number. It is important that you inform your relatives and friends of your room number immediately after arrival and use the official address of the school.

Students are responsible for collecting their own mail and check their emails on a daily basis throughout the term. You are not allowed to send a friend to collect your mail, you should do so personally. For

registered letters, Express mail and packages you will receive an e-mail message on your school e-mail account. You will need to present your student ID and sign the post office book then you will be given the letter or parcel.

During internships, however, it will not be possible for the school to keep or forward your mail. Please make sure you change your mail address to your internship location. The school will not assume any responsibility for missing or damaged mail/packages.

## **12.6 - Personal Belongings & Valuables**

Students are expected to take care of their personal belongings. The school declines all responsibility for any objects misplaced, accidentally damaged, lost or stolen, in rooms or in public areas. Management advises students not to keep large amounts of money in their rooms, and encourages students to use the safe, if provided, to store all valuables, or deposit them with the Front Office. Storage of skiing or snowboarding equipment, bikes or any oversized luggage is not permitted in the rooms. These items have to be stored in the designated areas if available.

### ***Short Term Storage***

During each term break students who are changing rooms will be allowed to store their belongings in a “short term storage” room, if available. This space is only for storage during term breaks. All items, up to 2 labelled boxes/suitcases or 1 box & 1 suitcase (maximum 20kg each) placed in this space must be packed properly and labelled accordingly.

### ***Transfer Storage***

Before each term break students who are changing campus after the term break or internship, have to organize the transfer of their luggage prior to their departure. All belongings have to be packed in up to 2 labelled boxes/suitcases or 1 box & 1 suitcase (maximum 20kg each) and deposited in our luggage transfer room to be transported to the student’s destination campus.

### ***Long Term Storage***

Only on availability of a space/facility. For students leaving on internship off campus, we offer long-term 6 month storage for 1 labelled boxes/suitcases (maximum 20kg). All items have to be properly packed in suitcases and/or standard school storage boxes, which can be purchased at school Front Office. All items need to be labelled with student name, number and date, and approximate date of pick up. No plastic bags, loose items, food or broken boxes/suitcases are allowed.

Students are requested to retrieve their goods from the long term 6 month storeroom after completing their studies or internship. If a student wishes to store their luggage for more than 6 months, he/she must inform the school because all boxes not collected within the timeframe will be systematically disposed without further notice. We will not handover a piece of luggage or box to a friend unless we have a written confirmation from the owner allowing it to be collected on his/her behalf.

Luggage can only be retrieved from the storage room if the student is accompanied by a Residence Manager, Residence Supervisor or member of staff on a prearranged basis.

Students will systematically have to present their student card as identification in order to proceed with the deposit or retrieval of their belongings. No students are allowed to access any storage rooms without the presence of a staff member.

### ***Storage Legal Responsibility***

Please note that the school takes no responsibility for items stored and advises students to make alternative arrangements for items of great value.

## **13.0 - Rooms Division**

### **13.1 - Introduction and Information about rooms**

The school provides accommodation for all current students during the specified term/semester dates. All students attending a programme in our school live on campus or external accommodation provided by the school. Students may on occasion, choose not to live in the student accommodation provided. In this case the student has to inform the

school's administration no later than six weeks prior to the start of term/semester, these students must have received permission from the Operations Director/Manager or Assistant Director/Manager of Operations to live out and will be refunded for accommodation according to Admissions guideline.

Students who for whatever reason receive an extension on their Projects, Dissertations, are on probation, etc. are not automatically granted an extension to stay in the school's provided accommodation after the official end of term. The management also has the right to restrict the student's privilege to reside on campus. The student is a guest at the school and does not own their room.

### ***Damages***

You should immediately report any damage in your room to the Front Office or outside of office hours to the Residence Supervisor. Repairs or replacements will be completed as quickly as possible. Damages for which you are responsible for will be invoiced to you or deducted from the security deposit.

## **13.2 - Room Inventory (Check-In and Check-Out)**

### **Induction and Departure**

Upon arrival, all students are given a room inventory form and Induction Point Control Form. The student is advised to immediately check their assigned/requested room and to write down any damage or missing items, sign the room inventory form and return it back to the Front Office, no later than Friday Week 1 of the term/semester.

At the end of term/semester, the operations team will check the condition of the rooms upon departure and take an inventory. The room must be returned to school in the same condition as it was received. The student assigned to the room is responsible for any damage or missing items and will be charged accordingly (invoiced or deducted from security deposit). Once the inventory has been checked and signed, students return their key/electronic badge and complete the rest of the departure procedures of the school.

### **Late or Improper Check Out**

A penalty fine will be invoiced for any late departure or if departure formalities and conditions are not correctly completed and a charge will be made for lost room keys or electronic badges/cards.

Please note that in external accommodation with Kitchen must be returned in a clean state of surfaces & equipment (including stoves) otherwise an external company must be called to clean and the cost of the cleaning will be shared with the occupants of the apartment.

### **13.3 - Front Office Key Management**

Upon check in students will receive an individual room key or keycard that will have to be returned upon departure. Should you lose your room key, please report it immediately to the Front Office or Residence Supervisor in order to have it replaced against a fee. Refund will be given in case the lost room key or keycard is found.

### **13.4 - Safety Box**

Management advises students not to keep large amounts of money in their rooms, and encourages students to use the safe, if provided, to store all valuables, or deposit them with the Front Office for not longer than 10 days after arrival, until you open your own bank/post account

You should not keep any valuables in your room since the school is not responsible for any loss or breakage.

### **13.5 - Room Bookings**

#### **Introduction**

In order to avoid favouritism for room bookings and to treat all students equally, SEG proceeds with a strict room booking policy, as follows:

#### **Principals of room assignment**

- Students are assigned to rooms on receipt of full deposit payment and guaranteed once fully paid schools fees on the basis of "first paid, first served"
- New students where possible are housed in the main buildings on the basis of first paid, first served.

- Returning students are assigned to the remaining buildings on the basis of first paid, first served.
  - *In case a special room category request does not match the two above mentioned point, the school reserves the right to place student in correct building and inform the student accordingly.*
- The same room is guaranteed for the number of terms that the students will be enrolled in school programmes until they either go on internship or defer to another term, in which case the room allocation process has to start from beginning.
- On going students staying on school premises for more than one term in a row will be directly accommodated in the same room and will be invoiced as such by the administration office.
- Term Jumpers students who add additional terms to their progression will be directly accommodated, if requested in the same room and will be invoiced as such by the administration office (upon availability).

NB: Students might not get the room category indicated on their invoice if payment is delayed on the basis of "first paid, first served", In such cases the invoice will be adjusted with the room category available.

### **Room Change Requests during the term:**

- Students are given the opportunity to change rooms if they wish and upon availability.
- The "room freeze" policy will apply for the two first weeks of every term/semester. During which, the policy does not allow students to change rooms for reason such as disliking the roommate or the room itself, etc.
- If a student wants a room downgrade, the extra cost will not be refunded even on a pro-rata basis after the beginning of the term.
- If a student wants a room upgrade, the extra cost will be calculated on a pro-rata basis.
- Students wanting to change rooms must send an email to the person in charge of the room allocation by the end of week 2, in order to process the change latest during week 3.

## **Room Change Requests for following term:**

- If students wish to change their accommodation for the upcoming term, they must send an email to the person in charge of room allocation by the end of week 5.
- Requests sent after week 5 will not be taken into consideration.
- Students requesting an update of their accommodation situation shall receive an answer within a week's time.

## **Students benefitting from a free room upgrade**

On occasion student may be offered room upgrades where their requested category is no longer available - normally from standard accommodation to higher category. The Student will not be charged for this upgrade during that academic term/semester

- Students in question, will be informed by the end of week 1 that they have been offered/received a free room upgrade for the current term/semester.
- The student must inform student affairs coordinators by the end of week 3 if they wish to keep the room for the upcoming term/semester and pay for it or if they wish to remain in a double standard room and be moved for the following term/semester.

## **Students requesting to move to independent accommodation:**

- If a student decides to move to independent accommodation before the end of week 2, then a refund on a pro rata basis will be available.
- If a student has a special room category (single, deluxe, etc.), the above pro rata deduction applies. as well as pro-rata refund on the room category
- No discount or refunds will be offered as of week 3.

## **Specific Room Number Requests**

- A student requesting a specific room or to with a specific roommate, may put a comment on the enrolment form or inform the responsible staff of room allocation via e-mail. The school will



do their best to accommodate such request however there is no guarantee that those requests can be guaranteed.

## **Room Freeze**

A "room freeze" is in effect for the first two weeks of the term/semester. Room requests must be logged at the school's Front Office. The school reserves the right to make any room changes as it deems necessary. Occupants of any rooms that are not at full capacity may expect to be moved if necessary during that time.

## **Students wishing to live with a member of the opposite gender**

- The students must inform & provide authorization letter from the parents of both students sent by email to the person in charge of the room allocation of their intention of sharing accommodation with a person of different gender, before any confirmation can be given to the student.
- *Students of opposite gender* who wish to cohabitate must be aware that they are not allowed to live in the main school buildings.

## **13.6 - Term Break & Xmas Break reservation bookings**

Over the Term and X-mas breaks, it is possible for any ongoing students to stay in one of the SEG campuses for a fee. The relevant information will be provided at during the term/semester to all in-house students by the operations department. The deadline to sign-up which must be strictly adhered to for organisational purposes.

Please note that we reserve the rights to determine the campus open for each Term or Xmas break and it only after signup have been received that it is communicated.

For any further questions or inquiries, please contact your Front Office.

## **13.7 - SHMS Caux - Room Categories**

- **Double & Single Standard rooms** may be located in the school

main building or in annex buildings. Standard rooms occasionally have ensuite bathrooms, but generally have shared bathrooms. You may choose a single at an additional charge. Double standard is the room that is included in the school fees.

These rooms offers the following amenities and equipment:

- Phone in each room (annex buildings not included)
- Individual working desk
- **Double & Single Deluxe rooms** are all located in the main building. You may choose a Single or a Double Deluxe room at an additional charge. All these rooms benefit from the best view from the building either lake or mountain view.

These rooms offer the following amenities and equipment:

- Phone in each room
- Private bathroom
- Individual working desk
- Individual Safety box

## **13.8 - Room Checks**

### ***General Room Check***

As an integral part of maintaining a safe and secure environment, General room checks are carried out to ensure that the room occupant's activities conform to the rules and regulations of the school. The rules and regulations have been based on health, safety and security grounds.

The following infractions will be reported to the management of the operations department; evidence of smoking, drinking alcohol, non authorised electrical devices and cooking in room. Note that no pets are allowed.

Rooms that are found to be below standard (cleanliness of room, not aired, dirty/cluttered surfaces and floors, lights & electric equipment left on, window open during heating period, cooking/BBQ equipment, linen not put on the bed, clothing piled up on the floor, damage to room and equipment) will be noted. Repetitive breaches can lead to a student

being asked to live independently outside of school accommodation without any refund and at the students own expense.

General room checks are carried out at regular intervals by the Residence Management Team, Maintenance and Housekeeping Team as part of their weekly assignments, to maintain the room, between 08h00 and 18h00. These room checks are limited to checking that the room is presented in a professional, clean & safe manner. In particular, that the room is aired, lights and electrical equipment are in good working order etc. These checks are limited to the visible areas of the bedroom and do not include private areas such as the students' cupboards, bags etc.

***By accepting these regulations the Student expressly allows that such General room checks are carried out also in his/her absence.***

He/she also takes note and accepts that in case of an emergency the school staff, fire department, or the police may immediately intervene and access his/her room in any case and at any time. Students should note that all valuables, including money, jewellery, etc. must be secured in the safe, if provided. Students who do not have a safe in their room may deposit valuables in one of the school safes for the first week.

### ***Full Room check***

Full Room checks, normally carried out by 2 members of staff, will not take place, if, when announced, a Student expressly refuses such a Full room check. It will in any case take place only when the Student is present. During such Full room checks the Student may be requested to allow his/her personal belongings, bags or cupboards to be checked. The Student takes note and accepts that in case of an emergency the school staff, fire department, or the police may immediately intervene and access room and his/her personal belongings in any case at any time of the day or night, even in his/her absence.

### ***General principles Regarding Room checks***

The school respects the fact that the Students' room and their personal belongings are private. Should a Student consider that a room check was carried out in breach of his/her rights as described above, he shall immediately, without any delay, inform the Operations Director/Manager or Assistant Operations Director/Manager. In the absence of such

immediate complaint, it will be considered that the student has accepted the corresponding room check and carried out in accordance with the above- mentioned regulations.

The refusal or lack of collaboration during full room check, allows the School to request the Student to live outside of school accommodation for future terms and in serious situations, i.e. when the school has serious reasons to believe the Student is in breach of the School's regulation or of the law, may lead to a student being asked to immediately vacate accommodation and / or leave the school. Students who prefer to be free of the above constraints are free to live independently and will receive a discount on school fees of the actual term/semester.

### ***Unauthorised items.***

Please note that the school reserves the right to confiscate any items, deemed unauthorised. A meeting is arranged between the student and Residence Manager or Director of Operations. where a decision is taken of the item. If the item is deemed as not a safety concern it may be returned, if not it will be confiscated till the end of the studies. For retrieval of the item it must be requested by the student (please note that if an item is not collected at the given timeframe it will be discarded). Any open container of alcohol and any life threatening/illegal will be discarded immediately.

### **13.9 - Room Check-Out**

Upon arrival students will complete a Room Inventory Form to ensure that their room is in a good working condition. At the end of the term/semester all the students will are to follow the check-out procedures that are distributed by the Front Office. The rooms will be checked according to the Room Check Reservation schedule at the Front office. Once the room check has been controlled by the staff member in charge, the room will be closed and the room key/ should be handed back to the staff in charge. Your room must be returned to the school in the same condition as you found it.

A penalty fine will be invoiced for a late check-out, or if check-out formalities and conditions are not correctly completed, a charge will be made for lost room keys and/ or missing or broken furniture.

If any of the below mentioned items should be missing or not in proper condition the replacement cost will be noted on the Departure Form:

- Bath towel: 40 CHF
- Hand Towel: 20 CHF
- Fitted sheet: 45 CHF
- Duvet: 100 CHF
- Duvet cover: 45 CHF
- Mattress : 500 CHF
- Pillow: 35 CHF
- Pillow cover: 20 CHF
- Extension cable: 12 CHF
- Desk lamp: 40 CHF
- Multi plug: 10 CHF
- Notice Board: 25 CHF
- Soap dish or tooth brush glass: 20 CHF
- Chair : 180 CHF
- Silent cloth/Tablecloth : 45 CHF
- Untidy Apartment and or Kitchen : 800 CHF (To be divided amongst all the individuals living in that apartment)

### **13.10 - Public Facilities**

During the past years, your school has invested extensively to further upgrade and improve facilities available. We expect all students to treat these facilities with the required care and report any damage made to the Front Office or Residence Supervisor.

#### ***Main Lobby***

The school main lobby is the heart of the school. You will have wireless internet access and can enjoy the spacious and comfortable environment to socialise with friends and work in groups. As it is located in a crucial spot within the school property we expect an exemplary behaviour and professional attitude at all times.

#### ***Common Areas***

Numerous common areas are available to students for social gathering, group work and study. The school expects you to behave professionally while patronizing those areas and that you respect the material, furniture and equipment displayed in those spaces.

### ***Outdoor Areas***

The school offers outdoor facilities that you are welcome to use. It is normal that high standard of cleanliness and tidiness is expected from the school and that you should use the ashtrays and the trash container. We are also concerned about the environment and the beauty of the sites we are living in and therefore expect the same from any student.

### **13.11 - Teaching Facilities**

Educational programmes are delivered to students in modern, well-equipped facilities. You have the possibility to book a classroom every day of the week when available in order to further study. Classrooms are available from 18:00 to 02:00. Therefore, reservations are possible for a maximum of 4 hours per student or group and should be done at the Academic Office from 13:00 to 16:00. During business opening hours, the Academic Office can exceptionally reserve a classroom for students and will therefore be responsible for opening the classroom and for its room control.

- You need to meet the staff member of the Academic Office (not the Residence Supervisor), in order to confirm your classroom booking. The Residence Supervisor is not authorized to open a classroom for you, if this procedure is not respected.
- The Residence Supervisor will not automatically open the classroom for you. Instead, you will need to call the Residence Supervisor. The Residence Supervisor will come to your booked classroom, and together, a control will be carried out, in order to ensure that all is in order.
- As soon as you finish using the classroom, you will have to call the Residence Supervisor. He/she will then control the classroom once again together with you. He/she will ensure that you did not move any furniture and unplug cables. Do not forget, that the person listed

on the booking list will be fully responsible for the classroom. Please note, the Residence Supervisor or Academic Office only open and close the classrooms according to the reservation timings.

### **13.12 - Learning Resource Centre**

The role of the Learning Resource Centre on campus is to support the students learning needs. By providing access to both physical and virtual resources, the student receives support towards achieving their full potential in order to be successful in both academic and professional lives.

Offering, on campus a dedicated environment manned by professional library & mentoring staff open to all students for support and as study area for any project.

This includes full access of an up to date collection of over 130,000 e-books and e-journals (both printed and electronic). Along with all essential and recommended reading resources as found in each course modules.

Additionally on each campus a student-to-student academic support is organised and hosted from the Learning Resources Centre, advertised at the beginning of each intake.

For more information on opening hours or any further questions please do not hesitate to visit the Learning Resources Centre.

### **14.0 - Housekeeping and Maintenance Services**

#### **14.1 - Bedroom & Public Areas Cleaning**

##### ***Cleaning Service***

Your room is cleaned every other week. In order for the housekeeping staff to be able to clean your room you need to keep it tidy. Should the room be in a very bad condition, the housekeeping staff members will not clean, but report the condition of your room to the Head

Housekeeper or the Residence Manager. For an organizational point of view, please take note that the Housekeeping Team has the authorization to enter your room for cleaning from 0800 to 1700.

During cleaning services the housekeeping staff changes towels and bed linen while the room is also cleaned and vacuumed. Should you require an earlier change for a specific reason you would need to take the towels or bed linen to the laundry. Your room and bathroom should remain clean and orderly at all times (desk tops tidy, waste paper bins emptied, no luggage in the room, no clothes lying around, shutters open, white sheer curtains drawn and the floor clean).

Students are responsible for the cleanliness of their own rooms. Students should make their beds before breakfast or before attending their first class. Students may not wash or hang clothes in their rooms or on balconies. Please be advised that no items such as laundry, food or drinks should be placed on the window sills. Failure to follow the above will lead to disciplinary action.

Your room must be made accessible for Housekeeping as per the cleaning schedule. On the designated day, please take your linen off the bed and put it together with the towels in an orderly pile on the floor. After clean linen is received, it has to be put on the bed by the resident student the same day.

The Housekeeping department will in general take care of all common facilities, such as corridors, staircases, elevators, entrances, lobby, and meeting rooms.

## **14.2 - In House Laundry**

Card operated washing machines and tumble dryers, as well as drying and ironing facilities are installed in the student laundry. You are able to access the student laundry at any time. You are required to use the machines according to the explanations provided and be vigilant of following them accurately. It is a common area for all students so you must leave the premises in the best condition possible for others. You may purchase laundry cards directly from the Front Office. The school is not responsible for any stolen, lost and damaged items.

## **14.3 - Dry Cleaning Services**



Please see with Front Office for Information on Dry Cleaning services for your school.

#### **14.4 - Waste and Recycling**

All waste has to be disposed of at the containers put in place by the school. All recyclable materials (glass, cans & PET bottles, batteries, etc.) are to be disposed of properly. Room bins have to be emptied on a regular basis or as they become full. No waste bags are to be deposited in the corridors or anywhere else than the designated containers. Failure to follow the above may lead to disciplinary action.

#### **14.5 - Maintenance, Repairs and Replacement Costs**

Please contact the Front Office for any repairs or replacements that have to be carried out in the rooms or buildings (furniture, fittings, etc.). The Front Office will follow up with the Maintenance Department and resolve the request as soon as possible.

##### ***Replacement Costs***

If any items should be missing, broken or not in proper condition during the term or Departure weekend, the student will be charged for the replacement cost.

#### **15.0 - Breach of the Code of Student Conduct**

##### **15.1 - Introduction and Information**

A Student who fails to adhere to the rules and procedures in the Student Handbook will receive an oral or written warning after each breach. This warning will be sent to the students with a copy maintained in the student file, where it will remain during the studies of the student at the school.

A copy of a written warning may with the permission of the student be sent to parents, guardians and/or sponsors, as well as to the representative or agent of the student unless the student formally opposes it.

***In our experience effective professional development is best supported through active engagement between staff and students. We want our students to achieve the highest levels of professional behavior, in order to be successful industry leaders. As part of this process, there are robust procedures for managing poor discipline.***

## **15.2 - Professional Behaviour**

Professional behavior is categorized into the following areas

- Misconduct
- Gross Misconduct
- Breaches in accommodation and public facilities standards
- Breaches in personal presentation standards
- Misuse of Intoxicating / illegal substances

Breaches in professional standards are recorded in the student file by the relevant Head of Department. "Professional Behavior & Attitude" are listed on Academic Transcripts each term under the following headings

- Highest Professional Conduct
- Satisfactory Professional Conduct
- Satisfactory Professional Conduct
- Poor Professional Conduct
- Failed Professional Conduct

<b>Breach</b>	<b>Warning Letter</b>	<b>Professional Attitude level on Transcript</b>
1	Warning letter 1	Highest Professional Conduct
2	Warning letter 2	Satisfactory Professional Conduct
3	Warning letter 3	Satisfactory Professional Conduct
4	Warning letter 4	Poor Professional Conduct

5 or Final Warning	Final Warning	Failed Professional Conduct
Breach 6	Disciplinary Meeting	Failed Professional Conduct

Minor breaches will lead to warning letters being given to students. 4 warning letters after 4 minor breaches will lead to a final warning letter. Any further breaches in the Code of Conduct will lead to a disciplinary meeting where expulsion will be recommended. A student may be suspended from classes while awaiting the decision of the Disciplinary Board as to whether the student should be allowed to continue their studies or be expelled from school.

Once a formal written final warning been issued, a second offence will lead to a disciplinary meeting. If the student is found to be responsible, an expulsion from the school will be recommended.

### **15.4 - Operational Final Warning Letters**

Except in extreme cases, students will have been subject to prior disciplinary procedures. Therefore, in all but the most serious cases it will be expected that students being considered for expulsion will have been issued with and signed a written final warning. Final warnings can only be issued by the; Academic Director, Academic Dean, Assistant Academic Dean, Operations Director, Operations Manager and Assistant Operations Manager. The rationale for evidence supporting the issuing of a final warning must be clearly documented in the student's file (evidence may comprise of written staff reports, absence sheets, statements by the student or witnesses, blood/medical test results etc.)

This final warning may be sent to the student's parents, guardian, sponsor and school representative. All final warning letters must be produced within 72 hours of the incident, so that the student concerned is aware of their predicament and that they may be subject to expulsion if they re-offend. A final warning is carried forward into the subsequent terms at school.

It is essential that all students who are on final warnings are monitored carefully, both academically and socially. As such, the administrative staff member who issues the final warning must inform all relevant staff (decision of the Disciplinary Board) when a final warning has been issued. Students on final warnings are informed that they will be expelled if they infringe the rules in any way, and it is important that this condition is observed if the final warning is to have any meaning.

## **15.5 - Disciplinary Board Overview**

Students, parents and guardians are herewith advised that a student, after having received a final warning, or having committed a serious offence, such as being in conflict with Swiss law, including repeated traffic offences, drug possession or consumption, violent conduct (alcohol-related or not) in or out of school, may be dismissed from school immediately.

In cases of serious suspected breach of disciplinary rules, any alleged misconduct or other cases of suspected breach of the Code of Conduct, the student may be placed on immediate interim suspension by the School management.

Interim suspension means non-attendance to classes, with the right to remain in school accommodation. Interim suspension is designed to allow the necessary lapse of time in order to fully investigate the accusations of the breach of conduct.

A Disciplinary Board will convene to decide what action should be taken in accordance with the results of the investigation, and call for a disciplinary meeting if deemed necessary.

The Disciplinary Board can consist of:

- Director of Operations and/or Assistant Operations Manager
- Academic Director, Academic Dean, Asst Academic Dean or Programme Manager
- Head of Department
- Executive Academic Assistant or Academic Assistant (minutes)
- Student Counsellor (if needed)

The Disciplinary Board may take the following actions:

1. **Restriction to room - school - room:** This means that the student has restricted movement from his/her room to the school and back to his/her room. The board will decide the length of this restriction. If the student in question breaks this restriction, he/ she will face suspension and/or expulsion;
2. **Suspension from class**(temporarily or for the term): The board may suspend a student for any reasonable length of time, meaning that the student is excluded from classes. He/she may have the possibility to stay in his/her room but will have no access to the school. The days that the student is suspended will not be counted as absences. Term suspensions mean that the student in question is suspended from the school and all school premises. He/she must hand in their keys, resident permit, and follow the early departure procedures;
3. **Expulsion:** The Board, in extreme or repeated situations, can apply expulsion/dismissal. This means that the student in question is expelled from the school and all school premises. He/she must hand in their keys, resident B-permit and Health Insurance cards and follow the early departure procedures;
4. **Student requested to move out:** Student asked to find his own accommodation(at own expense) or be accommodated in one of the school's external accommodation. Student is not entitled to any refund.
5. Any other measure deemed appropriate by the board.

Please note: No financial refund will be given for the time of suspension or in case of dismissal.

## **Disciplinary Boards Procedure**

Expulsion can only be considered and decided at a full Disciplinary Board. A member of the school's management must chair disciplinary Boards. In the cases where students have contravened academic rules, as a minimum the Academic Director / Dean or Assistant Academic Dean and the appropriate Programme Manager should attend the Board. In cases where students have contravened non-academic matters, as a minimum the Operations Director, Operations Manager or Assistant Director of Operations and relevant staff member should

attend.

The student concerned should be present in person with written notification that a Disciplinary Board will sit to consider his/her case. This is necessary since students who fail to attend a Board they have been notified of will still be eligible for expulsion. In cases of life threatening or where the student pose a risk to others, the Disciplinary board may be held without the student present, where the full evidence will be presented in front of the board for the decision.

Full evidence, (as detailed above) of the issue in question must be available for the Board to review (in most cases the Executive Academic Assistant will be responsible for compiling this evidence).

Full minutes must be taken of all Disciplinary Boards (usually by the Executive Academic Assistant) and will be kept in the Student File. A copy of the minutes may with the permission of the student be sent to parents, guardians and/or sponsors, as well as to the representative or agent of the student.

If the decision of the Board is to expel, the student concerned must be clearly informed of this and of the implications of this decision in the immediate and longer term. The parent, guardian, sponsor, agent, and school representative/Regional Manager of the expelled students must be informed of the decision as soon as is practicable after the Board meeting.

The Executive Academic Assistant is responsible for coordinating the communication process. All students who are expelled forfeit all fees they have paid to the school, including their deposit.

A 'Early Departure Form' must be completed for all expelled students prior to their departure. It is the responsibility of the Executive Academic Assistant to ensure this form is completed fully and circulated to all relevant staff. The original copy of this form must be lodged on the student's file.

The B permit and insurance of expelled students should be cancelled as soon as practicable after their expulsion, by the Admissions office.

## **15.6 - Expulsion Policy**

It is our objective to offer students every opportunity to complete their chosen academic programme. However, it is regrettable that the actions of certain students mean that we have no other option than to expel, which necessitates the need for clear and robust policy and procedure.

It is essential that the grounds for expulsion be clearly and unambiguously stated in the Student Handbook. Students cannot and will not be expelled unless the offence they have committed is clearly identified as warranting expulsion in the Student Handbook.

### ***Departure of expelled students***

Expelled students are required to leave the school premises and follow early departure procedures. If necessary, assistance will be provided for booking flights / making travel arrangements.

In cases where students are felt to pose a danger to the school, the Chair may decide to use part of the student's forfeited fees to repatriate him/her. In cases where students are considered to pose a danger to themselves, to staff or other students, the Chair may require that the student be chaperoned prior to their departure.

The arrangements for repatriating expelled students are made and coordinated by a member of staff, usually from the Admissions department.

## **15.7 - SEG Grievance Procedures**

In case of a Grievance the student should follow this procedure.

**Informal concerns:** Concern should be brought to the person closest to the concern (issue) , who will then try to solve(resolve) the issue. If the issue is not resolved the concern is brought to Head of department or Management who will then try to solve the issue, if not resolved it becomes a formal concern (see below).

**Formal concerns:** Formal Concerns should be brought by the student to the staff member involved and try to resolve the concern. If the concern is substantiated and not resolved the concern should be reported to Head of Department, who will work on resolving the concern and the student is informed. If student is still dissatisfied their

concern will be sent to the Head of school for evaluation. If there is still dissatisfaction with the case it may be brought to SEG directorate. If dissatisfaction continues the concern may be taken to the external appeals board who will take a final decision.

## **15.8 - SEG Appeals Procedure**

### **Objective**

The objective of the Appeals Board is to assist any student who feels that he/she has been treated unfairly. This ensures that any person occupying a position of authority/power applies the rules and regulations in a fair and just manner. The student handbook is the legal document for both student and appeals board to refer to.

### **Appeals Policy**

Students are allowed to appeal if they have followed the correct internal complaints procedure in its entirety. Following this if a student still feels they have been discriminated against in that the process has not been applied fairly a case with the external appeals board may be submitted. The basis for this appeal must center on discrimination or unfair treatment but not academic judgment. The appeals board will judge as to whether the process as documented in the student handbook has been applied fairly.

The fee for an appeal is 450 CHF. The complaint will be reviewed by the appeals board whose decision will be final and accepted by both the student and the school. If the appeal is upheld the appeal fee will be reimbursed.

### **Appeals Process**

- The appeal must be submitted in the form of a letter or report, in English or French.
- The appeal must be addressed to the Appeals Board, which the Academic Dean/Director of the school will provide.
- An appeal fee of 450 CHF must accompany the appeal.



- The President of the appeals board will send a copy of the complaint to:
  - Other members of the Appeals Board
  - The school's Academic Dean/Director
- The President will set a date for a meeting during which the Board will meet. The appeals board will review the case and refer to the student handbook to consider whether there is a case of discrimination.

### **Correspondence will follow with:**

- The student;
  - The Academic Dean/Director;
  - Other persons as required.
- The Board will take a decision based upon a majority vote and inform all parties in writing of the result.
  - The decision of the Board is final. Should a student's appeal be upheld, the appeal fee will be refunded.

## **15.9 - Definitions of Misconduct and Gross Misconduct**

Below is an overview of main breaches related to the different categories:

- **Misconduct**
- **Gross Misconduct**
- **Breaches in accommodation and public facilities standards**
- **Breaches in personal presentation standards**
- **Misuse of intoxicating / illegal substances**

### **Misconduct – Leading to a warning letter**

- Misbehaviour by the visitor or student hosting the visitor
- Keeping open or blocking a locked secured door/access to any school buildings
- Insubordination (disobedient) behaviour.

### **Gross misconduct – Leading to automatic final warning letter**

- Offensive or violent behaviour, even if caused by alcohol consumption, in or out of school, will lead to a final warning or disciplinary meeting where immediate expulsion will be recommended. For certain offences, the Police may also take action;
- Drug or illegal substance abuse;
- Immoral or indecent behaviour in or out of school;
- Discrimination of any kind towards a member of the school or local community;
- Any theft of public or private property;
- Vandalism to College or other property;
- Gross insubordination;
- Unprofessional and/or discourteous behavior during internship;
- Falsification of records or the attempt thereof;
- Tampering, Disconnecting or Unauthorized use of any school provided IT equipment & Network
- Premeditated or willful acts which might endanger life or cause injury to other persons;
- Failure to observe the published code of safety, fire regulations and security policies, non-observance of the safety rules pertaining to school accommodation dormitories, and the use of electrical equipment in school accommodation - it is strictly forbidden to use any kind of cooking or ironing equipment in dormitory rooms;
- Tampering or somehow altering smoke detectors or fire panels;
- Missing an appointment with the Management, a Lecturer or Doctor;

## **Accommodation and Public Facilities**

### **Minor Breaches – Leading to a warning letter**

- Changing, swapping or rearranging furniture
- Two occurrences of misplacing/losing your room key and/or requesting staff to open room door
- Student room and public area in an unacceptable or untidy state
- Bringing kitchen/restaurant equipment into bedrooms
- Placing posters, pictures or other items on any wall space or furniture (excluding pin boards).

- Hanging clothes or other personal items outside designated areas or on the balconies
- Placing food or beverages on windowsills
- Smoking in unauthorized external public areas
- Witnessed littering in internal and external public areas, including classrooms
- Students present in rooms of other students after 22:00
- Making noise after 22:00
- Leaving litter or cups on tables in public facilities
- 1st offense storing or drinking alcohol outside designated areas (depending on the location of the school facilities/property). Designated authorised areas are only in the student bar, for alcohol **purchased** in the student bar
- Wastage of food on the plates (leftover on plate)
- Vehicle parking areas that are not respected, a second offense will lead to a final warning letter. (The school declines all responsibilities in cases of damages caused at the school parking and also non-school parking).

### **Serious Breaches – Leading to automatic final warning letter**

- Moving room without permission
- Unannounced visitors and the host responsible for the visitor
- Using candle or any fire hazard items or evidence of it in the room or balconies
- Using unauthorized electrical appliances
- Evidence of cooking or ironing in bedrooms
- Smoking and evidence of smoking, including e-cigarettes in the room, balconies or within campus facilities (smoking is only allowed in the designated smoking areas).
- Shisha smoking and evidence of shisha smoking in any of the schools facilities including smoking areas.
- Repeated storing or drinking alcohol outside designated areas (depending on the location of the school facilities/property). Designated authorised areas are only in the student bar, for alcohol **purchased** in the student bar
- Keeping open or blocking a locked secured fire/safety door/access to any of the school buildings

## **Personal Presentation Standards**

### **Minor Breaches – Leading to a warning letter**

- Dress code infractions (including name badge)
- Not carrying student identification card

## **Intoxicating Substance Abuse**

### **Serious Breaches – Leading to automatic final warning letter**

- The possession or use of any non-prescribed stimulant or illegal drug. A final warning will be issued and the student will be asked to vacate school accommodation. An expulsion from the school will be recommended. In certain cases, the Police may also take action.
- Students who are found to have consumed a "Class B Drug" (Cannabis, Marijuana, etc.) will lead to the student being requested to vacate the school accommodation and provide their own accommodation (at their own expense) outside the school and receive a final warning, which will be sent to parents, agents, and area managers. A second offense will lead the student being asked to attend a disciplinary meeting where an expulsion from the School will be recommended.
- A student who has been found selling controlled substances will attend a disciplinary meeting, leading to immediate expulsion from the School. In this case the student will systematically be announced to the Police.
- A student who has been found using a "Class A Drug" (Heroin, Cocaine, Crack, Ecstasy, Amphetamine, LSD, etc.) will be asked to attend a disciplinary meeting, where an expulsion from the School will be recommended.

### **Minor Breaches – Leading to a warning letter**

- Students found intoxicated with alcohol or posing a risk to themselves or others by being intoxicated with alcohol.

## **15.10 - Visitors**

All visitors (including staff, faculty and students on internship, etc.) must register and leave a form of identification at the Front Office or with the Residence Supervisor upon arrival during authorized times.

The school may at any time refuse entry to any of its facilities. Visitors staying on campus arriving outside of office hours must be registered 48 hours prior to visiting the campus. A visitor form must be filled in and be approved by Operations Manager, Assistant Operations Manager or Residence Manager. The visitor must announce him/herself at the reception or Residence Manager/Residence Supervisor where he/she will receive a visitor's pass, which must be worn at all times. Under no circumstances are visitors allowed to stay overnight in another student's room. No visitors are allowed during the term breaks. Visiting friends, relatives and students from other campuses are not authorized to stay overnight and must leave by 22:00.

A student from another campus and a students' immediate family may take complimentary meals at the school with authorization from the Management. Friends and other guests of the students must obtain permission from the Management to dine at the school, and must purchase a meal ticket.

Be aware that the school will not carry any responsibility for your visitors and rejects all responsibility for anyone you bring onto the school property. The student takes responsibility for all actions of the visitor.

Management reserves the right to dismiss any visitors at any time without notice and at their complete discretion if they cause problems, noise or do not behave in accordance to the rules and regulations of the school.

The use of the public areas (laundry facilities, student bar, etc.) for visitors is limited. They are only allowed to make use of these facilities in the company of the hosting student and, in the case of the student bar, after obtaining permission from management.

## **16.0 - Departure**

### **16.1 - Departure Weekend and Early Departure**

For an end of term Check-out or Early Departure each student is to receive an individualized “Departure Control Form” which is provided to you by the Front Office. This form will consist of information concerning the needed Departure Points that students will have to complete.

At each Departure Point a staff signature is required on the “Departure Control Form” which verifies if we or the student has outstanding concerns at that specific departure point. All Departure points have to be completed by the student before his/her departure. If the form is not completed or returned upon departure the student will be charged a fee of 300 CHF.

## **17.0 - Legal Jurisdiction**

### **17.1 - Introduction**

In case of any legal disputes that might occur between a student and the schools’ officers, staff, faculty or management, for whatever reason whether financial, academic or personal, while a student is registered full-time or part-time in any of the schools’ programmes, is on leave, has been suspended, has been expelled or has graduated, the competent courts of jurisdiction are those of the State of Vaud / Valais / Lucerne / Neuchâtel Switzerland.

### **17.2 - Disclaimer**

This handbook is updated on a regular basis and contains all rules and regulations pertaining to the school programmes, disciplinary procedures and any other rules and regulations that are deemed necessary by the school. All information herein is considered to be correct. The school or any of its officers cannot be held liable for any information erroneously omitted or incorrectly stated.

Students are reminded that the latest version (and not the first term of registration) of the rules and regulations as stated in the handbook will apply for each term. The latest version of the rules and regulations will supersede all previous versions. The school reserves the right to amend any information given in this publication at any time without notice. You will find the the latest version of the student handbook online on My CESARRITZCOLLEGES, My SHMS, My HIM or My IHTTI according to

your school.

### **17.3 - Emergency Contacts**

All new & returning students must complete/update their emergency contact during the induction weekend, as part of matriculation to ensure that the school has accurate and current personal details for you and your nominated emergency contacts.

Having emergency contact information allows the school to contact a responsible adult nominated by you so that we can inform them of situations where there are concerns about your health and wellbeing that need immediate action. This may be in the case of, for example, a life-threatening situation or a situation where staff are concerned about your wellbeing, and being able to contact the right people quickly enables the school to take appropriate action to ensure your safety and wellbeing.

The school will only attempt to contact your named emergency contact if:

- You have not responded to all attempts made to contact you, or
- In an emergency where there is an urgent risk to your safety.

Reasons for contact would include a medical emergency such as admittance to hospital, concern for your wellbeing, a student has gone missing or is displaying symptoms of serious and immediate physical or mental illness or concerning behaviour.

The school must make sure that the situation warrants this, and seek authority from a number of named 'Authorisers' within the school and SEG. Wherever possible, the school staff should consult with you prior to communicating with your Emergency Contact.

### **17.4 - Social Media**

#### *Use Of Social Media*

The school is aware that social media sites are important and significant communication channels. To assist in managing these sites we have

created guidelines for official and personal use of social media.

### *General Guidelines*

Exercise discretion, thoughtfulness and respect for your school's community and fellow students at all times. Please refrain from reporting, speculating, discussing or giving any opinions on school topics or personalities that could be considered sensitive, confidential or harmful.

Confidential or proprietary school information or similar information of third parties, who have shared such information with you on behalf of the school, should not be shared publicly.

Be attentive that all posted content may be subject to review in accordance with the school's student handbook.

Please be advised that any content uploaded on to any form of social media that can be considered as discriminatory, defamatory or threatening will lead to disciplinary actions.

The school also reserves the right to take legal actions if infringement of any part of the social media policy is noted.

Although the school does not monitor personal websites the school will address subjects that involve issues that violate established editorial, graphic and Social Media guidelines, and refer to social networking sites when investigating breaches of discipline, e.g.harassment or anti-social behaviour.

The school logos and / or visual identity cannot be used for personal social media without the school's permission. Please contact the school for the guidelines.

The school reserves the right to take any necessary steps to protect its facilities, staff and students from malware (malicious software) including blocking sites where this is an issue.

### **17.5 - Waiver of Liability**



Before all excursions each participant will be informed about potential risk for said excursion and that full and personal legal responsibility for any loss or personal injury is own responsibility.

Attention of this is always given to the participant before the event and written confirmation is required to participate in the events.