

Exam Regulations

(effective January 1, 2020)

College of Applied Sciences (HF)

SSTH Swiss School of Tourism and Hospitality Ltd.



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1 General information

Grades and examinations are used to monitor the success of student learning and instructor teaching as well as to provide proof of success to the outside world. Frequent and extensive monitoring of learning objectives enables timely overall evaluation of instructors, students, classes, and programs.

First and foremost, poor results signal the need to take corrective action and are only secondarily intended as a selection tool.

The overriding priority is to offer educational guidance, support with teaching techniques, improvements in teaching methodology, and other measures that help students progress.

2 Regulations for advancement

2.1 Basic principle

The regulations for advancement govern the criteria for successful completion of a semester and determine when make-up exams are permitted to complete a semester retroactively. A failed semester can be repeated once. Students who fail a semester may not start the following semester or continue to work towards a degree.

2.2 Criteria for advancement

In order to advance, a student needs a 4.0 average and may not have received more than two unsatisfactory grades across all previously completed semesters. No distinction is made here between completed and uncompleted subjects¹. Advancement permits the student to enter the next higher semester or to sit for the final qualifications.

2.3 Conditional advancement

Conditional advancement is granted to a student with a 4.0 average who has received unsatisfactory grades in three subjects. A student granted conditional advancement must sit for and pass at least one make-up exam (see Chapter 4 of these exam regulations) in order to advance.

Conditions for definite advancement must be met by the end of the first week of the subsequent theory-based semester. Dates for make-up exams are set in the first week of the subsequent theory-based semester.

2.4 Failure to advance

Any student failing to meet the criteria for advancement or conditional advancement may not advance. A failed semester can be repeated only once.

¹ See Appendix 1: Overview of HFe subjects

2.5 Awarding of Diploma

The Swiss Professional Degree in Hospitality Management (Dipl. Hôtelière-Restauratrice HF / Dipl. Hôte­lier-Restaurateur HF) is awarded only to those who have completed all subjects of the four theory-based semesters with no more than two unsatisfactory grades. The overall grade average across all subjects must be at least 4.0, calculated to one decimal point. The thesis must have been awarded a grade of at least 4.0. All requirements of the internship regulations must be met².

3 General exam regulations

3.1 Conducting exams

All exams are to be conducted in a way that can produce clear evidence of acquired skills and achieved study aims.

Students who fail to attend an exam are awarded a grade of 1. The exam cannot be repeated to improve the grade of 1 unless written proof of extraordinary circumstances is provided (illness or accident, death of a relative). Proof should be submitted in writing to Student Services; in the case of illness or accident, a physician's note is required. The Director of Studies decides whether an exam can be repeated. Repeat exams are scheduled outside of regular class times.

Students who fail to attend a semester (final) exam are awarded a grade of 1. A new semester exam can be taken to improve the grade of 1 if written proof of extraordinary circumstances is provided (illness or accident, death of a relative). Proof should be submitted in writing to Student Services; in the case of illness or accident, a physician's note is required. The Director of Studies decides whether a new semester exam can be given. If so, student Services arranges the new exam date.

Written exams should specify tasks in an unambiguous and clear manner and not require any further clarification for the students. Exam papers are collected at the end of the exam. Instructors are to provide written notification of any admissible aids and required documents in advance of the exam. Talking and communication between students is strictly prohibited during exams. Cell phones and other technical aids are forbidden. Exception: Aids as previously authorized by instructors.

At least one co-examiner is present during oral and practical exams and a written protocol is prepared. In practical exams, theoretical questions can be asked only if they bear a direct relation to the procedure being examined. The required task must be entirely practical.

Any student expelled from an exam for using unauthorized aids or other infractions will be awarded a grade of 1 for that exam. The exam cannot be repeated in this case.

Instructors are to review exam results in class as quickly as possible, generally within two weeks. All formative and summative assessments during the semester are returned to the student as learning material once they have been discussed with the student.

² See College of Applied Sciences Internship Regulations, Version 1/1/2020, Chapter 2.3

3.2 Conducting semester final exams

Semester final exams are conducted in accordance with the special regulations contained in this section. The general regulations remain valid wherever applicable. In addition, the regulations cited in Section 8 of the Study Regulations, Absences, apply.

Semester final exams can be conducted orally and/or in writing and be theoretical and/or practical. The same formal criteria apply as for conducting exams (Chapter 3.1 of these exam regulations).

The following additional criteria apply to semester final exams:

- Semester final exams cover the entire syllabus for one semester.
- Semester final exams account for 50 % of the final grade for that subject.
- Semester final exams are not discussed with the students.
- Semester final exams are not returned to the students. They are stored in the EHL SSTH archive until the students have completed their training or the appeal period has expired.
- If the semester grade for a subject is unsatisfactory, the student can request permission to see the semester final exam at Student Services. If the semester final exam is satisfactory, it cannot be viewed.

3.2.1 Calling in experts for semester exams

External experts are called in, if required, for oral and practical semester exams. Together with the school's instructors, they form the expert group and have the right to inspect the written exams. They have equal rights in regard to preparing, conducting, and evaluating the exam.

These external experts are appointed by the instructors and confirmed by the Director of Studies. They should be practice-based professionals with a high level of expertise and a good standing in the tourism and hospitality field, and they should possess the necessary methodological and educational experience.

3.2.2 Exam Board and Director of Exams

The independent Exam Board oversees the preparation, conducting, and evaluation of exams. In cases of dispute, it delivers the final ruling.

The Exam Board³ consists of:

- Representatives of professional organizations
- External and internal experts
- Industry representatives

The Head of Higher Education is in charge of the Exam Board and the administrative and organizational preparation of the exams.

3.3 Basic principles of performance evaluation

Student performance is evaluated on the basis of regular graded assessments and interim exams (performance grades) during the ongoing semester and the final exam grade at the end of the semester.

³ See Infopool

Performance grades (mathematically in 1/10 grades) are awarded based on:

- Short tests (on the material covered in two lessons), approx. 20 min. in duration
Short tests can also be given without advance notice
- Assessed assignments
- Oral exams
- Interim exams (on the material covered in several lessons up to a quarter)
Interim exams are always announced in advance

Semester final exam grades (mathematically in 1/10 grades) are awarded at the end of a semester based on the semester final exam.

Semester grades (mathematically rounded to 1/1 or 1/2 grades) are calculated from at least one interim exam, one additional grade, and the semester final exam. The weighting of the individual grades is specified in the syllabus. The semester final exam accounts for 50% of the semester grade.

Degree grades (mathematically rounded to 1/1 or 1/2 grades) are calculated for each subject and generally correspond to the semester grade. The exceptions are combined subjects and the grades for foreign languages. In these cases, the degree grade is calculated as follows:

- For foreign languages, the semester grade for the final theory-based semester of the course applies.
- The method for aggregating grades for combined subjects is described in Appendix 1, Overview of HFe subjects

3.4 Assigning grades

The semester final exam grade is combined with the performance grades to produce the semester grade relevant for advancement.

The following semester grades are awarded:

Grade	Significance	Rating
6	Excellent	Pass
5.5	Very good	Pass
5	Good	Pass
4.5	Satisfactory	Pass
4	Sufficient	Pass
3.5 – 1.0	Insufficient	Fail

Grades other than full or half grades are not admissible.

Additional remarks regarding absences can be recorded in the semester transcript. Further details can be put forward verbally at the grades conference (e.g., regarding work ethic); they can also be recorded in the semester transcript.

4 Make-up exams

If the semester grade is insufficient, a make-up final exam covering the material previously tested are taken. There is a fee for make-up exams.

The grade from the make-up exam replaces the semester final exam grade for the failed subject.

Makes-up exams can be taken only once for a subject or specific exam material. They are scheduled on specific dates.

A student can take a make-up exam for any subject failed over the entire duration of study on the scheduled make-up exam dates, right up until the final qualification procedure.

Make-up exams are no longer possible after the final qualification procedure.

Students register for make-up exams with Student Services. Payment of the exam fee per EHL SSTH regulations counts as registration.

5 Final qualification procedure and award of diploma

5.1 Basic principle

The final qualification procedure for the course of study takes into account the full range of fundamental managerial, business, specialist, sector-specific, and general skills required for the profession. In particular, there must be evidence of a student's capacity for critical self-reflection of his or her own professional competence and ability to assume managerial responsibilities.

Students are eligible for inclusion in the final qualification procedure once they have fulfilled the criteria for advancement of the prior semesters and can prove at least two years of professional employment in the hotel and/or restaurant industry⁴.

Students must also submit a practice-based thesis for the final qualification procedure.

5.2 Award of diploma

For a diploma to be awarded, the following minimum requirements must be met:

- School attendance and internship in accordance with regulations
- Grade average of at least 4.0
- No more than two unsatisfactory grades in total
- Thesis grade of at least 4.0

5.3 Thesis

The thesis is an individually composed piece of work. It must include a declaration that this is the student's own independent work.

The detailed provisions stipulated in the "Thesis work assignment" document apply⁵.

If a written thesis is unsatisfactory, a new topic can be submitted no earlier than in the following semester. The student restarts the thesis process based on the schedule. In this case, the student remains enrolled and pays the corresponding fees⁶. A thesis can be repeated only once. The repeat

⁴ See College of Applied Sciences Internship Regulations, Version 1/1/2020, Chapter 2.3

⁵ See Infopool

⁶ See EHL SSTH price list for students

attempt must be registered within two years and be completed no later than three years after the initial unsatisfactory attempt.

If the second thesis is also unsatisfactory, it is considered failing. No degree is awarded.

5.4 Exams for external certificates

In various subjects (e.g., languages), it is possible to sit for exams to obtain external certificates.

Students must take the external exam in German (Level A2) unless he or she can submit the corresponding language certificate. The result from the external exam will be converted to the school's internal grading scheme for the semester final exams grade.

The criteria for other external exams and qualifications are set out in the appropriate module descriptions. Registrations are organized and communicated by the school or instructor. Students bear the costs of these external exams.

6 Copyrights

The copyrights of work created by students during their tenure at EHL SSTH are transferred to EHL SSTH.

School documents and other forms of intellectual property are made available to the student solely for the purpose of learning and practice and may not be copied or used without permission for anything other than their original purpose.

7 Legal information

7.1 General information

Article 50 para. 2 of the Law on Vocational Training and Further Education (BwBG) is the basis for complaints against decisions in accordance with these exam regulations.

Complaints must be submitted in writing and be substantiated. The decision under dispute and the evidence must be attached if in possession of the complainant. Complaints submitted by e-mail will not be accepted.

7.2 Responsibilities

Decisions by the Director of Studies (non-admission to semester exams, failure of a semester, failure of an internship) can be disputed in writing with the Exam Board within ten days after notification.

Decisions regarding non-admission, failure to advance, or failure of the final qualification procedure (non-graduation) can be disputed with the Department for Education, Culture, and Environmental Protection of Canton Grisons within ten days of notification (art. 50 para. 2 of the BwBG).

8 Entry into effect

These exam regulations were approved by management on November 28, 2019. They will take effect on January 1, 2020 and replace the exam regulations of August 1, 2015 and any subsequent modifications.

9 Glossary

Field of work	Incorporates at least one work process into an overarching field of work.
Work process	Incorporates at least one subject into an overarching work process.
Subject	A subject lasts at least one semester and is completed with a semester grade. As long as the subject has been completed, the semester grade becomes a degree grade.
Combined subjects	Subjects that run for more than one semester are known as combined subjects. The degree grade comprises the combined semester grades (See Appendix 1)
Qualification procedure	Semester exam phase at the end of a theory-based semester
Final qualification procedure	Semester exam phase at the end of the final theory-based semester (normally the 6th semester).
Final qualification	The final qualification combines all qualification procedures. If a student passes the final qualification, that student is awarded the degree issued by the College of Applied Sciences.
Degree grade	Grade indicated on the grade record
Performance grade	Grade from exams taken during the semester
Semester exam grade	Grade from a semester exam taken during a qualification procedure
Semester grade	Transcript grade, calculated from the performance grades and the semester exam grade (in accordance with the syllabus)
Make-up exam	Replaces a failed semester exam
Repeat exam	Allows the student to take an exam missed during the current semester (performance grades)